Emergency Operations Plan

Hertford County, NC

June 2013

Disclaimer and Notification.

This plan meets or exceeds requirements of North Carolina law and federal guidance and regulatory requirements, as of the month and year printed above. In a declared State of Emergency in Hertford County, North Carolina, this plan has the effect of law.

This plan supersedes all plans, annexes and attachments dated prior to June, 2013. This printed EOP may have been updated after the date it was printed and all updates, changes, modifications or alterations may not be included in this printed version. This version is intended as a backup copy of the information, plans, revisions, updates and modifications that appear in the electronic version of the Hertford County Emergency Operations Plan at *http://emplan.renci.org/hertford*

Table of Contents

A	Basic Plan & Proclamations	A
B	IAP & Report forms	B
C	Animal Control & Protection	C
D	Communications & Dam Failure	D
E	Damage Assessment & Debris Management	E
F	Direction and Control	F
G	Donations Management	G
H	Emergency Energy	H
I	Emergency Medical Services	I
J	Emergency Operations Center	J
K	Evacuation	K
L	Fire Protection	L
M	Hazardous Materials	M
N	Law Enforcement	N
O	Medical Debris Management	O
P	Notification and Warning	P
Q	Public Health and Medical Services	Q
R	Public Information	R
S	Public Works	S
T	Receiving and Distribution Point	T
U	Recovery	U
V	Resource Management	V
W	School Emergency Plan	W
X	Shelter Management	X
Y	Terrorism & Training and Exercise	Y
Z	Checklists	Z

Hertford County Emergency Operations Plan

Updated/Reviewed June 7, 2013

FOREWORD

The Hertford County Emergency Operations Plan was developed to address multiple hazards which threaten our County. Through use of a functional format, the document encourages an Integrated Emergency Management System approach to disasters; and fosters prompt, efficient and coordinated response operations by elements of the emergency organization. This requires a system-wide integration of skills, people and resources. Such a system recognizes that plans developed for one type of emergency are extremely useful for other emergency situations and a significant amount of emergency operational capability can be established by addressing broadly applicable functions. This is commonly called *consequence management*.

The National Incident Management System (NIMS) was adopted by Hertford County on November 7, 2005 to incorporate a systematic approach to incident command involving a local, state and federal response interface. Incident command is used by all Hertford County emergency response agencies. The forms accompanying ICS that are used in the County are ICS-200 series forms.

This document presents a basic plan which serves as a summary to a number of functional annexes and attachments. The annexes define who will do what and when in emergency situations. Attachments to annexes give even more specific guidance. Defining the roles of each response agency reduces the confusion, chaos and conflict during emergency; and significantly decreases vulnerability of the public and their property to hazardous threats.

This document meets the recommendations of FEMA planning guidance, CPG 101, and the legal responsibilities identified in North Carolina General Statutes, Chapter 166-A. It provides all the necessary elements to insure that local government can fulfill its legal responsibilities for emergency preparedness.

INSTRUCTIONS FOR USE

It is intended that this plan, when implemented, be used by Hertford County response organizations and management personnel to obtain maximum use of existing resources, organizations and systems in their response to emergencies and disasters that could and / or have occurred in the County. The format for this plan is:

Basic Plan:
To be used by all responders to understand the duties and activities expected of them or their

agency, chief executives and policy officials.

Annexes:
Address the specific functions for use by the operational managers.

Attachments:
Contain technical information, details, and methods (such as standard operating procedures and checklists) for use by emergency response personnel. Each section of the plan contains a purpose statement for that section. All individuals with assigned responsibilities should be familiar with the entire plan, however added emphasis must be given to those sections for which they are responsible. While all circumstances cannot be addressed, the content of this plan should be used as a guide for those things that do occur but not specifically addressed herein.

Checklists:
Where appropriate checklists have been developed to assist the emergency manager, incident commander or agency likely to respond. Some checklists are hazard specific others are annex specific and address functions recommended to carry out preparedness and / or response.

Integrated components:
This plan integrates a number of components essential to functional operation of any consequence management or Integrated Emergency Management System. These components provide additional information to the emergency manager and response personnel.

- Forms
- Database for resources, resource requests, damage assessment, special needs populations, etc.
- Additional or companion plans
- State WebEOC interface

PLAN DISTRIBUTION:

Copies of this plan are distributed on a limited basis and in electronic form to various agencies and departments. NCGS §132-1.7 does not require public notification or display of the materials in this plan because of specific security issues and concerns. This plan is not subject to public records disclosure. Copies of this plan are distributed directly to various State, County and municipal agencies and available through the computer network of the County.

I. PURPOSE

This plan predetermines actions to be taken by the government agencies and private organizations in Hertford County to reduce the vulnerabilities of people and property to disaster and to establish capabilities to respond effectively to the actual occurrence of a disaster.

II. SITUATION AND ASSUMPTIONS

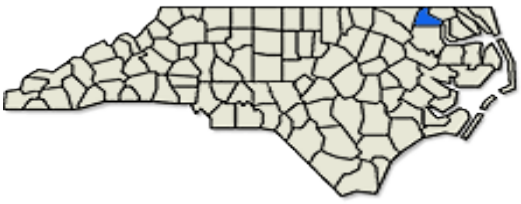
A. Situation

1. *Geographic and demographic general description:*

   Hertford County is located south of the Virginia line in the Northeastern region of North Carolina. Hertford County was established in 1759. It is bounded on

the East by the Chowan River, on the South by Bertie County, on the West by Northampton County, and on the North by Gates County. Hertford County consists of 356 square miles, with elevation ranging from about 10 feet above sea level to 95 feet in the western part of the county. Located in Hertford County are six municipalities. Ahoskie is the largest and is the retail center for the four-county area. Roanoke-Chowan Hospital is located in Ahoskie with a full range of medical services. Murfreesboro is the second largest town and is the home of Chowan College. Winton is the third largest town and is the county seat, with local, state and federal agency offices located there and is home to Easco Aluminum, their largest employer. Winton provides sewer service to Nucor, Wackenhut and to the Town of Cofield. The towns of Cofield and Como serve approximately 300 people and are governed by a five member board.

The current population of the County and municipalities within the County is estimated at 24,669*. During the summer season the population of the County increases to approximately 30,000 persons. Total square miles of land area is 353.96. Population density is approximately 68* persons per square mile. (*Source NC Department of Commerce EDIS, US Census 2010).



2. *Infrastructure general descriptions:*

   - Major traffic arteries:
     Hertford County has no interstate highways. Major routes are: US 158, US 13, US 258, NC 11, NC 461, NC 561 and NC 45. Major bridges are US 13 (Chowan River), US 258 (Meherrin River) and NC 45 (Wiccacon River). US 13 bridge is the only bridge that is subject to commercial water traffic. All major bridges are built above the 500 year flood plain.

   - Railroads:
     North Carolina and Virginia Railroad provides service to Ahoskie, Cofield and to the Nucor Industrial Complex.

   - Utilities:
     Electricity is supplied and distributed by Dominion North Carolina Power and Roanoke Electric Cooperative. Natural gas is supplied and distributed by Piedmont Natural Gas. Natural gas service is located in Ahoskie, Cofield, Winton and to Nucor Industrial Park.

   - Airport:
     Ahoskie/Tri-County Airport is located on NC 561 West near the Northampton County line. The airport offers general aviation services with a 4,500 foot paved, lighted runway with fuel available, instrument approach VOR-DME, NDB. FAA Identifier: KASJ.

   - Waterways:

Chowan River, Meherrin River, Wiccacon River and Potecasi Creek.

3. The following services, which may have expanded duties during disasters, are provided by Hertford County:

    - Administration
    - Animal Control
    - Education
    - Emergency Management
    - Emergency Medical Services
    - Fire Departments
    - Fire Marshal
    - Health Authority
    - Law Enforcement
    - Mental Health
    - Social Services
    - Solid Waste Operations
    - Tax Assessor/Damage Assessment

4. The following municipalities provide services that may be expanded during a disaster or their duties may be directly impacted by the hazard:

    - Town of Ahoskie - Water, Law Enforcement, Sanitation, Sewer, Fire protection and Public Works.
    - Town of Cofield - Water, Sanitation
    - Town of Como - Fire
    - Town of Harrellsville - Water, Sanitation
    - Town of Murfreesboro - Water, Law Enforcement, Sanitation, Sewer, Fire protection and Public Works.
    - Town of Winton - Water, Sanitation, Sewer, Fire protection and Public Works.

5. The County is exposed to many hazards, all of which have the potential to disrupt the County, cause damage and create casualties. The County has experienced many hazards, all of which have, at some particular time, caused disruption to communities, great amounts of damage and in some cases even created casualties. Potential hazards and historical hazards (natural, technological and national security) for Hertford County are:

    - Civil Disorder/Rioting
    - Drought
    - Earthquake
    - Floods
    - Forest Fires
    - Hazardous Materials
    - Hurricanes
    - Large Structural Fires
    - Mass Casualty
    - Other/Unknown (biological, disease, etc.)
    - Power Failure
    - Severe Thunderstorms
    - Terrorist activity
    - Tornados
    - Winter Storms

6. Mitigation for natural hazards is detailed in the multi-jurisdiction hazard mitigation plan.

B. **Assumptions**

1. The occurrence of one or more than one of the previously listed hazards could result in a true catastrophic disaster situation for the County. Any combination of occurrence of the previously listed hazards would grossly overwhelm local and state resources and citizens must be educated and instructed in self-reliance until sufficient resources can be deployed to the County to provide assistance.

2. It is necessary for the County to plan for and to carry out disaster response and short-term recovery operations utilizing local resources. However, it is likely that outside assistance would be needed and available in most major disaster situations affecting the County.

3. Officials of Hertford County are aware of the possible occurrence of an emergency or major disaster and their responsibilities in the execution of this plan and will fill these responsibilities as needed.

III. CONCEPT OF OPERATIONS

A. As required by North Carolina General Statute 166A, Part 3 it is the responsibility of County government to organize and plan for the protection of life and property from the effects of an emergency/disaster.

B. Hertford County utilizes the four phases of Comprehensive Emergency Management in designing and implementing the emergency services program. These phases are:

1. **Mitigation** - Through the planning and building inspection programs, the county and municipal governments use codes and standards to prevent industry from impacting on residential areas and prevent sub-standard building construction. Education of the public about potential disaster effects also prevents injury and death from disasters. Public participation in preparedness exercises can also prevent injury and death from disasters.

- *Fire inspections will be conducted and fire codes will be enforced.*
- *Participation in the National Flood Insurance Program will assist in identification of flood prone areas and minimize life and property loss to flood.*
- *Local ordinances will be enacted and enforced which result in reduced risk to the public; examples include regulations on zoning, planning, sanitation, animal control and burning.*
- *Vital records will be protected to reduce or eliminate loss.*
- *Public education regarding emergency/disasters will be developed and conducted.*

2. **Preparedness** - Through disaster planning and recognition of hazards likely to affect the area, the county and municipal agencies prepare for potential disasters. County agencies are offered training in preparation for a disaster and each department is responsible for seeing that their responders have adequate training to carry out assigned functions. Many other programs are offered to the residents of Hertford County to help them also be prepared, such as printed materials and public education programs. Members of the public are kept informed and urged to prepare for disasters by local media and Emergency Management.

    - *Potential hazards and risks will be identified.*
    - *Vulnerabilities and capabilities will be assessed.*
    - *An Emergency Operations Plan will be developed and maintained.*
    - *Standard Operating Procedures will be developed by all responsible parties identified in the Emergency Operations Plan.*
    - *Vital facilities and available resources will be identified and inventoried.*
    - *Mutual aid agreements, memorandums of understanding, etc. will be developed.*
    - *Planning will be coordinated with other jurisdictions.*
    - *Training will be made available to emergency responders.*
    - *Exercises will be conducted and critiques will follow.*
    - *Public education and current public information will be offered.*
    - *Potential threats will be monitored and evaluated.*

3. **Response** - When a disaster occurs, the county and municipal agencies respond either as direct assistance to the disaster area or as a support agency to the first responders on-scene. The response agencies will act within their scope of training and will call upon outside resources as needed to mitigate further damages. Additional resources are coordinated by the Hertford County Emergency Operations Center.

    - *The Emergency Operations Plan will be implemented on an appropriate scale.*
    - *Affected parties, groups and agencies will be alerted and notified.*
    - *Response forces will be deployed.*
    - *Direction and Control will be established.*

- *Lifesaving activities will occur, including rescue, fire suppression, emergency medical measures and isolation of hazardous areas.*
- *Law enforcement and emergency security will be implemented.*
- *Evacuation and sheltering will occur.*
- *The initial impact of the emergency/disaster will be assessed by field forces.*
- *A State of Emergency will be proclaimed if applicable.*
- *Emergency ordinances will be implemented and enforced.*
- *Resource allocation will occur.*
- *Mutual aid will be activated.*
- *Coordination with adjoining jurisdictions will take place.*
- *Pertinent public information will be released through media outlets.*

4. **Recovery** - After the immediate short term emergency needs of an area are controlled, the county and municipal governments begin a recovery process that may take several days to many months or years. Response agencies will determine what impacts have been made on the community and what will need to be done to put the community back to pre-disaster conditions. Many times this effort will overwhelm the jurisdiction and assistance from State and Federal Government will be needed.

   In All Emergencies/Disasters:

   - *Debris removal operations will be conducted.*
   - *Damage assessment will occur.*
   - *Essential services will be restored.*
   - *Restoration of Vital Facilities will take place.*
   - *Public information will be released pertinent to recovery assistance.*
   - *Emergency housing will be secured for victims.*
   - *Resources arriving from other areas will be staged and deployed.*
   - *The management and distribution of donated goods will be implemented.*
   - *Reconstruction of damaged property will be undertaken.*
   - *Unmet needs will be addressed.*
   - *Temporary shelters will be closed.*
   - *The State of Emergency will be terminated.*

   In Presidential-Declared Emergencies/Disasters:

   - *Any emergency/disaster with potential for a Presidential Declaration will include most of the activities listed above.*
   - *The Governor will request a Declaration of Emergency/Disaster from the President.*
   - *Depending on the type of Declaration, multiple categories of Federal Assistance will become available.*
   - *A Disaster Field Office will be opened in North Carolina to manage Federal assistance provided under a full-scale Declaration.*

- *One or more Disaster Assistance Centers will be opened in the affected area.*

C. Hertford County provides many emergency services to the citizens of the county on a daily basis. Some of the services overlap into municipal government jurisdictions. While the cities/towns within the county provide many services to their citizens, they also depend on Hertford County for services such as emergency medical, social services, health, sheltering of evacuees and emergency management.

D. Each municipal government in Hertford County will maintain their own operations in the event of an disaster. However, if a municipal government's resources prove to be inadequate during emergency operations, requests for county resources will need to be made to keep the municipal governments normal operations functional. There are municipal governments in the county that will be able to remain completely functional without outside resources, but there will be some that will be totally dependent on county resources.

E. As requests for resources become overwhelming, the County will coordinate, as appropriate, with adjoining counties for additional available resources while also working with North Carolina Emergency Management to utilize state resources when county capabilities become exhausted.

State Role and Support:

Requests for State resources will be made through the Hertford County Emergency Management Coordinator to the NC Division of Emergency Management State Emergency Operation Center (1-800-858-0368). The State Emergency Response Team (SERT) will be fully or partially activated as necessary to support the County's requests. Additionally, it is expected SERT will have a role in most, if not all disasters. The SERT will respond as directed by the Director of the Division of Emergency Management and upon request will provide the following support to Hertford County Emergency Management.

- *On scene response by the Area Coordinator or designee.*
- *Assistance with dissemination of emergency public information.*
- *Relay of information from State and Federal Agencies.*
- *Coordination of State agencies during events.*
- *Transmittal and tracking of resource requests to the State.*
- *Assistance with planning, training, response and recovery operations.*

F. When needed, the Hertford County Commissioners can declare a "State of Emergency" as directed by NCGS §166A-8, to assist the local emergency response agencies in carrying out their duties and for the protection of the citizens and property within the disaster area. Cities can independently declare a "State of Emergency" in the event of a disaster or, by resolution, can sign off on a County "State of Emergency" if one is declared.

G. When a disaster overwhelms the capability of state and local governments, resources of federal departments and agencies may be needed.

H. Local governments will use their normal channel for requesting assistance and/or resources to the State Emergency Operations Center. If state resources have been exhausted, the State will arrange to provide the needed resource(s) using the Emergency Support Functions as described in the National Response Framework.

The county and the municipalities are also signature agencies of the "Statewide Mutual Aid Agreement."

I. The National Response Framework 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 which results in a required Federal response.

J. Under the provisions of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, a Federal Coordinating Officer 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 Federal Coordinating Officer. The Disaster Mitigation Act of 2000, also known as the 2000 Stafford Act Amendments, are important changes in the ways in which the Federal government will provide assistance.

Within the National Response Framework, departments and agencies having various authorities and resources have been assigned primary and support agency responsibilities for various Emergency Support Functions (ESFs). These Emergency Support Functions will work in concert with State agencies to provide the needed resource(s).

ESF's listed in the National Response Framework are:

1. *Transportation*
2. *Communications*
3. *Public Works and Engineering*
4. *Firefighting*
5. *Emergency Management*
6. *Mass Care, Emergency Assistance, Housing and Human Services*
7. *Logistics Management and Resource Support*
8. *Public Health & Medical Services*
9. *Search & Rescue*
10. *Oil and Hazardous Materials Response*
11. *Agriculture and Natural Resources*
12. *Energy*
13. *Public Safety and Security*
14. *Long-Term Community Recovery*
15. *External Affairs*

K. National Incident Management System:

On November 7, 2005, Hertford County formally adopted the National Incident Management System (NIMS) approach and guidance to incorporate the elements of NIMS essential to efficient management of emergencies and disasters that will involve local, state and federal response agencies. The federal government places criteria for all emergency plans to comply with Homeland Security Presidential Directive #5 (HSPD-5). "*To prevent, prepare for, respond to, and recover from terrorist attacks, major disasters, and other emergencies, the United States Government shall establish a single, comprehensive approach to domestic incident management. The objective of the United States Government is to ensure that all levels of government across the Nation have the capability to work efficiently and effectively together, using a national approach to domestic incident management. In these efforts, with regard to domestic*

incidents, the United States Government treats crisis management and consequence management as a single, integrated function, rather than as two separate functions"..

Hertford County has met and continues to meet the compliance objectives of the National Incident Management System and have received training in the National Response Framework. Many compliance objectives are ongoing efforts such as training and new resources typing. Elected and appointed officials are involved in all local emergency planning and the Emergency Management Coordinator is the single point of contact for all NIMS compliance issues. All local agencies are responsible for maintaining their own training records that accurately reflect compliance with the objectives of the NIMS. Training courses are listed in our Training and Exercise annex of this plan.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. Organization

Most departments within local government have emergency functions in addition to their normal duties. Each department is responsible for developing and maintaining their own emergency response and preparedness procedures. Specific responsibilities are outlined below under the section entitled "Assignment of Individual Responsibilities". Responsibilities for certain organizations which are not a part of local government are also presented, because these agencies provide a vital function in emergency operations. The Hertford County Emergency Operations Center utilizes incident command primary groups. These groups are:

- Command Group, consisting of:
    - Chairman of the Board of Commissioners or the designated member of the Board of Commissioners.
    - County Manager
    - County Emergency Management Coordinator
    - Mayors of any municipality that may be affected.
    - Managers of any municipality that may be affected.
    - Additional members appointed by the Command Group, as necessary.

  The purpose and responsibility of the Hertford County Command Group is to make timely decisions on urgent matters related to an emergency or disaster situation. The Command Group assembles in the County Commissioner's Room, Building One, in Winton. At least one member of the Emergency Command Group shall be present in the EOC at all times and will remain in constant contact with other leaders at other facilities. The Chairman of the Hertford County Board of Commissioners, or designated alternate, is representing all County Commissioners when the Command Group convenes.

- Operations Group
- Planning Group
- Logistics Group and;
- Finance Group

  These groups consist of all local government agencies and other organizations as necessary to implement the EOP. Group representatives reporting to the EOC will be selected from county departments and volunteer agencies, and

requested from State and Federal agencies as need dictates. EOC representatives will be selected by the Department Head or Incident Commander (Emergency Management Coordinator). Certain Group members, such as the Public Information Officer will be the primary EOC representatives when the EOC is activated.

These groups are tasked with implementation of Command Group decisions.

B. **Assignment of Responsibilities:**

Assignment of responsibilities outlined in this portion of the plan are considered as including, but not limited to the following agencies, departments or department heads. Additional roles and emergency responsibilities are also found in annexes and procedures as well as hazard specific checklists.

1. **Chairman, County Commissioners, or designated Alternate from the Board of Commissioners**

   - Establish policy and incident guidance procedures in coordination with other officials.
   - Serve as Chairman of the Hertford County Emergency Command Group and carry out appropriate provisions of state general statutes, in addition to local ordinances, relating to emergencies.
   - Issue and distribute, as appropriate, a local proclamation declaring a State of Emergency or terminating the State of Emergency.
   - Assume or delegate direction and control of emergency operations after declaring an emergency at County level.
   - Request assistance from State government through the Emergency Management Coordinator, as needed, to control an emergency.
   - Perform coordination and policy-making functions as necessary to provide for optimum protection of public health and safety within the jurisdiction, including orders for evacuation and reentry.
   - Assure the protection of public documents and public facilities during the emergency.
   - Execute the Hertford County Emergency Operations Plan.
   - Coordinate emergency response decisions and actions with the Chairmen from adjoining/affected jurisdictions.
   - Additional duties may be found in Procedures and Annexes.

2. **County Commissioners**

   - For planning purposes, nominate local members of the Hertford County Local Emergency Planning Committee, for appointment by the State Emergency Response Commission.

- o During time of emergency, maintain communications with the Emergency Command Group and assist the Command Group as requested by the Chairman or designated Alternate.

- o Maintain familiarity with the County Emergency Operations Plan, and related ordinances and emergency authorities, including procedures for continuity of government.

- o Serve as alternate member of the Hertford County Emergency Command Group when requested.

- o Additional duties may be found in Procedures and Annexes.

3. **County Manager**

- o On behalf of the county implement direction, control, coordination, and policy-making functions as necessary to provide for optimum protection of public health and safety within the jurisdiction. Establish incident guidance procedures in coordination with other officials.

- o Ensure county agencies continually update their annexes to the Emergency Operations Plan and develop internal Standard Operating Procedures (SOPs) as needed to respond to emergencies through Emergency Management.

- o Ensure that exercises and tests of the emergency systems are conducted on a periodic basis to test the functions of the Emergency Operations Plan through the Office of Emergency Management.

- o Ensure that representatives for Emergency Operations Center staff are designated (e.g., Health Director, Public Information Officer, etc.) to report to the Emergency Operations Center upon activation to provide direction and control.

- o On behalf of the Hertford County Commissioners implement or delegate direction, control, coordination, and policy-making functions as necessary to provide for optimum protection of public health and safety within the jurisdiction, including management of the Emergency Operations Center utilizing the Emergency Management Coordinator to carry out this function.

- o Implement emergency policies/ordinances, as appropriate, on behalf of the governing body. Draft declarations of Emergency and, as appropriate, declarations of termination of the emergency, for approval by the Board.

- o Serve as a member of the Hertford County Emergency Command Group and ensure the implementation of the Emergency Operations Plan for county government.

- o Implement the County Emergency Operations Plan on an appropriate scale by authority of the County Chairman, and adhere to county personnel policy.

- o Serve as the official spokesman for the County and the Command Group during emergency events, or designate a Public Information Officer to

fulfill this role.

- Authorize the release of emergency public information statements and activation of the Emergency Alerting System.

- Coordinate emergency response actions with County Managers from adjoining jurisdictions.

- Designate county employees to serve in special operations in accordance with this plan during emergency/disaster events, such as supporting Disaster Recovery Centers, Damage Survey Teams, and donation management activities.

- Support or provide essential training for county employees tasked with emergency responsibilities in the Emergency Operations Plan.

- Additional duties may be found in Procedures and Annexes.

4. **Risk Management**

- On behalf of the county and in the absence of the County Manager or as designated to do so, implement direction, control, coordination, and policy-making functions as necessary to provide for optimum protection of public health and safety within the County. Establish incident guidance procedures in coordination with other officials.

- On behalf of the Hertford County Commissioners, in the absence of the County Manager or as designated to do so, implement or delegate direction, control, coordination, and policy-making functions as necessary to provide for optimum protection of public health and safety within the jurisdiction, including management of the Emergency Operations Center utilizing the Emergency Management Coordinator to carry out this function.

- Ensure that financial records of expenditures are kept during emergencies.

- Develop procedures for the procurement and delivery of essential resources and supplies on a timely basis.

- Ensure that response agencies initiate documentation of all costs incurred subsequent to the emergency/disaster.

- Report to the Emergency Operations Center upon activation and assist the Emergency Management Coordinator in the direction and control of resource management operations and staffing.

- Serve as the EOC representative primarily responsible for the documentation of disaster-related expenses incurred by local government and its supporting agencies.

- In the absence of the County Manager or as designated to do so, authorize the release of emergency public information statements.

- Provide other support as required or requested by the County Manager or within the normal functions of the position.

- Support or provide essential training for county employees tasked with emergency responsibilities in the Emergency Operations Plan.

- Additional duties may be found in Procedures and Annexes.

5. **Emergency Management Coordinator**

- Perform assigned duties according to state statutes and local ordinances to include serving as the Chief of Staff and where necessary or delegated, the Incident Commander for all disaster operations. Serve as the County Manager's primary advisor.

- Serve as a member of the Hertford County Emergency Command Group with the primary responsibility for advising the Group on emergency management activities and overall coordination of local forces.

- Set priorities on available resources and implement resources controls to restore essential services.

- Responsible for developing, coordinating and updating the County Plan, including Standard Operating Guidelines (SOP's), in accordance with Federal and State guidelines, coordinating emergency operations within the county, and coordination of emergency activities with adjoining jurisdictions.

- Establish and equip the 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.

- Ensure that a system is developed and implemented to manage information (including internal messages) pertaining to the emergency situation and disseminate it to other levels of government and private sector.

- Ensure that briefings, situation reports and incident action plans are presented to the Emergency Command Group and other elected officials in a timely manner.

- Acquire maps, status boards and other display devices for the Emergency Operations Center which identify high hazard areas and pre-selected control/monitoring points.

- Ensure that an events log (casualty and health concerns, property damage, fire status, size of risk area, scope of hazard, number of evacuees, etc.) is compiled and displayed in the Emergency Operations Center throughout the duration of the emergency.

- Provide for acquisition/stocking of food, water supplies, and other equipment necessary for the effective operation of the Emergency Operations Center/Staff.

- Develop a schedule for testing, maintaining and repairing Emergency Operations Center and other emergency equipment, as well as coordinate exercises and tests of the emergency systems and plans

within the jurisdiction.

- Alert staff and activate Emergency Operations Center (for 24-hour coverage if necessary) when notified of potential/emergency situations.
- Ensure that Emergency Operations Center staff acknowledge and authenticate reports.
- Ensure staff and officials briefings are conducted periodically during the emergency.
- Establish and maintain coordination with other jurisdictional Emergency Operations Centers as appropriate.
- Provide for adequate coordination of recovery activities among private, state and federal agencies/organizations.
- Plan for/identify and maintain current inventories of available resources for emergency purposes including vital facilities.
- Maintain administrative records as required including current notification list of emergency operations personnel.
- Receive requests for assistance from municipalities within the County and direct aid to areas where needed.
- Prepare authentication charts and devices for use during an emergency.
- Develop procedures to warn areas not covered by existing warning systems.
- Coordinate warning resources with neighboring counties.
- Develop and maintain a public information and education program for disaster preparedness.
- Direct and assist the Public Information Officer in disseminating public information during emergencies.
- Identify potential evacuation areas in accordance with the County's hazard analysis.
- Develop evacuation procedures.
- Identify population groups requiring special assistance during evacuation (e.g., senior citizens, the very ill and disabled, nursing homes, prison populations, etc.).
- Ensure that institutions within the County have evacuation procedures.
- Monitor the progress of the evacuation and modify evacuation procedures when needed.
- Establish and equip Disaster Assistance Centers along with the State when appropriate.

- Identify shelter facilities for short-term use which have lodging and mass feeding capabilities.

- Develop procedures to activate and deactivate shelters and ensure that Department of Social Services and other organizations involved in shelter and mass care develop shelter SOPs.

- Designate shelter facilities with the shortest commuting distance to the hazard area for essential workers and their families.

- Initiate the return of the population as soon as conditions are safe at the direction of the Chairman, Board of County Commissioners.

- Assign a Damage Assessment Officer to coordinate overall damage assessment operations.

- Provide damage assessment training in addition to training programs for the EOC organization.

- Maintain sufficient quantities of needed forms and supplies for damage assessment teams and other departments/agencies assisting with assessment/recovery operations.

- Secure resources to support and assist with damage assessment activities (maps, tax data, cameras, identification, etc.).

- Establish a Utilities Liaison, if necessary, to coordinate information flow between the Emergency Operations Center and affected utilities.

- Assist with identification and notification of applicants that may be eligible for PA programs (local government entities, private nonprofit organizations, Native American tribes, etc.).

- Develop mutual aid agreements for use of resources.

- Develop procedures to alert key officials.

- Analyze personnel and equipment requirements to meet potential hazards and maintain a resource manual.

- Develop procedures to activate the EAS system.

- Coordinate resource use under emergency conditions and provide a system to protect these resources (i.e., essential personnel and equipment).

- Provide for the storage, maintenance, and replenishment/replacement of essential equipment and materials (medical supplies, food and water, etc.).

- Request additional resources in those cases where county resources cannot meet response or recovery requirements.

- Provide backup communications for Emergency Operations Center through the mobile command post.

- Develop a flood warning system for areas in the county subject to frequent flooding.

- Designate the Emergency Operations Agency representatives from Hertford County.

- Coordinate in the search of missing persons and with body recovery.

- As possible, coordinate with FEMA Disaster Field Office staff and Damage Survey Teams deployed to the County after a Presidential Declaration of Disaster.

- Serve on the local USDA County Emergency Board.

- Coordinate Hazard Mitigation Grant applications.

- Serve as the Community Emergency Coordinator as defined by SARA Title III and the Local Emergency Planning Committee, and assist local responders with planning for hazardous materials emergencies.

- Serve as the single point of contact for implementation of the National Incident Management System.

- Additional duties may be found in Annexes and Procedures.

6. **Assistant Emergency Management Coordinator (Designee of Emergency Management Coordinator**)

- Report to the Emergency Operations Center to assist and serve as back-up to the Emergency Management Coordinator during emergency/disaster operations and ensure continuous representation throughout activation.

- Provide support personnel and services to the Emergency Operations Center as appropriate/necessary and supervise the emergency operating center administrative support staff.

- Ensure all information related to the emergency/disaster situation is coordinated with other response agencies/organizations.

- Ensure agency staff is secured to provide for 24-hour operation.

- Assume the duties and responsibilities of the Emergency Management Coordinator in his absence.

- Provide the narrative and operational journals to be maintained during emergency/disaster.

- Serve as the principal emergency management liaison and advisor to the Operations Group.

- Additional duties may be found in Procedures and Annexes.

7. **Public Information Officer**

- Prepare procedures for the conduct of public information services during disasters.

- Serve as a primary member of the Command Group with responsibility for the creation, management and delivery of emergency public information developed by the Command Group or Emergency Management Coordinator.

- Maintain current inventories of public information materials to address all hazards, particularly including materials on family preparedness for disaster.

- Coordinate all media releases pertaining to emergency planning and operations.

- Provide for rumor control and emergency instructions. Publicize the telephone number of a rumor control line where official disaster information can be obtained by the public.

- Develop media advisories for the public.

- Maintain working relationships with the media and a current list of radio stations, television stations and newspapers to be used for public information release.

- Prepare written statements of agreements with the media to provide for dissemination of essential emergency information and warning to the public, including the appropriate protective actions to be taken.

- Arrange points of contact for releases of public information in an emergency and for briefings to media representatives, when appropriate. Escort the press as needed.

- Assist in the preparation and review of Emergency Public Information Materials for all hazards affecting the County.

- Report to the Emergency Operations Center upon activation and coordinate the release of disaster related information with local agencies, State and Federal governments.

- Prepare and distribute pre-scripted Emergency Public Information Center materials to the media (newspaper, radio and television, etc.).

- Ensure that all sources of information being received are authenticated and verified for accuracy, then cleared with the Incident Commander or Command Group before being released to the media.

- Assist in handling inquiries and informing families about places of contact for missing relatives, continued emergency services, restricted areas, etc.

- Review and update the Emergency Public Information Annex and SOPs regularly.

- Coordinate with the Sheriff regarding release of public information specifically related to law enforcement.

- Supervise Volunteer Public Information Coordinators whose responsibility is to respond to public inquiries during an emergency situation.

- Additional duties may be found in Procedures and Annexes.

8. **Sheriff**

- Serve as a member of the Operations Group, with primary responsibility for law enforcement, traffic control and search coordination.

- Develop mutual aid agreements with other law enforcement agencies.

- Provide backup communications for Emergency Operations Center through mobile units.

- Provide transportation for Emergency Operations Center personnel under emergency conditions as requested by Emergency Management.

- Maintain current internal notification/recall rosters and communications systems.

- Assist in warning and notifying the affected population of an existing or impending emergency.

- Assist in evacuation of the disaster area and movement to shelter.

- Provide security and protection for the damaged area and critical facilities plus control access to the affected area.

- Provide security in the Emergency Operations Center, reception centers, shelters, lodging and feeding facilities during emergency operations and coordinate with security contractors to provide security at Disaster Recovery Centers opened for Hertford County citizens.

- Relocate and house prisoners when necessary during periods of evacuation.

- Coordinate additional law enforcement and traffic control support with State Highway Patrol and other counties and/or municipalities during response activities.

- Deliver necessary kits or other supplies if requested.

- Establish staging areas in conjunction with fire departments, Emergency Medical Services and other response forces.

- Review and update the Law Enforcement Annex and SOPs regularly.

- Provide direction and control for law enforcement operations in local jurisdictions, including fugitive searches and emergency traffic control.

- As requested by the Command Group, assist with the warning of persons threatened by the hazardous condition and coordinate law enforcement units deployed for warning operations.

- Inform families on the status of individuals missing or deceased due to an emergency/disaster event.
- Ensure that Police Department staff is provided training related to the mission task in this plan.
- Additional duties may be found in Procedures and Annexes.

9. **Municipal Law Enforcement Agencies**

- Maintain law and order within local jurisdictions.
- Provide mobile units for warning operations.
- Provide security for essential facilities.
- Request assistance through the Emergency Operations Center, as needed.
- Additional duties are also found in the various annexes and procedures, and specifically the Law Enforcement Annex.

10. **Fire Marshal (or Designee)**

- Plan for coordination of fire fighting operations throughout the county in time of disaster.
- Develop mutual aid agreements.
- Analyze fire potential and identify fire service requirements.
- Develop and update Fire SOPs for coordination of fire fighting during emergencies.
- Prepare inventories of all fire equipment and personnel resources.
- Report to Emergency Operations Center upon activation and direct and control fire-fighting operations.
- Provide for protective equipment, instruments, antidotes and clothing, within the resources of Hertford County, to perform assigned tasks in a hazardous chemical environment to include decontamination.
- Direct and dispatch fire-fighting aid from other counties to the disaster site.
- Advise decision makers and emergency support services on the hazards associated with technological hazards and the areas most likely to be affected by a release of a hazardous material.
- Provide support personnel to assist in traffic control and damage assessment operations.
- Conduct fire inspections for temporary post-hurricane shelter facilities and other temporary operations necessitated by the event.

- Coordinate fire control between municipal government, county and forest service.
- Advise about fire security during operations.
- Review and update the Fire Protection Annex and SOPs regularly.
- Serve as a member of the EOC Operations Group specifically responsible for liaison to the fire service, including fire units assisting Hertford County from other jurisdictions.
- Assist the Emergency Management Coordinator with the establishment and operation of staging areas for response forces.
- Assist Fire Chiefs in the development of Standard Operating Procedures/guidelines and mutual aid agreements in support of this plan.
- Assist the Debris Coordinator in the establishment and oversight of debris burn sites.
- Serve on the LEPC as required and assist with related facility inspections.
- Additional duties may be found in Procedures and Annexes.

11. **County Fire Chiefs / Fire Departments**

- Assist with warning and notification of threatened populations, traffic control and missing persons search.
- Deploy fire personnel and equipment during emergencies.
- Designate staging areas for mutual aid and volunteer forces responding from other areas.
- Assist with search and rescue operations, including body recovery.
- Provide on-scene direction and control during hazardous material decontamination and monitoring in accordance with the Incident Command System.
- Maintain fire security in evacuated areas.
- Assist in decontamination operations.
- Assist in debris clearance for emergency access in the disaster area.
- Assist the Damage Assessment Officer by conducting initial damage assessments.
- Develop and maintain Standard Operating Procedures for fire service operations in support of this plan.
- Serve as a member of the Hertford County Operations Group.

- Coordinate with the Fire Marshal regarding availability of manpower and equipment for disaster operations, and anticipate resource needs for extended operations.

- As necessary, ensure fire stations are maintained during disaster events, particularly as local points of contact for receipt and distribution of emergency public information.

- Assist the NC Division of Forest Resources in the control and extinguishment of woodland fires.

- Provide fire protection for temporary structures used as shelters, such as tents.

- Assist the Fire Marshal with fire inspections of damaged structures.

- Develop and maintain mutual aid agreements for the procurement of needed resources during emergency and disaster events.

- Develop fire department policy and plans on emergency debris removal.

- Assist with the transportation and preparation of emergency public water supplies (e.g., tankers, water buffaloes) as approved by the Health Director.

- Attend post-disaster Applicant's Briefings and assist in coordinating Damage Survey Report Teams arriving after a Presidential Declaration of Disaster.

- Receive and manage information provided to the Fire Department by hazardous materials facilities under the Emergency Planning and Community Right-to-Know Act.

- Assist the Emergency Management Coordinator with planning for emergency response to Hertford County by the North Carolina Hazardous Materials Regional Response Team (RRT).

- Coordinate with the Finance Officer regarding documentation of disaster-related expenses. The FEMA Equipment Schedule may prove useful in document preparation.

- Additional duties may be found in Procedures and Annexes.

12. **Emergency Medical Services Director**

- Plan for coordination of emergency medical activities throughout the County during disasters.

- Develop Emergency Medical Services procedures and mutual aid agreements.

- Coordinate with hospital disaster coordinator on use of medical facilities within the County for mass casualty incidents.

- The Director will coordinate emergency medical response with EMS and

other volunteer medical responders.

- Establish liaison with medical facilities and maintain field communications with other response groups.

- Maintain liaison with other volunteer organization and other volunteer service agencies to support first aid and supplement medical resources in shelters and other disaster situations.

- Provide for the dispatch of ambulances and the transport of victims to medical facilities.

- Coordinate response capabilities with the Emergency Management Coordinator utilizing EMS units.

- Maintain a casualty tracking system.

- Provide for nursing care at shelters to the extent that local medical standing orders allow.

- Implement the Incident Command System as needed.

- Review and Update the Emergency Medical Services Annex and SOPs regularly.

- Provide medical surveillance and medical decontamination for emergency workers at incidents involving hazardous materials.

- Serve as a member of the Hertford County Operations Group and also as an EMS representative to the EOC if requested.

- Identify equipment and manpower limitations, and coordinate with the Emergency Management Coordinator in the development of mutual aid agreements for the procurement of resources during emergency and disaster events.

- Assist the Medical Examiner, County Health Director and other authorities in the establishment of temporary morgues and the proper handling of deceased victims.

- Coordinate with the County Health Director and Social Services Director to determine potential emergency transportation needs for special needs and homebound populations.

- Assist the Sheriff as requested with traffic control, on-scene public notification and warning, and body recovery operations.

- Assist with initial impact assessment and situation reports for the Emergency Management Coordinator.

- Coordinate with the Finance Officer regarding documentation of disaster-related expenses.

- Coordinate with State Office of Emergency Medical Services personnel serving as liaisons for SERT.

- Serve on the Local Emergency Planning Committee as needed.
- Additional duties may be found in Procedures and Annexes.

13. **Social Services Director**

- Plan for coordination of Social Services operations during disaster.
- Coordinate with medical/health care facilities (e.g., nursing homes, rest homes, etc.) to ensure development of emergency procedures in conjunction with appropriate agencies.
- Develop mutual aid agreements.
- Coordinate emergency activities during response and recovery with volunteer organizations (Council on Aging, Interfaith, etc.) to include shelter, feeding and clothing.
- Provide the lead role in shelter operations and provide shelter staff from Social Services.
- Assume the lead role in the operation of special needs shelters as well as train, and prepare for the operation of special needs shelters for county residents. (e.g., nursing homes, rest homes, etc.)
- Plan and coordinate with Home Health Care and the Health Department, concerning health issues and concerns of the local special needs population.
- Coordinate emergency operations with all organizations as needed.
- Maintain current internal notification/recall rosters.
- Report to Emergency Operations Center upon activation to assist in shelter operations and serve as EOC Operations Group representative primarily responsible for emergency shelter operations and identification of unmet needs.
- Coordinate with health, mental health and other volunteer/non-volunteer agencies, both public and private, to provide support personnel during sheltering.
- Open emergency shelters at the direction of the Command Group (as appropriate to the threat in accordance with current shelter policy).
- Coordinate emergency shelter openings with the Superintendent of Hertford County Schools, as necessary.
- Develop and maintain Standard Operating Procedures for Social Services operations in support of this plan.
- Provide leadership to establish the Hertford County Disaster Unmet Needs Committee and serve as Chairman of the Committee in accordance with other portions of this plan.

- Contact medical/health care facilities (e.g. nursing homes, rest homes, etc.) to encourage development of emergency procedures and adequate coordination with appropriate agencies.

- Provide personnel to temporarily staff Disaster Recovery Centers.

- Assist the Public information Officer in the identification of local residents who do not speak English and thus require special emergency information.

- Additional duties may be found in Procedures and Annexes.

14. **Communications/Warning Point Supervisor (Sheriff)**

- Plan and direct communications and warning systems, including two-way radio systems throughout the County, describing methods of communications between Emergency Operations Center, field forces, shelter facilities, adjacent jurisdictions and area/State Emergency Operations Center during emergency and disaster events, particularly regional events such as hurricanes.

- Ensure off-duty communications staff can be recalled on short notice to supplement on duty personnel.

- Maintain the Hertford County Communications Center as the Hertford County Warning Point.

- Maintain current internal notification/recall rosters.

- Ensure information pertinent to the emergency/disaster situation is provided to the Emergency Operations Center.

- Develop and maintain equipment, methods and procedures for communications between the Emergency Operations Center and on-scene emergency resources.

- Coordinate communications network with surrounding counties, the State and the County during disasters.

- Establish procedures to control two-way radio communications between the Emergency Operations Center and other forces, such as hospitals, air ambulance dispatch points and amateur communications networks.

- Disseminate warning information.

- Review and update the Communications Annex and SOPs regularly.

- Ensure that communications procedures are established for the use of logs, message forms and message control.

- Develop procedures for obtaining and restoring telephone services during emergencies.

- Develop mutual aid agreements.

- Identify potential sources of additional equipment and supplies.
- Provide radio repair capabilities and maintenance operations under emergency conditions.
- Ensure program training for all county communications personnel.
- Provide for radio system compatibility and networking.
- Provide for the delivery of primary and backup radio communications (fixed and mobile).
- Report to the Emergency Operations Center upon activation and provide direction and control for communications operations.
- Staff, equip and operate emergency communications facilities and systems.
- Coordinate radio, telephone and computer resources in the county.
- Develop procedures which define agency responsibilities, describe activation procedures and detail the warning systems for notifying the general public.
- Develop listing of warning equipment locations and areas of coverage.
- Provide for testing and exercising of the communications, warning and alerting systems on a regular basis.
- Arrange with public services agencies to augment warning capabilities which includes coordinating with amateur radio personnel to plan for and provide supplementary and backup communications during regional emergencies.
- Receive warning information from the National Warning System or the Division of Criminal Information (DCI) and other official sources.
- Maintain current information in the Communications Center on local hazardous materials facilities for relay by communications staff to emergency responders.
- Additional duties may be found in Procedures and Annexes.

15. **Public Works Director (Water and Solid Waste)**

- Develop and maintain Standard Operating Procedures and guidelines for Public Works functions in support of this plan.
- Serve as the member of the Hertford County Operations Group with primary responsibilities for overseeing Public Works functions including debris removal operations.
- Serve as or designate a disaster Debris Removal Coordinator, whose responsibilities are outlined separately in this plan and assume the lead role in the identification and establishment of temporary debris storage,

sorting, chipping and burning sites.

- Prepare county water and solid waste facilities for predictable consequences of an impending emergency, such as severe weather.

- Update and maintain water and solid waste facility information and prioritize needed improvements and emergency equipment, including auxiliary power.

- Coordinate with State agencies involved in debris removal.

- Identify local resources and maintain a contact list for local private resources available for debris removal, auxiliary power, heavy equipment, refueling, aviation support, etc.

- Identify and maintain agreements for emergency restoration of essential water services and unscheduled emergency maintenance.

- Coordinate all solid waste operations for the county.

- Coordinate with the Emergency Department Coordinator to provide emergency public water supplies.

- Maintain documentation of disaster related damage to county property such as well houses, tanks and solid waste facilities and provide this information to appropriate agencies or departments when requested or required.

- Additional duties may be found in procedures and annexes, specifically the Public Works annex.

- Public Works also has additional roles and responsibilities in Debris management and Water annexes.

16. **Public Buildings Maintenance Supervisor**

- Develop and maintain Standard Operating Procedures and guidelines for County public buildings maintenance in support of this plan.

- Serve as the member of the Hertford County Operations Group with primary responsibilities for overseeing public buildings maintenance functions including debris removal operations in and around County owned buildings or properties.

- Serve as alternate Debris Removal Coordinator, whose responsibilities are outlined separately in this plan.

- Ensure County owned buildings are prepared for hurricane impacts, high wind, flooding and other catastrophic events.

- Remove debris or contract debris removal from County property, following appropriate County contract issuance or procurement procedures.

- Coordinate with any Local, Federal and State agencies involved in debris

removal.

- Identify local resources and maintain a contact list for local private resources available for debris removal, auxiliary power, heavy equipment, refueling, etc.

- Identify and maintain agreements for emergency restoration of essential utility services (telephone, gas and electric power) to County buildings.

- Provide for fuel and maintenance of emergency generators at located County buildings.

- Maintain documentation of disaster related damage to county property and expenses and provide this information to appropriate agencies or departments when requested or required.

- Additional duties may be found in procedures and annexes.

17. **Health Director (Hertford County Public Health Authority)**

- Develop and maintain Standard Operating Procedures for emergency public health operations in support of this plan.

- Serve as the EOC Operations Group representative primarily responsible for emergency public health operations/communicable disease control.

- Develop and implement health awareness and public information programs regarding personal health.

- Report to the Emergency Operations Center upon activation and provide direction and control for emergency health operations.

- Plan for inspection of food and water in shelters and issuance of instructions for decontamination, distribution and usage.

- Conduct sanitation inspections of shelters.

- Coordinate with the Director of Social Services to provide appropriate health care staff for local emergency shelters.

- Coordinate with the Department of Social Services to provide assistance for the medical needs of the special needs population.

- Assist in the identification of homebound and other special needs populations and coordinate with the Social Services Director to maintain a current list of those identified.

- Provide continuous health inspections of affected areas, including shelters plus immunizations when appropriate to evaluate, detect, prevent and control communicable diseases.

- Develop mutual aid agreements.

- Develop and maintain the "bio-terrorism" portion of the terrorism annex to this plan.

- Prepare, train and deploy staff as necessary, required or requested by the Emergency Management Coordinator .
- Coordinate environmental health activities for waste disposal, refuse, food, water control and vector/vermin control and sanitation.
- Provide for the monitoring and evaluation of environmental health hazards and arrange for corrective measures.
- Arrange for the re-supply of health response agencies.
- Coordinate the distribution of exposure-inhibiting or mitigating drugs, vaccines or other preventatives.
- Coordinate public information with the Public Information Officer.
- Coordinate with State authorities to expedite the preparation and approval of emergency public water supply resources.
- Serve on the Unmet Needs Committee.
- Coordinate with the Medical Examiner and other authorities to establish a temporary morgue, if necessary, during a disaster event.
- Provide a public health nurse at local Disaster Recovery Centers and at any local family assistance center opened following a disaster event.
- Additional duties may be found in Procedures and Annexes, specifically in bioterrorism.

18. **Mental Health**

- Develop procedures to provide mental health services during emergencies.
- Serve as EOC Planning Group Representative primarily responsible for disaster-related mental health activities.
- Develop a Disaster Training Guide for counseling personnel.
- Provide crisis intervention training for personnel assigned to Critical Incident Stress Debriefing Teams.
- Implement disaster plans for mental health facilities.
- Provide mental health professionals for treatment of disaster victims.
- Assist with inquiries and inform families on status of individuals injured or missing.
- Maintain a 24-hour Crisis Line during periods of evacuation.
- Provide crisis counseling to victims and families of victims as necessary during emergency events, including establishment of a local Family

Disaster Assistance Center following a mass fatality incident.

- Ensure continuity of mental health treatment and medication for persons in shelter, as necessary or requested.

- Provide crisis counseling to professionals and support staff working with the relocated population.

- Arrange for debriefings of psychological support for emergency workers and disaster victims.

- Provide crisis counselors for Disaster Recovery Centers opened to serve the County following a Presidential Declaration of Disaster.

- Maintain a current list of mental health resources that can be utilized during emergency/disaster situations.

- Additional duties may be found in Procedures and Annexes.

19. **Finance Officer**

- Develop financial accounting record procedures for all agencies to report their emergency expenses and coordinate with any municipalities as may be established.

- Develop and maintain Standard Operating Procedures for emergency financial record-keeping for emergency situations in support of this plan.

- Maintain a separate account of disaster related expenditures and expenses and be familiar with the FEMA Schedule of Equipment rates.

- Maintain and provide a current internal notification/recall roster.

- Develop procedures for the procurement and delivery of essential resources and supplies on a timely basis.

- Serve as the EOC Finance Group Representative primarily responsible for the documentation of disaster-related expenses incurred by local government and its supporting agencies.

- Additional duties may be found in Procedures and Annexes.

20. **Damage Assessment Officer (Tax Assessor**)

- Develop, review and annually update procedures for damage reporting and accounting.

- Serve as the EOC Planning Group representative primarily responsible for preparation of initial impact and detailed damage assessment reports for the Command Group.

- Prepare initial disaster-impact assessments for the Command Group.

- Train personnel in damage assessment organization, techniques and

reporting procedures and be familiar with the FEMA Schedule of Equipment rates.

- Maintain a current damage assessment team notification/recall roster.
- Report to Emergency Operations Center upon activation and coordinate damage assessment operations in conjunction with the Emergency Management Coordinator.
- Assign damage assessment teams and deploy as appropriate. Assure each team has communications with the Emergency Operations Center.
- Inform emergency operations officials of hazardous facilities, bridges, roads, etc.
- Assist the Emergency Management Coordinator and other county or municipal agency representatives who are conducting recovery operations in prioritizing repairs and restoration of affected government facilities.
- Collect and compile incoming damage reports from teams in the field to include county and private agencies such as American Red Cross, School systems, private nonprofit/government utilities and forward reports to the Emergency Management Coordinator.
- Collate and compile damage assessment information for transmittal to the State Emergency Management Office.
- Provide property tax information needed by local applicants seeking assistance at Disaster Recovery Centers, and provide staff to DRC's as demand requires.
- Assist the Emergency Management Coordinator and other county representatives in prioritizing repairs and restoration of damaged facilities.
- Additional duties may be found in Procedures and Annexes.

21. **Superintendent of Schools**

- Develop and maintain Standard Operating Procedures (crisis management plan) for school system support of this plan as well as support for mass feeding, shelter facility, employee evacuation/reentry, use of buses and drivers for evacuations. Enter into written agreements as necessary with County agencies.
- Serve as the EOC Logistics Group representative primarily responsible for providing facilities and resources to support emergency sheltering, mass feeding, and emergency transportation of threatened populations.
- Provide support personnel (schools, cafeteria staff, counselors, bus drivers, etc.) as requested and authorized by the Command Group.
- Provide school facilities for temporary medical treatment facilities or shelters.

- Provide for fuel support when refueling buses being used in transportation activities.

- Direct the evacuation of school populations.

- Coordinate letters of agreement for use of schools as shelters.

- Plan for transportation of county residents in a disaster, including special population groups (handicapped, elderly, etc.).

- Coordinate transportation operations, and keep Emergency Operations Center advised of status.

- Develop plans and procedures to provide for the safety of students and faculty during emergency situations such as fires, tornadoes, bomb threats and hazardous materials events.

- Assist the Public Information Officer and Emergency Management Coordinator with the distribution of family disaster preparedness information to students, faculty and staff.

- Coordinate with the Unmet Needs Committee to identify and assist students, faculty and staff with unmet needs resulting from a disaster event.

- Provide school system representatives, as needed, to assist Damage Assessment teams deployed in Hertford County following a Presidential Declaration of Disaster.

- Designate an official Applicants Agent for the school system, who will sign reports and track related documentation.

- Additional duties may be found in Procedures and Annexes.

22. **Amateur Radio Emergency Coordinator/Operator (ARES)**

- As available, coordinate and provide communications for outlying areas and local shelters with the Communications Center (Emergency Operations Center).

- Develop and maintain a list of amateur radio resources that may be used during emergency /disaster.

- Provide operators to the County Emergency Operations Center and other facilities as needed during emergency/disaster activation.

- Transmit, receive and log emergency traffic as necessary during emergency/disaster events.

- Disassemble and relocate radio equipment to an alternate Emergency Operations Center if necessary.

- Coordinate with the Roanoke-Chowan Amateur Radio Club to establish and support an emergency communications network.

- Provide an event summary of communications transmissions to the Emergency Management Coordinator/EOC Operations Officer.

- Additional duties may be found in Procedures and Annexes.

23. **Data Center**

- Develop and maintain Standard Operating Procedures for the protection of vital records and computerized information during emergency/disaster events.

- Serve as the member of the EOC Planning Group with primary emergency responsibility for protection of vital records and administrative technical support to the Command Group.

- Provide support personnel for technical assistance with computer equipment, telephone and information systems during emergency/disaster activation.

- Additional duties may be found in Procedures and Annexes.

24. **Planning and Inspections**

- Develop and maintain Standard Operating Procedures and guidelines for protection of vital records during emergency/disaster events in support of this plan.

- Develop and maintain standard procedures and guidelines for assisting property owners in recovery from a disaster in support of this plan.

- Inform property owners of current flood ordinance/hazard mitigation issues that may affect the reconstruction of storm damaged property following a natural hazard disaster event.

- Coordinate with the Division of Coastal Management, Division of Emergency Management and others as necessary regarding the development of necessary codes and plans for disaster recovery, and the enforcement of existing codes.

- Advise the Hertford County Board of Commissioners and County Manager regarding new construction options and potential benefits of modifications to existing county properties that are at risk from hurricanes and other hazards.

- Identify and prioritize possible mitigation projects for Hertford County and pursue such projects, as funds are available.

- Develop and maintain the Storm Hazard Mitigation and Reconstruction plan.

- Coordinate with the Emergency Management Coordinator to identify and document vital facilities into the County's Database for eventual incorporation into a Geographic Information System.

- Assist the Emergency Management Coordinator and County Manager in the development of necessary disaster mutual aid agreements related to post-hurricane recovery and reconstruction.

- Additional duties may be found in Procedures and Annexes.

25. **Water Department (Public Works Director)**

- Develop and maintain Standard Operating Procedures for emergency/disaster operations in support of this plan.

- Assess damage to the water system and prioritize repairs based on greatest need or threat.

- Coordinate with the Emergency Management Coordinator, Health Director, State Water Supply officials, and others as necessary regarding the acquisition, testing and distribution of emergency potable water supplies and emergency testing of private supplies.

- Provide information to the Emergency Management Coordinator regarding the status of water supplies affected by an event and the possible need for emergency supplies for non-potable use such as firefighting.

- Designate a Facility Emergency Coordinator in accordance with this plan.

- Additional duties may be found in Procedures and Annexes.

26. **Register of Deeds**

- Develop and maintain Standard Operating Procedures for the protection of deeds and other vital records during emergency/disaster events.

- Assist with requests for property records and property information as necessary, required or requested and relative to disaster recovery.

27. **Supervisor, County Board of Elections**

- Develop and maintain Standard Operating Procedures for the protection of vital records during emergency/disaster events.

- Maintain procedures for postponement and rescheduling of elections delayed by emergency/disaster events.

28. **Unmet Needs Committee Chairman (Director of Social Services or designee)**

- Annually review the Unmet Needs Annex of this plan.

- Assemble the Committee and convene committee members as required for training and disaster activation.

- Act as the lead person in determining disaster-related unmet needs of the

local population.

- o Identify resources to assist in meeting unmet needs and lead the committee in matching needs with available resources.

- o Ensure that the Committee is represented in any local Disaster Recovery Center.

- o Coordinate with Committees and Donations Manager to accomplish the mission outlined in the Donations Management portion of this Emergency Operations Plan.

- o Assist the Finance Officer in the development of a Hertford County donated funds policy, which addresses receipt, and disbursement of funds and eligibility of recipients.

29. **Donations Management Coordinator (Interfaith or designee)**

- o Serve as the Donated Goods Coordinator for the Hertford County Unmet Needs Committee in accordance with this plan.

- o Identify local facilities, volunteer personnel, and equipment needed to receive, sort, track and distribute donated goods, and identify needed agreements and agency coordination.

- o Inform the Public Information Officer, Emergency Management Coordinator, and other officials regarding the status of emergency operations and goods available.

- o Develop procedures and guidelines to facilitate the receipt, sorting and distribution of donated goods.

- o Coordinate with local agencies and the Division of Emergency Management Donated Goods Officer to prioritize local needs and secure desired goods.

- o Take steps to minimize duplication of effort among agencies involved with donated-goods operations.

- o Provide information to the local Disaster Recovery Center on the availability of donated goods.

- o Additional duties may be found in Procedures and Annexes, specifically Donations Management.

30. **Hazardous Materials Facility Emergency Coordinator (all reporting facilities)**

- o Report spills and releases of hazardous materials to the 911 Communications Center as required by the Local Emergency Planning Committee (LEPC).

- o Provide planning information to the LEPC, local fire department, and State Emergency Response Commission as required by Federal law (SARA

Title III).

- o Serve as the point of contact for a chemical emergency involving the facility (industry or governmental facility), and provide appropriate assistance to responders.

- o Additional duties may be found in Procedures and Annexes.

31. **Chairman, County Local Emergency Planning Committee**

- o Convene the Local Emergency Planning Committee as necessary to review the Hertford County Emergency Operations Plan and Hazardous Material Facility Information received by the LEPC.

- o Make recommendations to the Hertford County Board of Commissioners regarding nominations of LEPC members as appropriate.

- o Assist in the development and maintenance of a local Facility Information Notebook, which supports this plan and outlines specific procedures for response to hazardous materials emergencies in Hertford County.

- o Assist the Emergency Management Coordinator in the development of the Hazardous Materials Annex to this plan, plus training and exercises to address the local threat from hazardous materials.

- o Periodically attend meetings of the State Emergency Response Commission to represent the Hertford County LEPC as required or requested.

- o Coordinate with local libraries or other outlets and the Emergency Management Coordinator to ensure public access in accordance with the Emergency Planning and Community Right-to-Know Act.

- o Additional duties may be found in Procedures and Annexes, specifically the LEPC Annex.

32. **Animal Control Supervisor**

- o Serve as technical advisor to the Emergency Operations Center on issues dealing with animal control.

- o Develop an emergency plan dealing with animal control issues and care custody and control of domestic animals in a disaster including sheltering of animals and expedited sheltering and care of animals according to established guidance.

- o Assist in developing a policy regarding fees, pickups and releases of domestic animals during a disaster and in the recovery phase of disaster operations.

- o Coordinate with local animal hospitals and veterinarians to provide emergency shelter for pets.

- o Assume the lead role in the control and disposal of rabid animals, and

coordinate with the Health Director on such activity.

- o Coordinate with NC Wildlife Commission Officers in the capture and/or rescue of wild animals displaced by an emergency or disaster event.

- o Coordinate, as necessary with Cooperative Extension regarding livestock.

- o Develop and maintain a resource list and establish contact with local or regional agencies that could assist with animal control or protection during an emergency event.

- o As needed, coordinate with the US Coast Guard Marine Safety Office, Hampton Roads, and other agencies to assist with the collection, cleaning and rehabilitation of waterfowl contaminated by oil spills.

- o Additional duties may be found in Procedures and Annexes.

33. **Disaster Volunteer Coordinator (temporary designee)**

- o Develop and maintain a list of available disaster volunteers as the event progresses and volunteers become available to the County.

- o Plan and confer with the Public Information Officer and Emergency Management Coordinator regarding the need for volunteers and possible uses for disaster volunteers.

- o Determine capabilities and skills of available volunteers and recommend best use of volunteers to the Emergency Management Coordinator.

- o Assist the Emergency Management Coordinator with the assignment, deployment and status of disaster volunteers.

- o Provide an event summary of volunteer activity to the Emergency Management Coordinator as needed.

- o Additional duties may be found in Procedures and Annexes.

34. **Debris Removal Coordinator (Public Works Director or his designee)**

- o Serve as debris management coordinator to the Emergency Operations Center on issues dealing with debris materials generated by the disaster.

- o Track incoming debris reports (roadways blocked, trees across power lines, power lines down, etc.) and develop a debris removal situation report and coordinate information, road clearing, etc. with Emergency Management and emergency response forces, such as the county volunteer fire departments.

- o Prepare a situation report as often as necessary and assist the Emergency Management Coordinator with the development of a map that will, based upon reports, indicate areas of the county that need additional debris clearing resources.

- o Develop an emergency plan dealing with solid waste issues and debris

disposal in a disaster.

- Develop policies regarding tipping fees, truck weighing and disposal of wooded debris, construction and demolition materials at the landfill site (borrow pit) during a disaster and in the recovery phase of disaster operations.

- Develop or cause to be developed, as appropriate, contracts and or contract management for all contractors regarding debris removal.

- Prioritize debris removal operations in coordination with the Emergency Management Coordinator, Public Works Director, and others as necessary; giving priority consideration to vital facilities described in this plan.

- Assess equipment and manpower capabilities and organize crews and equipment for debris removal operations.

- Confer with the Disaster Volunteer Coordinator, as necessary, to maintain manpower needed for debris removal operations.

- Coordinate with debris removal forces to classify debris and best means of disposal. (i.e., grinding, burning.)

- Identify, prepare, and maintain temporary sites for the collection and subsequent removal of debris from affected areas.

- Coordinate with the NC Division of Air Quality, the NC Division of Forestry Resources, and the Hertford County Fire Marshal regarding possible burn sites and burning operations for debris disposal.

- Coordinate with the Regional Solid Waste Authority to maintain special records for disaster-related debris generated by the County (and any municipalities) as needed for completion of Damage Survey Reports.

- Additional duties may be found in Procedures and Annexes.

35. **Medical Examiner** (Note: Medical Examiners are not available locally)

- Respond to notifications of fatalities from local authorities and establish an adequate morgue.

- Supervise the location and transportation of the remains of the deceased.

- Certify the causes of death of the deceased victims and issue death certificates.

- Notify families and release the remains and personal effects to proper representatives.

- Issue press releases in conjunction with the Public Information Officer.

- Identify resource equipment and needed supplies.

- Coordinate with search and rescue teams during body recovery.

- Coordinate with funeral directors, ambulance services, pathologists, ARC, dentists, X-ray technicians and law enforcement in a mass fatality incident.

- Assist in handling inquiries and informing families about places of contact for missing relatives.

- Additional duties may be found in Procedures and Annexes.

36. **Cooperative Extension Service**

- Operate out of the County Emergency Operations Center as needed for technical advice and liaison with the agricultural community.

- Assume the lead role for the County regarding sheltering of livestock as necessary and coordinate such with Animal Control as necessary.

- Maintain contact with the agricultural representative, at the State Emergency Operations Center, for coordination of agricultural activities.

- Assist sampling teams operating in the county during radiological or hazardous materials incidents.

- Work with the county agencies to provide personnel for agricultural damage assessment teams.

- Coordinate releases of public information with the Public Information Officer and the Health Department.

- Additional duties are also found in the various annexes and procedures.

37. **Aging**

- Coordinates limited services with citizens aged 60 and over.

- Provides or may provide meals (MREs or Heater meals), ice and water to aged citizens as requested or required.

- Coordinates transportation needs with CPTA and other transportation resources.

- Works with county agencies to provide personnel and volunteers for damage assessment teams to visit aged citizens following disasters.

- Additional duties are also found in the various annexes and procedures.

38. **Utilities Representative**

A representative of each of the following may be requested to report to the Emergency Operations Center:

Electric (power)
Telephone

Gas

- The representative shall serve as the liaison between the utility and the EOC / Emergency Management Coordinator.

- Each utility representative shall possess a means or method of communications to and from his organization, department or agency that is independent of EOC communications.

- Works with county agencies to provide information relative to the utility and receives information from county agencies that directly impact the utility or utility customers.

- Performs other duties as assigned by the utility and remains at the EOC until the services of the representative are no longer required by Emergency Management.

39. **American Red Cross (Greater Albemarle Chapter)**

- Shall serve as the lead agency for Shelter Operations and Management in Hertford County and shall coordinate shelter/mass care operations for the County.

    - Inspect shelter sites for serviceability.

    - Develop letters of agreement and procedures for shelter activities and secure cooperation of building owners for use of shelter space. Implement the Memorandum of Understanding between Hertford County and ARC.

- Serve as a representative to the EOC for disaster-related Red Cross programs and shelter operations available to Hertford County.

- Coordinate with the Director of Social Services to identify and provide crisis counseling to victims of disaster or traumatic events including establishment of a Family Assistance Crisis Center following a mass fatality incident.

    - Identify needs and provide appropriate crisis counseling within the operating shelters if the Hertford County Chapter has the capability to provide this service.

- Arrange for staffing of ARC shelters and feeding of evacuees.

    - Provide shelter managers to operate ARC shelters. Ensure managers follow ARC guidance procedure.

    - Provide other support personnel as requested.

    - Provide a shelter-stocking plan for ARC shelters.

    - Provide shelter management supplies.

    - Ensure that personnel are trained to operate and care for the day-to-day needs of the evacuees staying in shelters.

§ Identify evacuees within ARC shelters with special needs.

- Assist in handling inquiries and informing families on the status of individuals injured or missing.

- Additional duties are also found in the various Annexes and Procedures.

V. CONTINUITY OF GOVERNMENT

A. General:

The possibility that emergency and disaster occurrences could result in disruption of government functions necessitates that all levels of local government and their departments develop and maintain procedures to ensure continuity of government. These procedures will name who will be the decision-makers if an elected official or department head is not available.

B. Line of Succession:

1. The line of succession of the County Board of Commissioners/Town/City Council/Alderman proceeds from the Chairman to the Members of the Board in accordance with jurisdictional policy or law.

2. Lines of succession for the Emergency Management Coordinator and department/agency heads with emergency responsibilities are shown in the appropriate procedure.

C. Preservation of Vital Records:

1. 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, statutes and ordinances.

2. Each department/agency is responsible for the preservation of essential records to ensure continued operational capabilities.

D. Relocation of Government:

1. The County provides for the relocation of the governing body to the Emergency Operations Center during times of emergency if necessary.

2. If the primary Emergency Operations Center is determined inoperable, the governing body will relocate to an alternate Emergency Operations Center facility as needed.

3. municipal government will relocate to facilities within their jurisdictions capable of providing emergency operations. If needed, the County EOC will help support this.

4. Local jurisdictions have numerous authorities to relocate seats of government

in times of emergency or disaster. These authorities are found in North Carolina General Statute 162B.

VI. ADMINISTRATION AND LOGISTICS

A. General:

1. The Emergency Services Communications Center operates continuously 24 hours per day and is administered by the Hertford County Sheriff's Office. Day-to-day operations are under the Communications Supervisor (Sheriff's Office).

2. The operational readiness and operations of the Emergency Operations Center is the responsibility of the Director of Emergency Management.

B. Records and Reports:

1. Records of expenditures and obligations during emergency operations effecting the County will be maintained by county government.

2. Records of expenditures and obligations during emergency operations effecting the municipalities will be maintained by the municipal government.

3. Narratives and operational journals of response actions will be kept.

C. Consumer Protection and other applicable laws, rules, regulations and acts:

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

2. Hertford County complies with all applicable federal laws and regulations regarding operations including, but not limited to: the Americans with Disabilities Act, the Robert T. Stafford Disaster Relief and Emergency Assistance Act and the PETS Act.

D. Non-Discrimination

1. 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.

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

E. Agreements and Understandings

1. Agreements and understandings must be entered into by duly authorized officials and should be formalized in writing, whenever possible, prior to emergency situations.

2. Hertford County is a signatory of the Statewide Mutual Aid agreement.

3. Should local government resources prove to be inadequate during emergency operations, requests for assistance will be made to other jurisdictions, higher levels of government, and other agencies in accordance with existing or emergency negotiated mutual-aid agreements and understandings. Requests for State and Federal resources must be made through the local Emergency Management Coordinator to the Area Office. From there, such requests are forwarded to the State Emergency Operations Center.

4. Organizations tasked with responsibilities in the implementation of this plan are responsible for providing their own administrative and logistical needs and for the preparation and maintenance of a resource list for use in carrying out their emergency responsibilities.

VII. PLAN DEVELOPMENT AND MAINTENANCE

A. Each agency, department, or group tasked with responsibilities in this plan has a direct role in its development and review.

B. Department heads are responsible for the development of Standard Operating Procedures in the support of this plan and ensure continued operations of their respective agencies.

C. The County Manager mandates the development and annual review of this plan by all officials involved, including coordinating necessary revision efforts through the Department of Emergency Management. A critique of the actions taken in support of the plan will follow any event necessitating implementation of the plan.

D. Periodic maintenance to the plan will be done with all affected parties having direct input. Periodic maintenance of this plan that includes administrative changes as well as updates and minor modifications, are strictly administrative and do not require re-approval of the entire plan by the Board of Commissioners. Such modifications, updates or changes will be deemed either *administrative* (requiring no action by the Board) or *substantive* (requiring Board approval) by the Emergency Management Coordinator in consultation with the County Manager. Changes, modifications, updates, improvements, deletions or similar amendments will be documented and the most current version of this plan as well as any annex, appendix, or addendum shall clearly show the date when the document was last Updated/Reviewed. It is the responsibility of the Emergency Management Coordinator to ensure all affected parties are informed of plan modifications in a timely manner.

E. The Emergency Management Coordinator shall ensure that this plan will be exercised annually in lieu of a full-scale response to an actual emergency event; that is, an event during the year which resulted in the activation of the County EOC, declaration of a County State of Emergency, evacuation and sheltering, etc. In any case, a post-event review of the plan will be accomplished. Documentation shall be kept by the Emergency Management Coordinator showing each exercise and/or each actual event and that this plan was implemented at least annually. Training and exercise criteria and objectives are maintained in the Training and Exercise annex to this plan.

VIII. Authorities and References

A. The following listed authorities and references were consulted to support this plan:

Federal Authorities and References used in the development of this plan include:

- Americans with Disabilities Act (ADA)
- Public Law 93-288 as amended by Public Law 100-707 (Stafford Act)
- OSHA (29 CFR 1910.120)
- Community Right-to-Know Act (SARA TITLE III)
- Federal Communications Commission (FCC) rules and regulations
- FEMA Equipment Cost Schedule
- Emergency Alert System - Code of Federal Regulations (47 CFR Part 11)
- National Security Decision Directive #259
- Homeland Security Presidential Directive 5
- Homeland Security Presidential Directive 8
- Local Government Emergency Planning (CPG 101)
- Nuclear Attack Planning Base 1990 (NAPB 90), May 1987 *[historical document]*
- National Incident Management System (NIMS)
- National Response Framework *[formerly National Response Plan]*
- National Operations Security Program (NSD-258)
- Temporary Flight Restrictions (91.137)

B. State Authorities and References used in the development of this plan include:

- Emergency Management Act of 1977, N.C. General Statutes §166-A, as amended
- NCGS §162B Continuity of Government
- NCGS §143-215 Oil Spill Act
- NCGS §14-288.1 Riots and Civil Disorder
- NCGS §132-1.7 Public Records
- NCGS §104E Radiation Protection Act
- NCGS §115C-242(6) Use of School Buses in Declared Emergency
- The Hazardous Chemical Right to Know Act, Article (18), Chapter 95 of N.C. General Statutes
- Executive Order 43 (Citizen Corps Council)
- Statewide Mutual Aid Agreement

C. County Authorities and References used in the development of this plan include:

- Hertford County State of Emergency Ordinance
- Hertford County Emergency Management Ordinance
- Proclamation of a Local State of Emergency (sample)
- Proclamation Terminating a Local State of Emergency (sample)
- Hertford County Proclamation Adopting the National Incident Management System.
- Hertford County Multi-Jurisdictional Hazard Mitigation Plan
- Memorandum of Understanding - American Red Cross

PROCLAMATION OF A COUNTY STATE OF EMERGENCY
Hertford County Emergency Operations Plan

1. Pursuant to the Hertford County State of Emergency Ordinance and Chapter 166A of the North Carolina General Statutes, and Article 36A, Chapter 14 of the North Carolina General Statutes, I have determined that a State of Emergency as defined in the Hertford County State of Emergency Ordinance exists in the County of Hertford because of damage occurring from _____.

2. I, therefore, proclaim the existence of a State of Emergency in the County of Hertford.

3. I hereby order all county law enforcement officers, county employees and all other Emergency Management personnel subject to my control to cooperate in the enforcement and implementation of provision of the County Emergency Ordinance which are set forth below.

4. **Evacuation**. I have determined that, in the best interest of public safety and protection, it is necessary to evacuate the civilian population from _____(Area) _____. Citizens are free to use any type of transportation, but they are to use only _____(Route)_____ in leaving the area. Evacuation is to occur as soon as possible. Further proclamation concerning evacuation will be issued as needed.

5. **Curfew**. Unless a member of the County's law enforcement agency or the emergency management program, every person who is located within a _____ radius of _____ is to be inside a house dwelling from the hours of _____ to _____.

6. **No Alcoholic Beverages**. There shall be no sale, consumption, transportation, or possession of alcoholic beverages during the State of Emergency in the County of Hertford, except possession or consumption is allowed on a person's own premises.

7. **No Firearms, Ammunition, or Explosives**. During the State of Emergency, there shall be no sale or purchase of any type of firearm or ammunition, or any possession of such items along with any type of explosive off owner's own premises.

8. **Execution of Emergency Plan**. All civilians and emergency management personnel are ordered to comply with the emergency plan.

9. This proclamation shall become effective immediately.

   Proclaimed this the ____ day of _____20__, at _____ (a.m.) (p.m.).

   _____

   CHAIRMAN, HERTFORD COUNTY BOARD OF COMMISSIONERS

PROCLAMATION TERMINATING A COUNTY STATE OF EMERGENCY

1. On _____(DATE)_____, at __(TIME)__(am/pm), I determined and proclaimed a local State of Emergency for the County of Hertford.

2. On _____(DATE)_____, at __(TIME)__(am/pm), I ordered the evacuation of all civilians from the area, imposed a curfew, prohibited alcoholic beverages, firearms, ammunition and explosives, and ordered the execution of the emergency plan.

3. I have determined that a State of Emergency no longer exists in the County of Hertford.

4. I thereby terminate the proclamation of a local State of Emergency and all of the restrictions and orders therein.

5. This proclamation is effective immediately.

   Proclaimed this the _____day of _____20__, at _____ (am/pm).

   _____

   CHAIRMAN, HERTFORD COUNTY
   BOARD OF COMMISSIONERS

RESOLUTION FOR THE ADOPTION OF THE NATIONAL INCIDENT MANAGEMENT SYSTEM

WHEREAS, the President of the United States in Homeland Security Directive (HSPD)-5, directed the Secretary of the Department of Homeland Security to develop and administer a National Incident Management System (NIMS), which would provide a consistent nationwide approach for Federal, State, local and tribal governments to work together more effectively and efficiently to prevent, prepare for, respond to and recover from domestic incidents, regardless of cause, size or complexity;

WHEREAS, the collective input and guidance from all Federal, State, local and tribal homeland security partners has been, and will continue to be, vital to the development, effective implementation and utilization of a comprehensive NIMS;

WHEREAS, it is necessary and desirable that all Federal, State, local and tribal emergency agencies and personnel coordinate their efforts to effectively and efficiently provide the highest levels of incident management;

WHEREAS, to facilitate the most efficient and effective incident management is critical that Federal, State, local, and tribal organizations utilize standardized terminology, standardized organizational structures, interoperable communications, consolidated action plans, unified command structures, uniform personnel qualification standards, uniform standards for planning, training, and exercising, comprehensive resource management, and designated incident facilities during emergencies or disasters;

WHEREAS, the NIMS standardized procedures for managing personnel, communications, facilities and resources will improve the County's ability to utilize federal funding to enhance local and state agency readiness, maintain first responder safety, and streamline incident management processes;

WHEREAS, the Incident Command System components of NIMS are already an integral part of various incident management activities throughout the County as required by the Hertford County Emergency Operations Plan;

WHEREAS, the National Commission of Terrorist Attacks (9-11 Commission) recommended adoption of a standardized Incident Command System;

THEREFORE, the Hertford County Board of Commissioners, on November 7, 2005, hereby establishes the National Incident Management System as the local standard for the management of routine and catastrophic emergencies.

Dupont L. Davis, Chairman
Hertford County Board of Commissioners

Patricia Weaver, Clerk
Hertford County Board of Commissioners

SHELTER REGISTRATION FORM

Hertford County Emergency Operations Plan

DISASTER SHELTER REGISTRATION

Family Last Name				Shelter Location
Names	Age	Medical Problem	Referred to Nurse	Shelter Telephone No. Date of Arrival
Man				Pre-disaster Address and Telephone No.
Woman (include maiden name)				
Children in Home				I _____do _____do not, authorize release of the above information concerning my whereabouts or general condition. _____ Signature Date Left Shelter _____ Time Left Shelter _____
Family Member not in Shelter (Location if known)				Post Disaster Address and Telephone Number:

Similar to American Red Cross Form 5972 (5-79)

INCIDENT ACTION PLAN

Hertford County Emergency Operations Plan

Date: Incident: Shift to complete IAP: First Shift

Name of person initiating IAP: Agency :

Name of person to complete this IAP: Agency :

Primary Goal of this IAP:

Objectives of this IAP:

Actions to be accomplished:	Action to be assigned to:	Check when mission complete
1.		☐
2.		☐
3.		☐
4.		☐
5.		☐
6.		☐
7.		☐
8.		☐
9.		☐
10.		☐

Were there actions from previous IAP that remain to be accomplished? N/A

Are those actions included above? N/A

If NO what actions remain to be accomplished from previous IAP?

Action remaining from previous IAP	Action assigned to:	Check if completed in this IAP
1.		☐
2.		☐
3.		☐
4.		☐
5.		☐

Comments / additional missions / other information:

When completed, print this page. Information is *not* retained in a database.

ROAD DAMAGE REPORT

HERTFORD COUNTY EMERGENCY MANAGEMENT

P.O. Box 479 102 Industrial Park Road Winton, NC 27986
Telephone: 252-358-7861 Fax : 252-358-7899

NC DOT

Name: **Address:** **City:**

Phone:

Description of the problem: Tree across roadw ay

Location:

Date: **Time:**

To print this report go to "File" and then "print". You may then fax the report to the appropriate NC DOT facility.
You may also fax directly, assuming your printer software is set to send a fax.

POWER DAMAGE REPORT

HERTFORD COUNTY EMERGENCY MANAGEMENT
P.O. Box 479 102 Industrial Park Road Winton, NC 27986
Telephone: 252-358-7861 Fax : 252-358-7899

NC POWER ☐ **REA** ☐

Name: **Address:** **City:**

Phone:

Description of the problem: Pow er outage

Location:

Pole number:

Date: **Time:**

ANIMAL CONTROL AND PROTECTION

Hertford County Emergency Operations Plan

Updated/Reviewed June 7, 2013

Responsible Agency: Animal Control

Attachments	
Attachment 1	Preparedness Checklist
Attachment 2	Disaster Planning Tips for pets & livestock
Also see	
SOG	Disaster Animal Response and Sheltering Guide
Annex	Shelter Management Annex
	Direction and Control

I. PURPOSE

To control, protect and to ensure the humane care and treatment of animals (domesticated and wild) during an emergency situation that could cause animal suffering.

II. SITUATION AND ASSUMPTIONS

A. Situation

1. Any disaster that threatens humans threatens animals as well and it will be necessary to provide water, shelter, food and first aid.

2. Relocation, shelter, or relief efforts for livestock, wildlife, or domesticated animals may be required.

3. Shelter locations may be required to provide domesticated animal control due to sheltered persons bringing their pets with them.

4. Livestock left in evacuated areas will need to be cared for and provisions will need to be made for reentry.

B. Assumptions

1. Hertford County may expect outside assistance from the State and private sector in a major disaster.

2. Animal protection planning will ensure the proper care and recovery of animals impacted during an emergency.

3. Personnel with proper training and protective equipment will be available to reenter evacuated areas for the purpose of rescue or care of livestock or domestic animals.

III. CONCEPT OF OPERATIONS

A. The sheltering and protection of companion animals and livestock is the responsibility of their owners. Animal owners should plan for animal care during a disaster as they

prepare their family preparedness plan.

B. The Hertford County Animal Control Department will be the lead agency for situation assessment and determination of resource needs. As needed, the county will protect animals affected by any disaster to include rescue, shelter, control, feeding, and preventive immunization of animals left homeless, lost, or strayed as a result of the disaster. Local SPCA, Humane Society, or similar organizations, will be asked to assist in this effort.

C. Requests for animal protection assistance and resources such as food, medicine, shelter, specialized personnel, and additional veterinary medical professionals will be routed through the Hertford County Emergency Operations Center.

D. Wild animals, out of their natural habitats, in danger either to themselves or humans, will be handled by the Hertford County Animal Control Department or North Carolina Wildlife Resources Commission personnel.

F. Livestock (equine, bovine, swine, poultry, etc.) are not capable of being sheltered in large quantities by Hertford County. Cooperative Extension shall be the lead agency regarding livestock and will assist owners of livestock in locating temporary sites outside the effected area where livestock may be housed. Stored feed may be delivered to farms to help feed livestock when they cannot be moved to other locations. Citizens that have had to leave livestock in an effected area will be given priority access to their property to care for livestock.

E. Shelters that have been established for disaster victims will not accept domestic animals. However, if an evacuee comes to the shelter with their pet(s), efforts will be made to assist in locating the domestic animal(s) away from the general populace and given proper care. If pet carriers or other similar containment equipment can be obtained in sufficient quantity and within a reasonable period of time, the Hertford County Animal Control Department may locate such containment equipment in close proximity to a shelter so that pet owners may care for their animals themselves. Companion animals, must however, remain outside of the shelter for human evacuees or disaster victims.

   Pet owners are encouraged to provide carriers, food, and other supplies. Companion animals (cats, dogs, etc.) can be safely kept in pet carriers in non operating (parked), well ventilated vehicles for extended periods of time (HSUS 1999) and provided food and water at regular intervals without compromising pet care, safety or health. Hertford County Animal Control may ensure that adequate locations near shelters are provided to walk or otherwise exercise pets by their owners. Pets must be on leash at all times when being exercised.

IV. DIRECTION AND CONTROL

A. The Hertford County Animal Control Department will direct and control all activities related to animal protection and control during a disaster.

B. As needed, the Animal Control Department will coordinate their efforts with related State agencies.

C. Issues regarding livestock shall be the responsibility of Cooperative Extension.

D. Issues regarding wildlife shall be the responsibility of the NC Wildlife Resources Commission.

V. CONTINUITY OF GOVERNMENT

Line of Succession:

A. Director of Animal Control

B. Animal Control Supervisor

C. Director of Emergency Management

Attachment 1
Suggested Animal Control Officer Checklist

- ☐ Upon request, report to the Emergency Operations Center to serve as technical advisor, regarding domestic animal issues.
- ☐ Issues of *livestock* will be referred to Cooperative Extension and issues of *wildlife* will be referred to NC Wildlife Resources Commission.
- ☐ Receive a briefing from the Emergency Operations Center. Understand your assignment.
- ☐ Brief other Animal Control personnel and volunteers that will be assisting you. Briefing should include, but not be limited to:
  - ☐ Overall emergency/disaster scope.
  - ☐ Follow incident command.
  - ☐ Safety.
  - ☐ Assignment including locations and possible duration.
  - ☐ Items personnel are expected to have or have issued (i.e. food, water, flashlight, safety vest, boots, appropriate clothing, etc.).
  - ☐ Rules, regulations, special conditions personnel should expect.
  - ☐ Stress the importance of complete and accurate records.
  - ☐ Inform personnel (full time and part time) to keep all vehicle mileage and accurate time records.
  - ☐ Answer questions and address concerns before concluding the briefing.
- ☐ Prepare personnel and supplies for expedient shelter for domestic animals.
  - ☐ Notify and coordinate with CART. (County Animal Response Team)
  - ☐ Appropriate safety equipment for personnel (i.e. gloves, safety vests, capture equipment, etc.).
  - ☐ Portable pet carriers/kennels of various sizes suitable to the type and breed.
  - ☐ Feeding and water bowls/supplies of various sizes.
  - ☐ Appropriate fencing.
  - ☐ Collars, leashes and muzzles of various sizes.
  - ☐ Appropriate domestic animal food and water.
  - ☐ Signs indicating pet shelter or pet area.
  - ☐ Sign in / Sign out log indicating at least: (a) Owner (b) Owner address (c) breed of animal (d) date and time in (e) date and time out.

- ☐ Rules sheet for owners bringing animals to expedient shelter to be given to each owner.
- ☐ Issue equipment and supplies to personnel.
- ☐ Log all mileage and time during the emergency/disaster.
- ☐ Record all supplies used or purchased and be prepared to submit copies of all expenses.
- ☐ Coordinate setup and operation of expedient shelter for *companion animals* with:
  - ☐ Emergency Operations Center, informing the EOC that the shelter is operational.
  - ☐ Security (i.e. Sheriff's Department).
  - ☐ If expedient companion animal shelter is to be located in proximity to an emergency shelter for humans, coordinate with the Shelter Manager (i.e. Red Cross) and Health.
  - ☐ Hertford County Animal Response Team, HSUS, SPCA or similar organization.
- ☐ File daily reports with the EOC.
- ☐ Remain in contact with the EOC by radio or telephone.
- ☐ When requested to do so, provide all mileage, supplies used/purchased and time records to the appropriate agency (i.e. HR or Finance).

Attachment 2
Hertford County Disaster Planning Tips For Pets, Livestock, and Wildlife

Domestic Pets

- If you evacuate your home, DO NOT LEAVE YOUR PETS BEHIND. Pets most likely cannot survive by themselves, and if by chance they do, you may not be able to find them when you return.
- For public health reasons, many emergency shelters cannot accept pets. Find out which motels and hotels in your area allow pets. Include your local animal shelter's number in your list of emergency numbers, they will be able to provide information concerning pets during a disaster.
- Make sure identification tags are up to date and securely fastened to your pet's collar. If possible, attach the address and/or phone number of your evacuation site. Make sure you have a current photo of your pet for identification purposes.
- Make sure you have a secure pet carrier, leash or harness for your pet so that if the animal panics, it cannot escape.
- Take pet food, bottled water, medications, veterinary records, cat litter/pan, can opener, food dishes, first aid kit and other supplies with you in case they are not available later.
- Make sure you have a copy of your pet’s medical records. If you are unable to return to your home right away, you may need to board your pet. Most boarding kennels, veterinarians, and animal shelters require that your pet’s vaccinations are current.
- If it is impossible to take your pet with you to temporary shelter, contact friends, family, veterinarians, or boarding kennels to arrange for care. Make sure medical and feeding information, food, medicine and other supplies

accompany your pet to its foster home.

Livestock

- Evacuate livestock whenever possible. The evacuation sites should have or be able to readily obtain food, water, veterinary care, handling equipment and facilities.
- If evacuation is not possible, a decision must be made whether to move large animals to available shelter or turn them outside. This decision should be determined based on the type of disaster and the soundness and location of the shelter. All animals should have some form of identification that will help facilitate their return.

Wildlife

- Wild animals often seek higher ground, which, during floods, eventually become submerged (i.e., island), and the animals become stranded. If the island is large enough and provides suitable shelter, you can leave food appropriate to the species. Animals have a flight response and will flee from anyone approaching too closely. If the animal threatens to rush into the water, back away from the island.
- Wildlife often seeks refuge from floodwater on upper levels of a home and may remain inside even after the water recedes. If you meet a rat or snake face to face, be careful but don't panic. Open a window or other escape route and the animal will probably leave on its own. Never attempt to capture a wild animal unless you have the training, protective clothing, restraint equipment and caging necessary to perform the job.
- Beware of an increased number of snakes and other predators who will try to feed on the carcasses of reptiles, amphibians and small mammals that have been drowned or crushed in their burrows or under rocks.
- Often, during natural disasters, mosquitoes and dead animal carcasses may present disease problems. Outbreaks of anthrax, encephalitis and other diseases may occur. Contact your local emergency management office for help.

Further Assistance

If you see any injured or stranded animal in need of assistance, or if you have any other questions or concerns about animal protection during an emergency situation, contact the following:

- Emergency Management Coordinator
- For pets, contact Hertford County Animal Control
- For livestock, contact your North Carolina Cooperative Extension Agent
- For Wildlife, contact the North Carolina Wildlife Resources Commission
- During a disaster situation, contact the Hertford County Emergency Operations Center.

ANIMAL DISASTER RESPONSE GUIDELINE

Hertford County Emergency Operations Plan

Updated/Reviewed June 2, 2013

Primary Agencies:	Animal Control Cooperative Extension
Support Agencies:	American Red Cross Health Authority School System Public Works Emergency Management Others as required or requested

Index		
Purpose	Responsibilities	
Definitions and Acronyms	Animal Control	Public Information Officer
Situation	American Red Cross	Schools
Assumptions	Cooperative Extension	Shelter Staff/Volunteers
Concept of Operations	Emergency Management	Shelter Team Leader
Authorities and References	Health Director	Social Services
Commonly Used Forms and Reports	Public Works	
Specific Guidance		
Co-located Pet/companion animal sheltering	In-take Pets	Release Pets
Livestock sheltering	In-take Livestock	Release Livestock
Special Situations guidance		

I. PURPOSE

The purpose of this guidance is to give Hertford County Animal Control, volunteers, Shelter Managers, response personnel and others a detailed understanding of the emergency sheltering needs of animals and animal owners in disasters and to define equipment and procedures for establishing co-located, contiguous or expedited emergency animal shelters during declared states of emergency.

II. DEFINITIONS and ACRONYMS

For the purpose of this guidance the following terms shall have the following meaning:

- *Animal* - Commercial livestock, companion animals, exotic pets, and restricted species.
- *Attendant* - Any staff person or volunteer, regardless of service or organization that is working at any designated emergency animal shelter.
- *Captive wildlife* - Any non-domestic animal held as an exhibition/education animal, or production animal, or undergoing rehabilitation or medical treatment, or any animal or bird otherwise held under license or permit issued by the NCWRC and/or the USFWS.

- *Co-located shelter* - Pre-designated or expedited shelter for pets/companion animals that is located in the immediate area of or on the grounds of the property, but not in the same building used for human shelter or mass care.

- *Emergency Animal Shelter* - A shelter (building, grounds, lean-to, corral, pen, kennel, etc.) used to house, care for, feed and water an animal or animals as defined above.

- *Livestock* - Any cattle, sheep, swine, goat, or any horse, mule or other equine.

- *Pet/companion animal* - Any household animal including, but not limited to, cats, dogs and caged birds. Pet/companion animal *does not* include amphibians, reptiles, invertebrates or fish.

- *Restricted species* - Any animal requiring a license or permit from the NCWRC and/or the USFWS.

- *Service animals* - Animals specially trained to guide, signal, or assist people with disabilities or special needs.

- *Staff* - A person employed by or serving with a county, state or federal agency or organization.

- *Volunteer* - Any person who, without compensation, assists in carrying out any function, role or responsibility in this document.

- *Wildlife* - Any non-domestic animal or bird not held by permit or authorization. See "Captive wildlife" above.

- ARC - American Red Cross

- AHS - American Humane Society

- CART - County Animal Response Team

- DSS - Department of Social Services

- EMS - Emergency Medical Service

- EOC - Emergency Operations Center

- HCAC - Hertford County Animal Control

- HCHA - Hertford County Health Authority

- HCS - Hertford County Schools

- HCSD - Hertford County Sheriff's Department

- ICS - Incident Command System

- NCWRC - North Carolina Wildlife Resources CommSCSion

- NIMS - National Incident Management System

- PETS - Pets Evacuation and Transportation Standards
- RM&D - Radiological Monitoring and Decontamination
- SART - State Animal Response Team
- USFWS - United States Fish and Wildlife Service

III. SITUATION AND ASSUMPTIONS

A. Situation

1. There exists in Hertford County, a number of hazards that could compel evacuation of the population or a portion of the population.
2. There is a significant portion of the population to be evacuated that may have pets/companion animals.
3. There is a significant portion of the population to be evacuated that may have livestock.
4. There is a small portion of the population that may have service animals (i.e., dogs that assist visually impaired persons).
5. There is a small portion of the population that may possess captive wildlife and/or restricted species.
6. There exists a need for specific guidance for the evacuation, emergency sheltering and care of pets/companion animals and livestock prior to, during and after a declared state of emergency.
7. There exists a need to communicate with the public to provide guidance for disaster planning, evacuation, transportation, sheltering and care of pets/companion animals and livestock prior to, during and after a declared state of emergency.
8. Many persons with pets/companion animals and livestock, if ordered to evacuate an area, will refuse evacuation if pets/companion animals and livestock are not cared for or accommodations for the care of pets/companion animals and livestock are not made.
9. Many persons with pets/companion animals and livestock, if ordered to evacuate an area, will refuse shelter at mass care facilities if pets/companion animals and livestock are not cared for or accommodations for the care of pets/companion animals and livestock are not made.
10. Some persons with pets/companion animals and livestock, if ordered to evacuate, will not be prepared regardless of prior instruction to care for their own pets/companion animals and livestock and will rely on government to fill that need or simply abandon the animals.
11. Abandoned animals may present a danger to themselves or others when/if attempts are made to rescue them.
12. Many animals, if abandoned, may die from lack of food, potable water or exposure.
13. Abandoned animals will pose an additional burden on Hertford County Animal Control, volunteers and emergency operations because of the manpower required for rescue,

attempts at identification of owners, attempts to return to owners, feeding, sheltering, adoption, transportation, etc.

14. Health restrictions will not allow pets/companion animals and/or livestock, captive wildlife or restricted species to be in the same space, building or structure as that for the human population, nor in areas where water or food is prepared or dispensed for human consumption.

15. American Red Cross shelters will not accept pet/companion animals and/or livestock, captive wildlife or restricted species in any public shelter for humans operated by the Red Cross or in any areas where water or food is prepared or dispensed for human consumption. By national policy, Red Cross does make an exception for service animals.

B. Assumptions

1. The majority of persons to be evacuated from an area, that have pets/companion animals and/or livestock, will heed precautions and will care for their own pets/companion animals, captive wildlife, restricted species and/or livestock.

2. Generally, public sheltering of animals would be a last resort because there are sufficient resources within and outside the county or affected area that could accommodate boarding of pets/companion animals and/or livestock, such as neighboring animal control facilities, veterinary offices, veterinary clinics, veterinary hospitals, boarding kennels, boarding stables, friends and family of evacuees and "pet friendly" hotels. Many pet friendly hotels make an additional charge for pets.

3. A majority of pet/companion animal owners will have transportation kennels or carriers, leashes, collars, vaccination records and the name and telephone number of their veterinary service.

4. Decisions for the care of pets/companion animals, captive wildlife, restricted species and/or livestock is best left to their owner/owner's agent whenever possible.

5. Wildlife species are best left in the wild.

6. There will be insufficient Animal Control staff to man all established shelters and co-located shelters and continue to provide both emergency and day-to-day services.

7. There will be insufficient Cooperative Extension staff to man all established livestock shelters and continue to provide both emergency and day-to-day services.

8. Sufficient numbers of persons will volunteer to assist Animal Control and/or Cooperative Extension in the care of animals immediately prior to, during and after a declared emergency.

9. The Hertford County School System will enter into agreements with Hertford County Emergency Management and/or the American Red Cross to allow co-location of shelters for pets/companion animals.

10. The Hertford County Health Department will have sufficient inspectors available to ensure adequate sanitary conditions are being met at co-located emergency animal shelters.

11. American Red Cross shelter managers and reception personnel are familiar with this guidance and cooperate and/or accommodate co-located emergency animal shelters.

12. That American Red Cross assumes no liability or financial responsibility for any co-located emergency animal shelter.

13. The State Animal Response Team (SART) will be available upon formal request within a maximum of 72 hours to provide assistance including manpower, equipment and supplies.

14. NCGS §166A-14 will relieve Hertford County and volunteers serving Hertford County, in a declared state of emergency, of liability associated with emergency sheltering of animals.

15. The *primary* designated emergency animal shelter for livestock will be the Hertford County Animal Control Facility on Industrial Park Road which will be available to shelter a limited quantity of domestic animals.

16. Other emergency animal shelters (both co-located and livestock) may be opened as needed.

17. Hertford County Cooperative Extension and Hertford County Emergency Management will seek a Memorandum of Understanding with the Bob Martin Eastern Agricultural Center near Williamston for the sheltering of livestock.

IV. CONCEPT OF OPERATIONS

A. Hertford County has/will establish a formal County Animal Response Team (CART). The CART will be responsible for periodic review, updates, modifications and exercise of this guidance. Team members may consist of, but not be limited to:

- Hertford County Animal Control (Sheriff)
- Hertford County Cooperative Extension
- Hertford County Health Department
- Hertford County Emergency Management
- Hertford County Department of Social Services
- American Red Cross
- NC Wildlife Resources Commission or designee
- Veterinary volunteers
- Public/other volunteers

B. All evacuations (mandatory or voluntary) will also consider animals in keeping with PL 109-308 (Section 536 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act), commonly referred to as the PETS Act.

C. Authority to direct and control operations dealing with animals is vested for the purpose of this guidance as follows:

- Pets/companion animals - Hertford County Animal Control
- Livestock - Hertford County Cooperative Extension
- Wildlife, captive wildlife, restricted species - North Carolina Wildlife Resources Commission

D. All emergency animal shelters, as defined, will provide as a minimum:

- Staff
- Food
- Water

- Shelter from weather elements
- Location away from undue disturbance to both humans and animals
- Emergency veterinary care
- Registration forms
- Identification of both animal and animal owner/agent
- Check-in and check-out procedures and forms
- Inspection of vaccination records
- Waiver forms
- Methodology for records retention
- Methodology for tracking
    - paid personnel expenses
    - emergency shelter expenses
    - vehicle/transportation expenses
- Daily reports on
    - number of animals in the shelter
    - general condition of the shelter
    - problems/complaints
    - other information requested

E. Co-located emergency pet/companion animal shelters may be established at any public shelter/mass care facility when:

- A significant need for such co-located emergency pet/companion animal shelter has been determined by Animal Control, Emergency Management, Red Cross and/or DSS.
- An agreement has been reached with the school systems or building owner/agent for use of a specified portion of a building or grounds for an emergency pet/companion animal shelter.
- All criteria in item D above can be reasonably met.

F. An emergency animal shelter for livestock only shall be established at the Bob Martin Eastern Agricultural Center near Williamston, NC when:

- A significant need for such emergency animal shelter for livestock has been determined by Cooperative Extension and Emergency Management and;
- All criteria in item D above can be reasonably met.

G. All emergency animal shelters will be considered as emergency boarding facilities only. No veterinary care will be provided, unless it is an emergency. Any veterinary care provided or required will be at the animal owner's expense.

H. Adoptions or donations of animals do not constitute an emergency. No pets/companion animals or livestock will be accepted for adoption/donation at any emergency animal shelter. All adoptions/donations for pet/companion animals must be made at the main Animal Control facility in Winton during regular operational hours. Donations of livestock will not be accepted until the state of emergency has been terminated by formal proclamation of the Chairman of the Board of County Commissioners.

I. Pets/companion animals that are found/rescued by the public or an emergency worker or volunteer may be dropped off at any emergency animal shelter capable of accepting the pet/companion animal; or if livestock, at the emergency livestock shelter.

J. The public will be encouraged not to abandon pets/companion animals or livestock in all public information materials distributed prior to, during and following a declared state of emergency. The

public will be instructed to consider the following *before* considering an emergency animal shelter:

- Will they (the owner) be staying at a public shelter/mass care facility?
- Keeping the animal (if safe to do so) in your vehicle with you.
- Boarding the animal with friends or family outside the affected area.
- Veterinary boarding outside the affected area.
- Private boarding outside the affected area.
- Pet friendly hotel outside the affected area.

K. Public information may be developed by Hertford County Animal Control, the Humane Society, Cooperative Extension, American Red Cross and others, but in all cases will be presented to the Hertford County Public Information Officer for review and release in accordance with established procedures and guidelines in the County Emergency Operations Plan.

V. RESPONSIBILITIES

A. Animal Control or designee

In addition to those responsibilities outlined in the Hertford County Emergency Operations Plan (basic), Animal Control shall:

- Coordinate emergency animal shelter operations with the EOC and the American Red Cross and/or DSS.
- Enter into a written agreement with the school systems and/or American Red Cross to use designated portions of school properties for the purpose of co-locating an emergency animal shelter in proximity to a public shelter or mass care facility.
- Assign an Emergency Animal Shelter Team Leader (staff or volunteer) for each emergency animal shelter for pets/companion animals.
- Coordinate all co-located emergency animal shelters with the shelter manager (ARC/DSS).
- Ensure rules, regulations, requirements, state law and local ordinances are complied with accordingly.
- Prepare staff and volunteer work schedules to operate emergency animal shelters 24/7 for the duration of the emergency/disaster.
- Track or cause to be tracked, all related expenditures. (see Public Assistance)
- Ensure staff and volunteers are trained in the ICS (incident command system) for at least IS 100 and IS 700a.
- Establish or integrate into incident command.
- Provide information to the Public Information Officer.
- Participate in EOC briefings regarding the status of emergency animal shelter operations.
- Request assistance through Emergency Management for additional resources and/or for assistance from SART.
- Develop mutual aid agreements with other animal control agencies to receive and provide emergency assistance.
- Ensure personnel (staff and volunteer) are adequately trained in the use of equipment, supplies, forms and materials to open an emergency animal shelter.
- Ensure personnel (staff and volunteer) are adequately equipped with supplies, forms and materials to open an emergency animal shelter.
- Carry out other duties as assigned or necessary.

B. Cooperative Extension or designee

In addition to those responsibilities outlined in the Hertford County Emergency Operations Plan

(basic), the Cooperative Extension Director shall:

- Coordinate emergency animal shelter/relocation operations for livestock with the EOC.
- Enter into written agreements as necessary with private facilities or farms to use designated portions of properties for the purpose of sheltering livestock.
- Ensure rules, regulations, requirements, state law and local ordinances are complied with accordingly.
- Prepare staff and volunteer work schedules to operate emergency animal shelters for livestock 24/7 for the duration of the emergency/disaster.
- Appoint or designate an Emergency Livestock Shelter Team Leader (staff or volunteer).
- Track or cause to be tracked all related expenditures. (see Public Assistance)
- Ensure staff and volunteers are trained in the ICS (incident command system) for at least IS 100 and IS 700a.
- Establish or integrate into incident command.
- Provide information to the Public Information Officer.
- Participate in EOC briefings regarding the status of emergency livestock shelter operations.
- Request assistance through Emergency Management for additional resources and/or for assistance from the State (NCSU Cooperative Extension).
- Develop mutual aid agreements with other agencies to receive and provide emergency assistance as necessary.
- Ensure personnel (paid and volunteer) are adequately trained in the use of equipment, supplies, forms and materials to open an emergency animal shelter for livestock.
- Ensure personnel (paid and volunteer) are adequately equipped with supplies, forms and materials to open the emergency livestock shelter.
- Carry out other duties as assigned or necessary.

C. Emergency Management / Operations Officer

The Deputy Director for Emergency Management / Operations Officer shall:

- Coordinate and assign ad hoc volunteers (those volunteers that are unassigned) or persons wishing to volunteer for emergency animal shelter duty.
- Coordinate such assignments with Animal Control or designee.
- Make formal requests to the State for SART resources and assistance.
- Make requests as needed to the State for pet/companion animal supplies such as food, water, leashes, kennels, etc.
- Make requests as needed to the State for livestock supplies such as food, water, enclosures, halters, leads, etc.
- Coordinate with Animal Control or designee for the distribution of such supplies if/when they are received.
- Coordinate with the Cooperative Extension Director or designee for the distribution of such supplies if/when they are received.
- Coordinate with Donations Management for the distribution of supplies needed at emergency animal/livestock shelters.

D. Health Director

In addition to those responsibilities outlined in the Hertford County Emergency Operations Plan (basic), the Health Director shall:

- Ensure appropriate and adequate inspections, as necessary or required, are carried out at

public shelters/mass care facilities that have co-located emergency animal shelters.

E. American Red Cross

In addition to those responsibilities outlined in the Hertford County Emergency Operations Plan (basic), the American Red Cross shall:

- Coordinate and cooperate with the establishment of a co-located emergency animal shelter. Coordination will be with the Director of Animal Control and/or the EOC and the Emergency Animal Shelter Team Leader.
- Assist evacuees with information about the co-located emergency animal shelter including the location where evacuees with pets/companion animals may go to register their pet/companion animal for shelter.
- Report SCSues, concerns or problems to the EOC.
- During training and during actual events, instruct ARC volunteers and shelter managers on the possibility of a co-located emergency animal shelter and this guidance document.

F. Department of Social Services

In addition to those responsibilities outlined in the Hertford County Emergency Operations Plan (basic), the Department of Social Services shall:

- Coordinate and cooperate with the establishment of a co-located emergency animal shelter at any DSS Shelters/Mass Care facilities. Coordination will be with Animal Control and/or EOC and the Emergency Animal Shelter Team Leader.
- Assist evacuees with information about the co-located emergency animal shelter including the location where evacuees with pets/companion animals may go to register their pet/companion animal for shelter.
- Report SCSues, concerns or problems to the EOC.
- During training and during actual events, instruct staff, volunteers and shelter managers on the possibility of a co-located emergency animal shelter and this guidance document.

G. Public Works

In addition to those responsibilities outlined in the Hertford County Emergency Operations Plan (basic), the Facility Services Director or designee shall:

- Assist with constructing fencing, barriers or expedited sheltering at locations designated as emergency animal shelters if requested by Animal Control and/or the EOC.
- House or otherwise store or assist in storing pre-purchased fencing materials or other materials (such as kennels and portable pet carriers) that are designated for use in establishing emergency animal shelters. This material may be stored or housed in or on a trailer capable of being transported to the site of an Emergency Animal Shelter.
- Provide hoses for water if requested.

H. Superintendent of Schools or designee

In addition to those responsibilities outlined in the Hertford County Emergency Operations Plan (basic), the Superintendent of Schools or designee shall:

- Provide an appropriate and adequate location on school property for the Emergency Animal Shelter in coordination and cooperation with the Animal Control Department,

American Red Cross and/or DSS, and/or Emergency Management.

- Assist as much as possible or practical by providing mechanical services and maintenance personnel as required or requested.
- Enter into written agreements/understandings as necessary for the use of facilities or grounds outside those areas designated for public shelter/mass care.

I. Public Information Officer

In addition to those responsibilities outlined in the Hertford County Emergency Operations Plan (basic), the Public Information Officer or designee shall:

- Incorporate, in news releases, information regarding sheltering and care of animals.
- The news releases will be consistent with this document and policy of Hertford County.
- That news releases, prior to their release will be reviewed by Emergency Management, the County Manager or designee, Animal Control, Cooperative Extension and others as required or necessary.
- In keeping with county policy any news release must have the approval of Emergency Management and/or the County Manager.

VI. AUTHORITIES AND REFERENCES

- NCGS §166A
- Hertford County Animal / Animal Control Ordinances
- Robert T. Stafford Disaster Relief and Emergency Assistance Act (Section 536) (PL 109-308)
- American Veterinary Medical Association - Disaster Preparedness
- North Carolina State Animal Response Team (SART)
- North Carolina Animal Disaster Sheltering Resources - NC Department of Agriculture and Consumer Services - Emergency Programs
- Humane Society of the United States - Disaster Preparedness
- American Humane Society - Disaster Relief
- American Red Cross - Animal Safety

VII. SPECIFIC GUIDANCE

A. **Co-located Emergency Animal Shelter**

Animal Control Director will:

- ☐ Once a request is received and authorization granted, open an emergency animal shelter for pets/companion animals in coordination with the American Red Cross (or DSS).
- ☐ Contact the Emergency Animal Shelter Team Leader.
- ☐ Alert staff.
- ☐ Brief staff, Emergency Animal Shelter Team Leader and assembled volunteers.
- ☐ Contact Facility Services and advise them assistance may be needed.
- ☐ Advise the EOC when teams are in place and when the emergency animal shelter is operational, as well as it's specific location.

Emergency Animal Shelter Team Leader will:

- ☐ Receive a situational briefing from Animal Control or the Director's designee. Take notes and ask questions if the assignment is not completely clear.
- ☐ Contact other team members by telephone.
- ☐ Advise team members when they will be needed and where to report.
- ☐ Prepare or obtain a list of contact telephone numbers for Animal Control, an Animal Control Supervisor, the EOC, volunteer veterinarians, etc.
- ☐ Gather supplies, equipment and materials and transport them to the location designated as the emergency animal shelter.
- ☐ Delegate responsibilities to volunteers during the initial setup of the shelter.
- ☐ Upon arrival at the designated site, check in with the Red Cross or DSS Shelter Manager.
- ☐ Upon arrival, meet with a school or other facility representative and perform a walk through of the area designated for pets/companion animals, note pre-existing conditions at the location and sign (along with the school or facility representative) the Pre-Occupancy Inspection/Walk-Through form.
- ☐ Prepare or assist in preparing and displaying signs clearly marking the area as a pet/companion animal shelter as well as clearly posting the general rules of the shelter.
- ☐ Prepare or assist in preparing identification credentials (badges) for volunteers that arrive without identification credentials or volunteers recruited from the public shelter/mass care facility. These identification credentials may be a pre-made plastic or laminated card, worn on an outer garment.
- ☐ Instruct volunteers with such credentials above that they must also carry a picture identification (i.e., drivers license) card with them at all times while they are on duty at the shelter.
- ☐ Give a safety briefing and include but do not limit the briefing to: bite avoidance, bite policy, use of safety equipment and ensuring kennel doors are closed.
- ☐ Clearly post, at the emergency animal shelter, the work schedule for all staff and volunteers. Send a copy to Animal Control as soon as possible.
- ☐ Inform Animal Control or designee when there are insufficient personnel to continue safe operation.
- ☐ Appoint someone to be in charge in the absence of the Emergency Animal Shelter Team Leader and inform the public shelter/mass care facility manager or supervisor who that person will be and how to contact them.
- ☐ Ensure all volunteers have signed a Volunteer Agreement and Waiver.
- ☐ Ensure all staff/volunteers sign in and sign out of the emergency animal shelter using the Emergency Animal Shelter Staff Check-In / Check Out form.
- ☐ Divide the shelter appropriately for dogs, cats and caged birds.
- ☐ At the end of your shift be sure to review with the person relieving you, the Daily Shift/Situation Reports, the Intake/Release Log and all other information that will help them continue the care for animals in the emergency animal shelter.
- ☐ Close the emergency animal shelter when it is no longer needed or as instructed by Animal Control or designee or by the Emergency Operations Center.
- ☐ Advise the public shelter/mass care facility manager of the pending closure of the emergency animal shelter.
- ☐ Ensure the area is thoroughly cleaned and left exactly as it was in the original Pre-Occupancy Inspection/Walk-Through.
- ☐ Upon closing the shelter, meet with a school or other facility representative and perform a walk through of the area and note any areas of concern from school or facility representatives. Attempt to correct any deficiencies immediately. Fill out and sign the

Emergency Animal Shelter Closing form.

- ☐ If deficiencies still exist and they cannot be immediately corrected, inform the school or facility representative that you will inform Animal Control and seek a resolution as quickly as possible.
- ☐ Carry out other duties and assignments as required or requested by Animal Control or the Emergency Operations Center.

Emergency Animal Shelter Staff / Volunteers will:

- ☐ Report to the designated location on time and ready to deploy to the Emergency Animal Shelter.
- ☐ Ensure you have appropriate clothing and equipment for the deployment. *Minimum* recommended items are:

    - comfortable loose fitting shirt appropriate to the weather conditions
    - comfortable loose fitting pants appropriate to the weather conditions
    - boots with rubber soles
    - jacket appropriate to the weather conditions (heavy, rain, light, etc.)
    - gloves
    - hat
    - flashlight with extra batteries
    - sanitary hand wipes
    - sufficient food, water, personal hygiene items and personal medications for at least 12 hours
    - identification card(s)
    - emergency contact information

- ☐ Provide your own transportation to and from the emergency animal shelter or other designated locations, unless other agreements have been made.
- ☐ Present a copy of your signed Volunteer Agreement and Waiver if requested to do so to the Emergency Animal Shelter Team Leader or designee.
- ☐ Receive a situational briefing from the Emergency Animal Shelter Team Leader, Animal Control Director or the Director's designee. Take notes and ask questions if the assignment is not completely clear.
- ☐ Review and have a clear understanding of **all** Emergency Animal Shelter Rules.
- ☐ At the beginning and end of a shift, log in and out of the emergency animal shelter using the Emergency Animal Shelter Staff Check-In / Check Out form.
- ☐ Be sure to wear identification at all times and carry a picture identification with you at all times when on duty.
- ☐ Be sure to observe health and safety precautions at all times. Wear gloves at all times when dealing with animals. Make maximum use of all issued safety equipment.
- ☐ Carry out assigned duties, which may include, but not be limited to:

    - ☐ Setup of kennels, cages, fencing or other containment.
    - ☐ Inventory and set out leashes, collars and animal identification tags.
    - ☐ Inventory and set out kennel/cage identification (masking tape & magic marker).
    - ☐ Inventory and set out intake / release forms and intake/release log.
    - ☐ Review the Daily Shift/Situation Report.
    - ☐ Set up table and chairs for registration.

- ☐ Review **all** the rules of the shelter.
- ☐ Ensure access to all emergency telephone numbers (i.e., the emergency veterinarian designated for the location, the EOC, the Team Leader, etc.)
- ☐ Ensure there are more than adequate copies of **all** the rules available to present to people bringing pets/companion animals.
- ☐ Determine if adequate forms are *not* available. If not, determine if there is a copy machine available nearby and make copies. Otherwise contact the Emergency Animal Shelter Team Leader, advise them and then make a notation on the Daily Shift/Situation Report.
- ☐ Address immediate problems. If unable to do so, contact the Emergency Animal Shelter Team Leader and make a notation in the Daily Shift/Situation Report.
- ☐ Receive pets/companion animals.
- ☐ Release pets/companion animals using the bottom of the Intake Form that was completed when the animal arrived.
- ☐ Assist owners of pets/companion animals with feeding and watering of their animals.
- ☐ Ensure that **all** the rules of the shelter are being followed.
- ☐ Report animals that appeared to be abandoned to the Emergency Animal Shelter Team Leader *and* care for them until advised otherwise *and* make a notation on the Daily Shift/Situation Report.
- ☐ Report animals that appear sick or injured to the Emergency Animal Shelter Team Leader *and* care for them to the best of your ability until advised otherwise *and* make a notation on the Daily Shift/Situation Report.
- ☐ At the end of your shift be sure to review with the person relieving you, the Daily Shift/Situation Reports, the Intake/Release Log and all other information that will help them continue the care for animals in the emergency animal shelter.
- ☐ Assist in taking down equipment, cleaning the area and closing the shelter as directed and returning equipment to the main Animal Control Facility in Winton.

In-Take Guidance

For the purpose of this guidance, "attendant" shall mean any staff or volunteer, regardless of service or organization that is working at any designated emergency animal shelter.

Also for the purpose of this guidance the assumption is made that the emergency animal shelter has been setup and is prepared to receive pets/companion animals. Understand the definition of pet/companion animal.

When a person presents a pet/companion animal to you for intake into the emergency animals shelter:

1. Visually observe the animal to ensure that the animal meets the definition of pet/companion animal. If it does, then:

2. Ensure that the person presenting the pet/companion animal to you is the owner or authorized agent. Ask for identification and records (if appropriate).

3. Determine (by asking) if the person has already registered with Red Cross (or DSS) to stay in the public shelter/mass care facility on the site. If not, inform them that they first register with Red Cross (or DSS) and to then return to register their pet/companion animal with you.

4. Give them two (2) copies of the rules of the shelter. Ask them to sign a copy. You keep the signed copy.

5. Fill out the Intake/Release Log and include the name of the animal, the name of the owner, the date in and the time in.

6. Fill out the Animal Intake/Release Form. Place the Intake Number from the Intake/Release Log in the space indicated on the form.
    - Place the completed form into a folder.
    - Label the folder with the pet's name and owner's last name **and** the Intake Number from the Intake/Release Log (example: Molly Brown #012).
    - Then place the folder in the Intake/Release box in alphabetical order, using the last name (example: Brown) in the appropriate species portion of the box (dog, cat, bird, etc.).

7. When the Animal Intake/Release form has been completed, put the animals name (if any) **and** the Intake Number on the temporary animal identification tag. (Example: Whiskers Johnson # 019).

8. Hand the temporary identification tag to the owner and have them attach it to the animals collar. If no collar is available or is not appropriate, secure the tag to the kennel/cage or carrier in such a manner that it cannot be easily removed.

9. Label the kennel/cage or carrier using masking tape and a magic marker with the pet's name and the owner's name last name (example: Duchess Smith) and the Intake Number from the Intake/Release Log. (Example: Duchess Smith #027).

10. If the owner does not have a kennel/cage or carrier have one of the appropriate size brought to the registration desk or go get one from where they are stored. Make a note of this on the Animal Intake/Release Form.

11. When the kennel/cage or carrier is ready, have the owner place the animal in the kennel/cage or carrier. Then label it using masking tape and *write on the masking tape* using a magic marker, the pet's name and the owner's last name **and** the Intake Number. (Example: Whiskers Johnson # 019).

12. If available, have another attendant then take the kennel/cage or carrier to the appropriate (and available) designated space of the species (dogs to the dog area, cats to the cat area, etc.). If another attendant is not available, place the kennel/cage or carrier containing the animal in a safe location until it can be moved to the appropriate space. In some cases the animal and container may be too heavy for you too safely lift and carry. In such cases, and as time permits, you may escort the owner into the pet area to place their animal, kennel/cage or carrier in the appropriate location. Remember, all animals must be on a leash at all times when outside their kennel/cage or carrier. This includes intake.

13. Ask the animal owner if he/she has any questions before they leave. Answer questions to the best of your ability, but if you do not know the answer, find the answer by asking another attendant or contacting the Emergency Animal Shelter Team Leader.

Release Guidance

For the purpose of this guidance, "attendant" shall mean any staff or volunteer, regardless of service or organization that is working at any designated emergency animal shelter.

When a person presents them self to you for the purpose of having their animal released to them,

when they are leaving the shelter then;

1. Ask the person for identification.

2. Ask the person for the name and species of their pet.

3. Verify the information on the Intake/Release Log.

4. Once the information and identification have been verified, instruct another attendant to retrieve the animal, kennel/cage or carrier and any equipment that belongs to the animal's owner (such as food dishes, food, water dish, leash, etc.) and bring it to the registration desk. If no other attendant is available and conditions allow, retrieve the animal and all equipment or supplies that belong to the owner, yourself. Otherwise, ask the owner to be patient and inform them their pet will be brought up to the registration desk as soon as possible. In some cases the animal and container may be too heavy for you too safely lift and carry. In such cases, and as time permits, you may escort the owner into the pet area to retrieve their animal, kennel/cage or carrier and their equipment. Remember, all animals must be on a leash at all times when outside their kennel/cage or carrier. This includes release.

5. Locate the original Animal Intake/Release Form in the animals file and complete the Disposition of Animal at Departure portion of the form.

6. Locate the animal being released (usually by Intake number) on the Intake/Release Log and log the date out, time out and if the animal was released (in this case Y).

7. Have the owner inspect the animal, kennel/cage or carrier and equipment and verify that all equipment is being returned and the animal is in good condition.

8. Note any problems or concerns on the Daily Shift/Situation Report.

9. Make sure that any borrowed equipment (such as leash, collar, water dish, food dish, etc.) is left at the shelter.

10. Ask the owner if they have any questions or concerns. Answer questions to the best of your ability and note concerns on the Daily Shift/Situation Report.

Special Situations guidance

Most special situations have common sense solutions and rarely do they constitute an emergency. It is impossible to write guidance for every special circumstance, therefore in this section you will find the more "common" special situations.

Medical "Emergencies" - Medical emergencies do occur that may involve attendants, the public or an animal in the shelter.

1. Stay calm.

2. Render the appropriate first aid if you are able to do so.

3. If the medical emergency involves you, another attendant or a member of the public, immediately contact the EMS personnel on site at the public shelter and/or other public shelter medical personnel.

4. If they are not available, call 911 and give the telecommunicator the nature of the

emergency, your location, your name and other information requested. Stay on the phone with 911 until you are told or it is clearly indicated that you can hang up.

5. If the medical emergency involves an animal in the shelter, contact the animal's owner as quickly as possible.

6. Immediately contact the Emergency Animal Shelter Veterinarian who has been designated for your location.

7. Follow their instructions.

8. Do the best you can until qualified assistance arrives.

9. When the medical emergency response has been turned over to someone else, note the emergency on the Daily Shift/Situation Report.

Found or Rescued animal - Any found or rescued pet/companion animal may be accepted into the shelter. Refer livestock to the emergency livestock shelter or Cooperative Extension. Refer wildlife to the NCWRC or a permitted wildlife rehabilitator in the area.

1. Found or rescued animals will (most likely) have no identification.

2. ***Until you have additional information, isolate any found or rescued animal****. Remember your safety and that of the animals in shelter. Assume any found or rescued animal that is not accompanied by vaccination records to be a carrier of disease (i.e. rabies, parvo, etc.).*

3. You will likely not know the medical condition or have access to any vaccination records.

4. Follow your normal intake guidance and complete as much information as you can.

5. Specifically note where the animal was found or rescued and by whom.

6. Provide as much care as possible including but not limited to: food, water and appropriate shelter. Notify the veterinarian on emergency call of any apparent medical needs and follow their instructions.

7. Make a note of the incident in the Daily Shift/Situation Report.

8. If no one claims the animal at the shelter before the shelter is closed, the animal will be transported to the main facility in Winton and housed accordingly.

Someone wishes to make a financial contribution or a donation of pet food. You may accept donations provided:

1. Cash contributions are **not** accepted.

2. Checks should be made out to Hertford County and will be placed in a plain envelope and turned over to the Emergency Animal Shelter Team Leader as quickly as possible.

3. Pet food donations will be accepted if there is a *need* for food at your location *and* **provided the pet food is factory sealed and there are no signs of tampering.**

4. Broken bags, partial bags or opened cans will not be accepted. Thank the person anyway and explain for health and safety reasons you cannot accept the donation.

5. You may accept donations of leashes, collars, kennels, cages, carriers, food dishes and similar materials provided they are clean and in good condition.

6. You may **not** accept animals for donation or adoption. Refer those to the main Animal Control facility.

7. All donations become the property of Hertford County and will be turned over to Hertford County Animal Control at the termination or closure of the Emergency Animal Shelter at your location.

8. Make notes of all donations in the Daily Shift/Situation Report

Upset or belligerent pet owner. You and pet owners are all in a stressful situation. You are working and they are living in difficult and extraordinary conditions.

1. Stay calm.

2. Try to find the true nature of the problem.

3. Keep a calm voice and respond in a calm manner. Many times people simply want to vent frustrations.

4. Do not be argumentative, be supportive and understanding. *Remember*...to most people, their pets are like their family and their children, so they will naturally become even more belligerent if you argue with them.

5. If the person cannot be calmed and you feel there is a threat to your security or the safety of the animals in the shelter, call a security officer. A security officer (usually a Deputy Sheriff) is on duty in the public shelter/mass care facility.

6. Make a note of the incident in the Daily Shift/Situation Report.

B. **Livestock sheltering**

Livestock is defined as: Any cattle, sheep, swine, goat, or any horse, mule or other equine. Other species may be permitted if space, food and water are available. All evacuated livestock in Hertford County may use the Bob Martin Eastern Agricultural Center near Williamston, if prior arrangements with the Center have been made. This is the only pre-designated emergency livestock shelter in the region.

Livestock owners are strongly encouraged to temporarily shelter their livestock at other farms or locations best suited to livestock. The emergency livestock shelter is usually a last resort or is most often used to house large animals that have been found or rescued and there is no other location available to take them. Transporting large animals such as horses and cattle is problematic on a routine basis and becomes even more problematic in a disaster.

Hertford County Cooperative Extension Director will:

- ☐ Once a request is received and authorization granted, open or cause the opening of the Emergency Livestock Shelter.
- ☐ Contact the Emergency Livestock Shelter Team Leader.
- ☐ Alert staff.

- ☐ Brief staff, Emergency Livestock Shelter Team Leader and assembled volunteers.
- ☐ Contact Facility Services and advise them assistance may be needed.
- ☐ Advise the EOC when teams are in place and the livestock shelter is ready to receive animals.

Emergency Livestock Shelter Team Leader will:

- ☐ Receive a situational briefing from the Cooperative Extension Service Director or the Director's designee. Take notes and ask questions if the assignment is not completely clear.
- ☐ Contact other team members by telephone.
- ☐ Advise team members when they will be needed and where to report.
- ☐ Prepare or obtain a list of contact telephone numbers for the Cooperative Extension Director, the EOC, volunteer large animal veterinarians, etc.
- ☐ Gather supplies, equipment and materials and transport them to the location designated as the emergency livestock shelter.
- ☐ Delegate initial responsibilities to volunteers during the initial setup of the shelter.
- ☐ Prepare or assist in preparing and displaying signs clearly marking the area as a livestock shelter as well as clearly posting the rules of the shelter.
- ☐ Prepare or assist in preparing identification credentials (badges) for volunteers that arrive without identification credentials or volunteers recruited from the public shelter/mass care facility. These identification credentials may be a pre-made plastic or laminated card, worn on an outer garment.
- ☐ Instruct volunteers with such credentials above that they must also carry a picture identification (i.e., drivers license) with them at all times while they are on duty at the shelter.
- ☐ Give a safety briefing and include but do not limit the briefing to: bite avoidance, use of safety equipment and ensuring pen/corral doors are closed.
- ☐ Clearly post, at the emergency livestock shelter, the work schedule for all staff and volunteers. Send a copy to the Cooperative Extension Director as soon as possible.
- ☐ Inform the Cooperative Extension Director or designee when there are insufficient personnel to continue safe operation.
- ☐ Appoint someone to be in charge in the absence of the Emergency Livestock Shelter Team Leader and inform the Cooperative Extension Director or designee who that person will be.
- ☐ Ensure all volunteers have signed Volunteer Agreement and Waiver.
- ☐ Ensure all staff/volunteers sign in and sign out of the emergency livestock shelter using the Emergency Livestock Shelter Staff Check-In form.
- ☐ Divide the shelter appropriately for cattle, horses, etc.
- ☐ Close the emergency livestock shelter when it is no longer needed or as instructed by the Cooperative Extension Director or designee or by the Emergency Operations Center.
- ☐ Ensure the area is thoroughly cleaned and left exactly as it was.
- ☐ Upon closing the shelter, meet with the Cooperative Extension Director or other facility representative and perform a walk through of the area. Attempt to correct any deficiencies immediately.
- ☐ Carry out other duties and assignments as required or requested by the Cooperative Extension Director or the Emergency Operations Center.

Emergency Livestock Shelter Staff / Volunteers will:

- ☐ Report to the designated location on time and ready to deploy to the Emergency Livestock Shelter.
- ☐ Ensure you have appropriate clothing and equipment for the deployment. *Minimum* recommended items are:

    - comfortable loose fitting shirt appropriate to the weather conditions
    - comfortable loose fitting pants appropriate to the weather conditions
    - boots with rubber soles
    - jacket appropriate to the weather conditions (heavy, rain, light, etc.)
    - gloves
    - hat
    - flashlight with extra batteries
    - sanitary hand wipes
    - sufficient food, water, personal hygiene items and personal medications for at least 12 hours
    - identification card(s)
    - emergency contact information

- ☐ Provide your own transportation to and from the emergency livestock shelter or other designated locations, unless other agreements have been made.
- ☐ Present a copy of your signed Volunteer Agreement and Waiver if requested to do so to the Emergency Livestock Shelter Team Leader or designee.
- ☐ Receive a situational briefing from the Emergency Livestock Shelter Team Leader, Cooperative Extension Director or the Director's designee. Take notes and ask questions if the assignment is not completely clear.
- ☐ Review and have a clear understanding of **all** Emergency Livestock Shelter Rules.
- ☐ At the beginning and end of a shift, log in and out of the emergency livestock shelter using the Emergency Livestock Shelter Staff Check-In / Check Out log.
- ☐ Be sure to wear identification at all times and carry a picture identification with you at all times when on duty.
- ☐ Be sure to observe health and safety precautions at all times. Wear rubber gloves at all times when dealing with animals. Make maximum use of all SCSued safety equipment.
- ☐ Carry out assigned duties, which may include, but not be limited to:

    - ☐ Setup of pens, corrals, fencing or other containment.
    - ☐ Inventory and set out halters, leads, and animal identification tags.
    - ☐ Inventory and set out intake/release forms.
    - ☐ Review the Daily Shift/Situation Report.
    - ☐ Set up table and chairs for registration.
    - ☐ Review **all** the rules of the shelter.
    - ☐ Ensure access to all emergency telephone numbers (i.e., the emergency veterinarian designated for the location, the EOC, the Team Leader, etc.).
    - ☐ Ensure there are more than adequate copies of **all** the rules available to present to people bringing livestock.
    - ☐ Determine if adequate forms are *not* available and if not see if there is a copy machine available nearby and make copies. Otherwise contact the Emergency Livestock Shelter Team Leader, advise them and then make a notation on the Daily Shift/Situation Report.
    - ☐ Address immediate problems. If unable to do so, contact the Emergency Livestock Shelter Team Leader and make a notation in the Daily Shift/Situation Report.

- ☐ Receive livestock.
- ☐ Release livestock using the bottom of the Intake Form that was completed when the animal arrived.
- ☐ Assist owners with feeding and watering of their animals if they are unable to do so.
- ☐ Ensure that **all** the rules of the shelter are being followed.
- ☐ Report animals that appeared to be abandoned and care for them until advised otherwise and make a notation on the Daily Shift/Situation Report.
- ☐ Report animals that appear sick or injured and care for them until advised otherwise and make a notation on the Daily Shift/Situation Report.
- ☐ Assist in taking down equipment, cleaning the area and closing the shelter as directed and returning equipment as directed.

In-Take Guidance

For the purpose of this guidance, "attendant" shall mean any staff or volunteer, regardless of service or organization that is working at any designated emergency livestock shelter.

Also for the purpose of this guidance the assumption is made that the emergency livestock shelter has been set up and is prepared to receive livestock. Understand the definition of livestock.

When a person presents livestock animals to you for intake into the emergency livestock shelter:

1. Visually observe the animal to ensure that the animal meets the definition of livestock. If it does, then:

2. Ensure that the person presenting the livestock animal to you is the owner or authorized agent. Ask for identification.

3. Give them two (2) copies of the rules of the shelter. Ask them to sign a copy. You keep the signed copy.

4. Fill out the Intake/Release Log and include species of the animal, animals name (if any), the name of the owner, the date in and the time in.

5. Fill out the Animal Intake/Release Form. Place the Intake Number from the Intake/Release Log in the space indicated on the form.
    - Place the completed form into a folder.
    - Label the folder with the owner's name.
    - Then place the folder in the Intake/Release box in alphabetical order, using the last name (example: Brown) in the appropriate species portion of the box (horse, cattle, swine, etc.).

6. When the Intake/Release form has been completed, put the animals name (if any), the owners name **and** the Intake Number on the temporary animal identification tag.

7. Hand the temporary identification tag to the owner and have them attach it to the animals halter. If no halter is available or is not appropriate secure the tag to the stall, pen, or corral gate in such a manner that it cannot be easily removed.

8. Label the stall, pen, corral or enclosure using masking tape and a magic marker with the the owner's last name **and** the Intake Number.

9. Ask the animal owner if he/she has any questions before they leave the area. Answer questions to the best of your ability, but if you do not know the answer, find the answer by asking another attendant or contacting the Emergency Livestock Shelter Team Leader.

Release Guidance

For the purpose of this guidance, "attendant" shall mean any staff or volunteer, regardless of service or organization that is working at any designated emergency animal shelter.

When a person presents them self to you for the purpose of having their animal(s) released to them, when they are leaving the shelter then;

1. Ask the person for identification.
2. Verify the information on the Intake/Release Log.
3. Locate the original Animal Intake/Release Form in the animals' file and complete the Disposition of Animal at Departure portion of the form.
4. Locate the animal being released (usually by Intake number) on the Intake/Release Log and log the date out, time out and if the animal was released (in this case Y).
5. Have the owner inspect the animal, and equipment and verify that all equipment is being returned and the animal is in good condition.
6. Note any problems or concerns on the Daily Shift/Situation Report.
7. Make sure that any borrowed equipment (such as halter, lead, water container, brushes, etc.) is left at the shelter.
8. Ask the owner if they have any questions or concerns. Answer questions to the best of your ability and note concerns on the Daily Shift/Situation Report.

VIII COMMONLY USED FORMS and REPORTS

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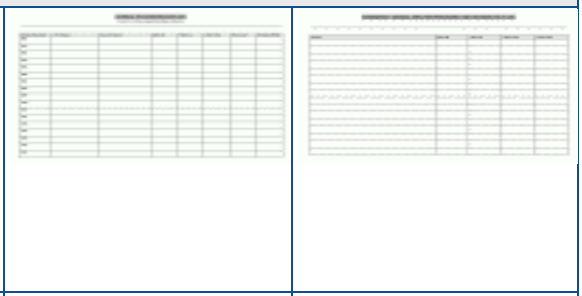
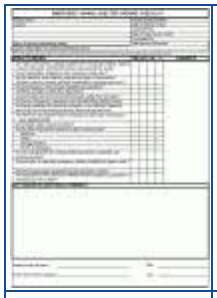
Note: Most of the forms below are in PDF format. Click here to obtain a free copy of Adobe Reader if you do not already have one.

				
Animal Intake/Release	Daily Shift/Situation Report	Shelter Rules/Waiver	Animal Intake/Release Log	Personnel Log-in/Log-out

				
Shelter Opening Walk Through	Shelter Closing Walk Through	Equipment List for Shelter	Foster Care	Veterinary Care
Shelter Signs	Shelter Volunteer Agreement	Lost Animal Alert	Lost Dog Report	Bite Policy

IX. SITE SPECIFIC SETUP GUIDANCE

A. Additional information about floor plans and site specific shelter set-up guidance will be developed at a future date in coordination with ARC, HCAC and HCEM.

COMMUNICATIONS

Hertford County Emergency Operations Plan

Updated/Reviewed

Responsible Agency: Sheriff

Attachments	
Attachment 1	Essential Telephone Service Users
Attachment 2	Preparedness/Response Checklist
Also see	
Annex	Notification and Warning
	Emergency Operations Center

I. PURPOSE

This annex describes the County's communications systems and presents available communications sources, policies and procedures to be used by county government agencies during emergency situations.

II. SITUATION AND ASSUMPTIONS

A. Situation

1. Communications play a critical role in emergency operations. Communications networks and facilities exist and operate throughout the County. Properly coordinated, these facilities provide for effective and efficient response activities.

2. The Emergency Communications Center is located in the Hertford County Law Enforcement Center on Taylor Street and is operated under the rules and regulations of the Hertford County Sheriff's Department.

B. Assumptions

It is assumed that the communications system will survive and/or withstand the effects of a disaster. This annex will provide coordination of all communications systems during an emergency situation facilitating timely response activities.

III. CONCEPT OF OPERATIONS

A. General

1. Emergency communications systems and services used by the County are controlled by the Hertford County Sheriff's Department.

2. The Emergency Communications Center is operated 24 hours a day and serves as the County Warning Point.

3. Emergency calls are generally received through the E-911 telephone

system and are dispatched according to Emergency Communications Center standard operating guides (SOG).

4. As the emergency escalates, the Emergency Communications Center will be expanded as required.

5. Emergency communications procedures will be implemented and backup capabilities activated as necessary.

6. Appropriate backup communications personnel will be notified when needed for the expansion of communications capability.

7. When operating jointly with local, State and federal emergency response agencies, communications is considered an emergency support function (ESF). The National Response Framework refers to this function as ESF2.

B. **Specific**

1. Telephone Service

   - Telephone service in the County is provided by Sprint as well as numerous small, independent carriers. Sprint is the primary provider of E911 Service to Hertford County and the secondary PSAPs (Ahoskie and Murfreesboro).
   - The telephone companies will be provided with a list of essential users of telephone service.
   - Essential users will receive priority telephone service and restoration during emergencies.

2. Two-Way Radio Systems

   - The county two-way radio system is designated as a principal system to be used for direction and control activities. It provides voice communications between mobile units operated by department units and/or chiefs of emergency services and the County Emergency Communications Center. The principal users are:
     - Sheriff's Department
     - Emergency Management Coordinator
     - Fire Chief
     - EMS Director
     - Public Works Director

   - The following county departments, agencies and organizations operate (local department control) two-way radio systems:
     - Sheriff's Department
     - Board of Education (School bus)
     - County Volunteer Department(s)
     - City Police Department(s)
     - City Fire Department(s)
     - City Public Works Department(s)
     - Hospital
     - Emergency Medical Service

- The following county volunteer organizations operate two-way radio systems:
  - Amateur Radio Emergency Services (ARES)
  - Civil Air Patrol (CAP)

- Other two-way communications systems which may be used to communicate with the State EOC during emergencies include:
  - Division of Criminal Information (DCI)
  - Amateur Radio Emergency Service (ARES)
  - Civil Air Patrol
  - National Warning System (NAWAS)
  - State Emergency Management FM Voice Radio Network and satellite telephone
  - Commercial Telephone
  - Computers

3. The following communications systems can be accessed from the Communications Center:
   - Sheriff's Department Radio System
   - County Fire Protection Network
   - Hospital System
   - EMS Radio System
   - County ARES Network
   - Local Area Police Network
   - Public works/utilities network
   - Division of Criminal Information (DCI)
   - WebEOC (State)

4. The following communications systems are available but generally not operated from the communication center:
   - Citizens Radio System (CB)
   - Civil Air Patrol
   - Personal cellular service

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. Organization

1. The Communications Director is the principal coordinator for planning and developing of the emergency communications system.

2. The County Warning Point is the central control point for coordinating communications.

B. Responsibilities

1. Communications Supervisor

   - Develop Communications Annex and SOP.
   - Ensure that communication procedures are established for the use of logs, message forms and message control.
   - Develop procedures for obtaining and restoring telephone services during emergencies.

- Develop mutual aid agreements.
- Prepare authentication charts and devices for use during an emergency.
- Maintain current internal notification/recall rosters.
- Identify potential sources of additional equipment and supplies.
- Provide radio repair capabilities and maintenance operations under emergency conditions.
- Ensure program training for all County communications personnel including volunteers and maintenance personnel.
- Test and maintain communications equipment on a regularly scheduled basis.
- Provide for regular testing of the emergency generators.
- Provide for radio system compatibility and networking.
- Provide for the delivery of primary and backup radio communications (fixed and mobile).
- Report to the EOC upon activation and provide direction and control for communications operations.
- Staff, equip, and operate emergency communications facilities and systems.
- Coordinate radio, telephone and teletype resources in the County.
- Coordinate communications net with surrounding counties, the State and the County during disasters.

2. Telecommunicator

    - Provide radio communications in an emergency as directed.
    - Establish and maintain a message log.
    - Route messages as instructed by the Communications Director.

3. Amateur Radio Emergency Service

    - Provide communications between EOC and shelters and otherwise as directed.
    - Provide backup communications and (as required) long distance communications between the EOC and other agencies.

IV. DIRECTION AND CONTROL

A The Hertford County Emergency Management Coordinator will be notified when a major emergency situation has occurred or is imminent. The Emergency Management Coordinator will then inform county officials in accordance with the county procedures.

B. Authority to direct and control the use of communications systems and services available to county departments and agencies is delegated to the Communications Director.

V. CONTINUITY OF GOVERNMENT

The line of succession is:

A. Sheriff

B. Chief Deputy

C. Sergeant/Telecommunicator

VI. ADMINISTRATION AND LOGISTICS

A. Facilities and Equipment

1. The County Emergency Communications Center is equipped with communications equipment (radio, telephone, computers, etc.) allowing contact within the County, contiguous counties and the State EOC.

2. The organizations involved in emergency communications will follow the administrative and logistical procedures established by their individual agencies.

B. Training and Exercises

Radio operators of emergency response organizations are trained by their respective agencies.

C. Security

1. Communications equipment is vulnerable during time of emergency particularly during periods of national emergency.

2. Communications personnel must possess appropriate security clearances to send or receive classified information. This security clearance is handled by the individual agency employing the person. Amateur radio operators and other communications volunteers will be screened by the communications supervisor of the Sheriff's Department or other appropriate law enforcement official.

VII. PLAN DEVELOPMENT AND MAINTENANCE

A. This annex will be reviewed on an annual basis.

B. All departments/organizations within the County providing emergency communications will develop and maintain communications SOP's, mutual aid agreements, personnel rosters, including 24-hour emergency telephone numbers and communications equipment inventories.

VIII. AUTHORITIES AND REFERENCES

See Basic Plan - Authorities and References

Attachment 1
Priority Telephone Restoration

By written agreement (a copy of which is available from the communications supervisor). The following agencies or departments shall receive priority telephone restoration service in times of emergency or disaster. The service will be restored by the initial or primary provider of the service (i.e., Sprint):

(*all numbers are located in the 252 area code except where noted)*

	Hertford County (all offices)
332-3322	Ahoskie Fire Department
332-5011	Ahoskie Police Department
398-4151	Murfreesboro Communication Center
209-3000	Roanoke-Chowan Hospital
888-667-3000	North Carolina Power
332-2733	North Carolina National Guard
332-4823	North Carolina National Guard
332-4096	Hertford County High School
398-4091	Hertford County Middle School
332-2588	Ahoskie Graded School
358-1761	Hertford County Board of Education
332-5146	Ahoskie Town Hall
358-8611	Cofield Town Hall
398-3016	Como Town Hall
398-5904	Murfreesboro Town Hall
358-3041	Winton Town Hall
358-3651	Winton Fire Department
358-7861	Emergency Management
398-4888	Murfreesboro Public Works
332-3840	Ahoskie Public Works
358-3601	Hertford County Sanitation Department
332-6800	North Carolina Highway Patrol
332-4021	North Carolina Department of Transportation (District Engineer)
332-3656	North Carolina Department of Transportation (Traffic)
332-2765	North Carolina Department of Transportation (Maintenance)
358-3761	North Carolina Forestry Service

Attachment 2
Communications Preparedness/Response Checklist

EOC

- ☐ Communications Supervisor/Chief Dispatcher or designee reports to the Emergency Operations Center (EOC) to provide communications support, technical advice and assistance. Serve as the EOC Communications Officer or designate a qualified person to do so.
- ☐ Receive a situational briefing at the EOC. Ask questions and address concerns during the briefing.
- ☐ Receive mission assignments.
- ☐ Operate or assign personnel to operate communications equipment (i.e. two-way radios, satellite phone, telephone, computers, etc.).

Communications Center Supervisor/Chief Dispatcher

- ☐ Check all two-way radio equipment including primary and secondary systems to ensure operation and communications capability between the Communications Center, EOC,

Incident Commander and units in the field.

- ☐ Brief all communications personnel regarding the emergency.
- ☐ Ensure the primary functions of the department are carried out (i.e. receipt and dispatch of emergency calls for service, etc.).
- ☐ Issue communications equipment as necessary to communications personnel and/or field personnel.
- ☐ Advise communications personnel to log all overtime hours and promptly report those hours.
- ☐ Receive and dispatch calls for service in accordance with procedure.
- ☐ Track emergency services resources (law enforcement, fire, EMS, etc.) and have knowledge of the location and availability of each unit, including total number of personnel.
- ☐ Monitor all available radio frequencies and computer traffic for messages or information that may be of value and report that information to the Emergency Operations Center communications officer.
- ☐ Advise the Emergency Operations Center when calls for services are exceeding or about to exceed the capabilities of the 911 system.
- ☐ Advise the Emergency Operations Center when there are insufficient communications personnel to promptly address the number of calls being received and dispatched and no other qualified personnel are available.
- ☐ Request additional personnel as needed.
- ☐ Request, as necessary, assistance through the EOC.
- ☐ Implement mutual aid agreements as needed.
- ☐ Provide food and essential supplies for on-duty communications personnel.
- ☐ Monitor primary radio system for system failures.
- ☐ If primary radio system fails, switch to secondary or backup systems according to procedure. Report the failure according to procedure.
- ☐ Test all backup power sources regularly. Switch to backup power sources as needed according to procedure.
- ☐ Backup all computer files regularly. Anticipate computer and network failures.
- ☐ Debrief communications personnel and arrange for CISD (Critical Incident Stress Debriefing) as necessary or requested.
- ☐ Perform other duties or carry out assignments as required or requested within the scope of emergency communications

DAM FAILURE

Hertford County Emergency Operations Plan

Updated/Reviewed June 7, 2013

Responsible Agency: Emergency Management

Attachments	
Attachment 1	Flash Flood Safety Rules
Also see	
Checklist	Dam Failure Checklist

I. PURPOSE

This Appendix provides basic information and concepts for coping with potential dam failure incidents within Hertford County. It establishes a plan of action for coordination and support of emergency response operations to minimize the effects of the failure of a water impounding dam upon the people and property of Hertford County.

II. SITUATION AND ASSUMPTIONS

A. **Situation**

1. There are 3 high hazard or medium hazard dams in Hertford County.

2. Failure of a dam can cause flash flooding of areas downstream and could pose significant safety and/or health concerns (i.e., the development in the flood plain for example).

3. Early alerting of officials, coupled with timely notification of persons and property owners within the potential inundation area, is critical to protection of life and property.

4. Initial emergency response efforts would focus on implementing warning and evacuation measures in the projected inundation areas, and/or urgent corrective measures to minimize the danger of dam failure or to release the impounded water under a controlled method.

5. Dam failure may be caused by: overtopping, structure failure (or damage), or seepage.

6. NOTE: According to U.S. Army Corps of Engineers a dam is labeled unsafe if all of the following conditions prevail:
   - The spillway could not pass one-half of the probable maximum flood without the dam being overtopped.
   - Such overtopping would probably cause the dam to fail.
   - Failure of the dam would probably cause loss of life.

7. In most cases the dam owner is responsible for the safety of the dam.

B. **Assumptions**

1. Some dams are unsafe because they were not designed properly and some are unsafe because they have been improperly modified.

2. Dams over 15 feet high, or impounding more than ten acre feet of water, are subject to State approved detailed engineering plans and such plans have been approved prior to construction of such applicable dams in Hertford County.

3. Land Quality Staff of the N.C. Department of Environment, Health, & Natural Resources is responsible for periodic inspection of high risk or medium risk dams and responds to emergency situations regarding dam safety through direct action and in cooperation with other public safety officials, dam owners, and downstream residents.

4. Persons or property owners in projected inundation areas will be informed of the potential hazard when floodplains and/or projected inundation areas are identified.

5. Emergency response personnel (e.g., fire, law enforcement, emergency management) will be available with equipment and resources to assist in notifying and/or evacuating persons in projected inundation areas.

6. Private automobiles will be the primary means of transportation for evacuation movement. Available alternate transportation resources would be coordinated to support evacuation of those without transportation or special needs individuals (e.g., disabled, handicapped, elderly).

7. Persons could be isolated from their homes for extended periods of time and some whose homes may be destroyed or damaged may be left homeless.

III. CONCEPT OF OPERATIONS

This plan calls for:

A. Prompt notification of local officials by the dam operators or others in the event of a condition at a dam which poses a threat downstream.

B. The prevention or mitigation of the hazard by the dam operators, or owners, or by government action.

C. The alerting and warning of the affected populace in the projected inundation area downstream by all means possible.

D. Action taken will be based on emergency conditions as follows:

1. *Failure is Imminent or Has Occurred Condition* - a problem that threatens the integrity of the dam or other structures that could cause serious downstream flooding. The situation may or may not allow time for remedial action. Corrective action such as a controlled drawdown of the reservoir may be implemented, which could cause river stages no higher than those normally experienced during natural flooding; or response may include immediate movement of downstream residents to higher ground. The warning signs that indicate a *Failure is Imminent or has Occurred* are similar to, but more severe than, the *Potentially Hazardous Situation*. These warning signs could include:
    - Major new structural defects such as a prominent crack, particularly when a new source of significant leakage flow is observed.

- Any abnormal change in shape or character of a dam especially if occurring over a short duration, and coincidental with a new source of significant leakage flow.
- A major source of uncontrollable leakage flow passing over or through the dam at any place other than gates, spillway, or other points designed to release water.
- Structural damage such as caused by earthquake or explosion, particularly when a new source of significant leakage flow is observed.
- Structural damage caused by extremely high water levels which threatens to breach or overtop a non-overflow section of the dam.

2. *Potentially Hazardous Situation* - a problem that threatens the dam, which may allow days or weeks for remedial action. Corrective action could include a controlled drawdown of the upstream reservoir, which could cause river stages comparable to those experienced from natural flooding. A *Potentially Hazardous Situation* has the potential for escalating to a *Failure is Imminent or Has Occurred Condition*. The warning signs that indicate a *Potentially Hazardous Situation* include, but are not limited to:
    - Abnormally high water level behind a dam or flow through the spillway which potentially could overtop the dam.
    - Anticipated high water levels due to extremely heavy rainfall in the watershed or upstream dam failures.
    - Structural defect such as an unusual crack in the dam which has the potential for threatening the integrity of the dam.
    - Any abnormal change in shape or character of dam which could lead to breaching of the dam.
    - Water passing over or through dam at any place other than gates, spillway, or other points designed to release water, which appears to have the potential for threatening the integrity of the dam.
    - Serious threat of sabotage or potential for seismic activity.
    - Abnormal decrease in normal operating pool level which appears to be an indication of a major source of leakage.
    - Reports of potential dam failure conditions from external sources.

E. The restriction of traffic into the inundation area.

F. The evacuation of the populace to safe assembly areas outside the inundation area and the transportation of the evacuees to shelters using all means available to include privately owned vehicles, buses, ambulances, and local government owned vehicles, and shall include:

1. The selected evacuation of property such as livestock downstream and moored boats upstream or downstream, and the protection of selected facilities such as water works, sewage disposal plants, power stations, historical and archaeological sites, businesses, and industries where feasible.

2. The provision of public shelter for evacuees.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. General

1. During periods of increased readiness resulting, from any actual or imminent threat of a dam failure, Hertford County's emergency plans and procedures will be implemented to provide for appropriate response capabilities.

2. Unless noted otherwise, organization and responsibilities applicable to county, municipal, and local response agencies are specified in the Direction and Control Annex.

B. **Mitigation Phase**

During day-to-day operations:

1. The Emergency Management Director will:
    - Maintain an inventory of potentially unsafe dams in Hertford County and assure that periodic inspection is done.
    - Develop and keep Updated/Reviewed a notification system (including a file of names, addresses and phone numbers of residents and property owners in the projected inundation areas) which will make possible the rapid notification of persons whose property may be affected. All available alerting systems, such as in-place warning sirens or signals, mobile sirens and PA systems will also be procedurally designed for use in the notification system.
    - Assist other departments in developing plans and procedures.
    - Assist in exercising plans and procedures.
    - Keep notification rosters current.

2. Municipalities and departments involved in emergency response will:
    - Develop plans and procedures.
    - Exercise their plans and procedures.
    - Keep notification rosters current

C. Preparedness Phase

1. The Emergency Management Director will:
    - Alert appropriate officials, personnel.
    - Assure remedial actions possible are implemented.
    - Maintain appropriate monitoring of the situation.
    - Assure any appropriate public awareness notices are communicated.
    - Activate EOC when appropriate.

2. Supervisory personnel of response organizations will:
    - Alert key personnel.
    - Monitor the situation.
    - Insure necessary equipment is in a state of readiness.
    - Also see Hazard Specific Checklist - Dam Failure

D. **Response Phase**

Where appropriate the EOC will be activated for direction and control of operational efforts. Otherwise, the Hertford County Emergency Management Agency has the primary responsibility for coordinating resources and support.

E. **Recovery Phase**

1. Hertford County government shall coordinate and support recovery operations. In the endeavor, damage assessment efforts to determine the extent of damage upon public and private property county-wide, will be coordinated through the County EOC. (See Annex - Damage Assessment)

2. Hertford County will coordinate with the NCEM to obtain necessary State and Federal

assistance.

V. DIRECTION AND CONTROL

A. There are six (6) municipalities within Hertford County. Each municipality should exercise its full authority in the execution of locally designed emergency operations plans and procedures. However, such activities should be coordinated with the Hertford County Emergency Management Agency.

B. Major emergency situations affecting the unincorporated portions of the County will be under the direct control of the Hertford county government.

C. Emergencies which affect multi-jurisdictional areas, the county and municipalities, will be managed in a cooperative effort, each entity providing mutual support, as required. Unless the County EOC is activated, the Hertford County Emergency Management Agency shall serve as the lead agency.

VI. CONTINUITY OF GOVERNMENT

A. Line of Succession

1. *County Commissioners*: The line of succession for the Board of County Commissioners is from Chairman to Vice- Chairman, continuing through the remaining board members according to their order of seniority. In the absence of the aforesaid officials, this line of succession would proceed to the County Manager.

2. *Administration and Operations*: In dealing with the subject at hand, the line of succession for County Management is from the County Manager to the Assistant County Manager (or designated person).

3. *Preparedness and Coordination*: The line of succession for county emergency preparedness and coordination is from the Emergency Management Director to the designated Emergency Management Staff representative(s).

4. *Departmental Support*: The line of succession within each county department is according to respective published SOPs.

B. Documentation and Preservation of Records

See Basic Plan - Continuity of Government - Preservation of vital records

Attachment 1
FLASH FLOOD SAFETY RULES

In many regions flash floods can strike with little or no warning. Local rains may be so intense that small creeks and streams are unable to accommodate so much water. Distant rain may be channeled into gullies and ravines, turning a quiet streamside campsite into a rampaging torrent in minutes.

- **Observe these flash flood safety rules. They could save your life!**
- Keep alert for signs of rain (thunder and lightning), both where you are, and upstream.
- Be especially cautious at night. It's harder to recognize the danger then.

- Watch for rising water levels and don't try to drive where water is over the roads. Parts of the road may already be washed out.

- Abandon your vehicle if it stalls in a flooded area or if water begins to rise over the road, and head for higher ground immediately. Flood waters can rise rapidly and sweep a car (and its occupants) away.

- If you're caught in the house by suddenly rising waters, move to the second floor and, if necessary, to the roof. Take warm clothing, a flashlight, and portable radio with you. Then wait for help...don't try to swim to safety. Rescue teams will be looking for you.

- A **Flash Flood Watch** means that heavy rains may cause flash flooding in certain areas.

- A **Flash Flood Warning** means that flash flooding is occurring or imminent on certain streams or in designated areas.

DAMAGE ASSESSMENT

Hertford County Emergency Operations Plan

Updated/Reviewed June 7, 2013

Responsible Agency: Tax Assessor's Office

Attachments	
Attachment 1	Organizational Structure
Attachment 2	Damage Assessment Officer Checklist
Attachment 3	Damage Assessment Team Member
Attachment 4	Damage Assessment Forms / Reports
Also see	
Annex	Basic Plan - Damage Assessment Officer
	Direction and Control
	Debris Management
Plan	Disaster Recovery Plan

I. PURPOSE

This annex presents a system to coordinate damage assessment and reporting functions, estimate the nature and extent of the damage, and provide disaster recovery assistance.

II. SITUATION AND ASSUMPTIONS

A. Situation

1. Most hazardous events which may affect the County have the potential for causing damage. A planned damage assessment program is essential for effective response and recovery operations.

2. An initial damage assessment will determine the severity and magnitude of the disaster, and identify what type of supplemental assistance is necessary to recover from its effects. Additionally, reports will be made concerning power outages or damages to electric utility services and damages and debris that is causing roadways to be blocked.

3. If a disaster occurs of such magnitude that it could result in a Presidential declaration of "major disaster" or "emergency", a county-wide initial damage assessment of public and private property is required. This information will provide a basis for the determination of actions and resources needed, the establishment of priorities, the allocation of local government resources in the disaster area during the early stages of the recovery effort, and what, if any, outside assistance will be required to restore the affected area to pre-disaster condition.

B. Assumptions

1. The County will continue to be exposed to various hazards resulting in damage to both public and private property.

2. Implementing damage assessment procedures will expedite relief and assistance for those adversely affected.

III. CONCEPT OF OPERATIONS

A. General

Initial responsibility for damage assessment and recovery operations lies with county and municipal government.

B. Specific

1. Emergency and recovery operations will initially be coordinated from the Hertford County Emergency Operations Center or town emergency operations centers. Accurate emergency logs and expenditure records must be kept from the onset of the disaster by each response agency/organization. Under most circumstances, the Damage Assessment Officer (DAO) for Hertford County will be the Tax Assessor. The DAO will organize and be responsible for all damage assessment teams. A team will consist of at least one (1) qualified person trained or able to assess damages and one (1) driver familiar with the area to be assessed.

2. Damage assessment/recovery personnel will be assigned to the "Plans Section" of the Emergency Operations Center organization. The municipalities will coordinate their damage assessment with the County Emergency Operations Center and request assistance as needed to conduct damage assessment in their jurisdictions.

3. As appropriate, the Damage Assessment Officer (DAO) (Tax Assessor) will coordinate notification of damage assessment personnel. These personnel will report to the Emergency Operations Center for assignments and transportation or directly to the affected areas to conduct the *Initial Damage Assessment* or IDA. Damage assessment is carried out in the field by either "windshield" survey (a quick drive through assessment) or "canvas" survey (a door to door inspection of damages). Large scale damages may have to be surveyed by air.

4. The DAO will organize, equip, and assign teams to the affected areas to conduct the initial damage assessment. The DAO may elect to use either pre-printed forms (see Attachment 2) or computer based forms (see Attachment 3) or a combination of both, to record observed damages.

5. Additionally the DAO will:
    - Coordinate transportation needs (vehicles and drivers) through the Emergency Management Coordinator.
    - Assess or cause an assessment of the overall safety of the area or as necessary individual structures prior to allowing the return of citizens to the area. Safety assessments will be presented to the Emergency Management Coordinator by the DAO.
    - Ensure maps, charts or reports of damaged areas are available to each team.
    - That each team receives a complete briefing and understands the assignment and possible duration of the assignment.
    - Track the progress of each team and the amount of time necessary to complete the survey of an assigned area.
    - Ensure each team member is accounted for at the end of the assignment and that all reports are turned in.
    - The Emergency Management Coordinator will:
    - Emergency Management is responsible for providing safe transportation and

drivers.
- Emergency Management is responsible for providing appropriate forms or other damage assessment recording devices (i.e. computers)
- Ensure the accuracy of the initial damage assessment
- Report findings and damage estimates to the State Division of Emergency Management as soon as practical.
- Report findings and damage estimates to the County Manager and or County Commissioners as soon as practical.

6. The DAO will coordinate the compilation of damage survey data, prepare damage assessment reports for the Emergency Management Coordinator, and plot damaged areas on local maps as necessary or requested.

7. The Emergency Management Coordinator (EMC) will review, with other appropriate local officials, the damage assessment reports to determine if any outside assistance will be necessary to recover from the disaster.

8. Based upon the local damage assessment reports, the state will determine what recovery capabilities are available to meet the anticipated requirements. If the capabilities of state/local/private resources appear to be insufficient, he may request a joint federal/state/local Preliminary Damage Assessment (PDA) be conducted. The State may also determine varying levels of a "State of Emergency".

9. The Governor may request a Presidential declaration of a "major disaster", "major emergency", or a specific federal agency disaster declaration (Small Business Administration, Department of Agriculture, Corps of Engineers, etc.) to augment state/local/private disaster relief efforts.

10. The President, under a "major emergency" declaration may authorize the utilization of any federal equipment, personnel and other resources.

11. The President, under a "major disaster" declaration may authorize two basic types of disaster relief assistance:

    - Individual Assistance (IA)
        - temporary housing
        - individual and family grants (IFG)
        - disaster unemployment assistance
        - disaster loans to individuals, businesses, and farmers
        - agricultural assistance
        - legal services to low-income families and individuals
        - consumer counseling and assistance in obtaining insurance benefits
        - social security assistance
        - veteran's assistance
        - casualty loss tax assistance

    - Public Assistance (PA)
        - debris removal
        - emergency protective measures
        - permanent work to repair, restore or replace road systems, water control facilities, public buildings and equipment, public utilities, public recreational facilities, etc.

C. **In the event a major disaster or emergency is declared:**

1. A Federal Coordinating Officer (FCO) will be appointed by the President to coordinate

the federal efforts.

2. A State Coordinating Officer (SCO) and a Governor's Representative will be appointed by the Governor to coordinate the state efforts.

3. A Disaster Field Office (DFO) will be established within the state (central to the damaged areas) from which the disaster assistance programs will be administered.

4. For IA (Individual Assistance) only, Individual Assistance Centers (IACs) may be established central to the affected areas where individuals may apply for assistance.

5. If the area is declared eligible for Public Assistance programs, an Applicant's Briefing will be conducted for officials of counties, cities, Indian tribes, and private nonprofit (PNP) organizations to explain eligibility criteria. The Emergency Management Coordinator will be requested to assist with identifying and notifying eligible applicants.

6. At the applicant's briefing, each eligible entity will submit a Request for Public Assistance (RPA).

7. Each PA (Public Assistance) applicant (including local government entities) will appoint an "Applicant's Agent" to coordinate the collection of documentation and submission of information to the DFO. Also see Public Assistance Forms (FEMA).

IV. DIRECTION AND CONTROL

A. The local officials, in conjunction with the Emergency Management Coordinator, will direct and control recovery activities from the EOC.

B. The Damage Assessment Officer is a member of the EOC staff and is responsible for the coordination of damage assessment activities.

C. All county departments will provide personnel and resources to support the damage assessment/recovery effort, as requested. Personnel from operating departments assigned to damage assessment responsibilities will remain under the control of their own departments, but will function under the technical supervision of the Damage Assessment Officer.

V. CONTINUITY OF GOVERNMENT

A. The line of succession is:

1. Damage Assessment Officer / Tax Assessor
2. Director of Inspections
3. County Manager

B. Lines of succession for agencies supporting damage assessment are in accordance with the agency's established procedure.

VI. PLAN DEVELOPMENT AND MAINTENANCE

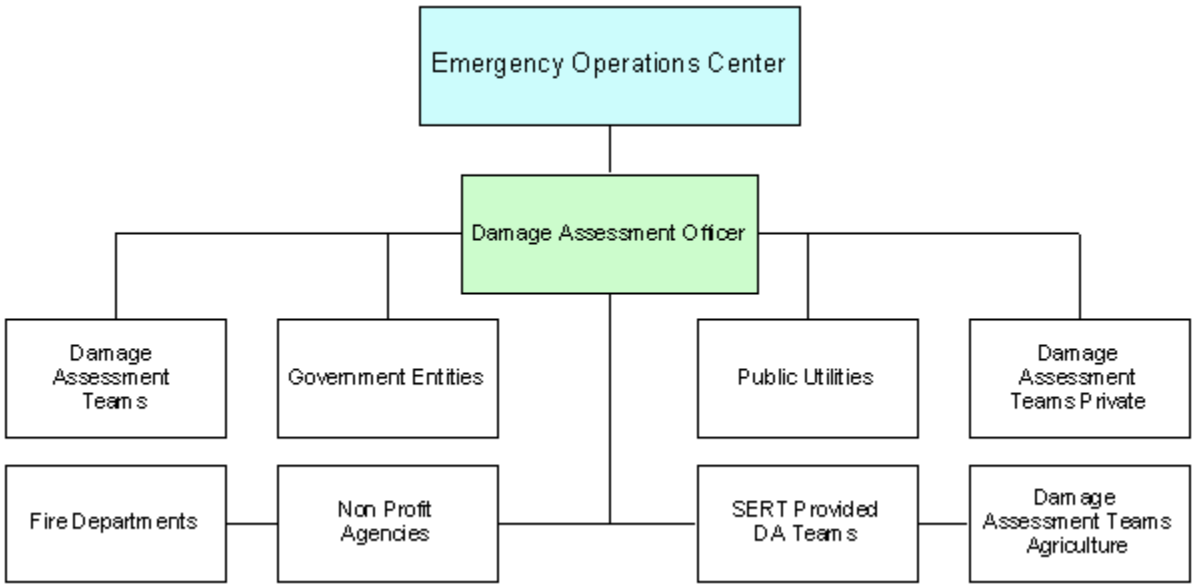
A. This annex will be reviewed on an annual basis.

B. All departments/organizations within the County providing damage assessment will develop and maintain mutual aid agreements, personnel rosters, including 24-hour emergency telephone numbers and damage assessment equipment inventories.

VII. AUTHORITIES AND REFERENCES

See Basic Plan - Authorities and References

Attachment 1
DAMAGE ASSESSMENT/RECOVERY ORGANIZATIONAL STRUCTURE



Attachment 2
Damage Assessment Officer Checklist

- ☐ Report to the Emergency Operations Center. Serve as part of the Planning group.
- ☐ Receive a briefing from the Emergency Management Coordinator or Incident Commander regarding the anticipated primary areas of suspected damage. The briefing *may* include:
  - ☐ General description of suspected damage area.
  - ☐ Maps.
  - ☐ Blocked roads or blocked access.
  - ☐ Other damage assessment teams from other organizations (i.e. fire departments, Red Cross, State, etc.) that may be called on or are already deployed.
  - ☐ Equipment available (i.e. vehicles, drivers, computers, forms, etc.).
  - ☐ Location of equipment and supplies and the time the equipment and supplies will be available for use.
  - ☐ Additional resources already requested to assist.
  - ☐ Locations of security check points or roadblocks and credentials necessary to gain entry into secured areas.
- ☐ Contact damage assessment teams and advise them where and when to report for a briefing.

- ☐ If transportation and supplies have not been pre-arranged, then arrange for transportation (including drivers) and necessary supplies.

- ☐ Once DA Teams have assembled at the designated area, brief the teams and include in the briefing:
  - ☐ Safety and security. Be sure to include potential dangers in the area (i.e. downed power lines, loose animals, etc.).
  - ☐ General description of suspected damage area.
  - ☐ Maps.
  - ☐ Blocked roads or blocked access.
  - ☐ Other damage assessment teams from other organizations (i.e. fire departments, Red Cross, State, etc.) that may be called on or are already deployed.
  - ☐ Equipment available (i.e. vehicles, drivers, computers, forms, etc.).
  - ☐ Location of equipment and supplies and the time the equipment and supplies will be available for use.
  - ☐ Additional resources already requested to assist.
  - ☐ Locations of security check points or roadblocks and credentials necessary to gain entry into secured areas.
  - ☐ Other information that may be important (i.e. predicted weather).
  - ☐ Advise teams to log *both* vehicle mileage *and* their time and return that information at the debriefing along with reports, materials and supplies.

- ☐ Assign or issue necessary equipment and supplies (i.e. forms, computers, pencils, pens, paper, camera, safety vests, flashlights, hard hats, etc.).

- ☐ Issue security credentials if required.

- ☐ Mark vehicles if necessary or appropriate to indicate they are official vehicles.

- ☐ Establish times that teams are to report back and a location they are to report to (*not* the EOC).

- ☐ Track each team and remain in contact by radio or telephone.

- ☐ At the appointed time and location greet each team and log the time of their return.

- ☐ Debrief each team individually
  - ☐ Gather returning supplies.
  - ☐ Gather damage report forms or computer records.
  - ☐ Ensure each returning team member is in good health and has received no injury. If injury did occur, ensure prompt medical attention and write a full narrative report.
  - ☐ If information is received during the debriefing regarding the damaged area that in your judgment warrants the attention of the Emergency Management Coordinator or Incident Commander and/or law enforcement, report it immediately to the Emergency Management Coordinator or Incident Commander and/or law enforcement.

- ☐ Ensure all teams and all personnel have returned safely. If a team has not returned at the appointed time, attempt contact with the team. If no contact is made, inform the

Emergency Management Coordinator or Incident Commander and/or law enforcement.

- ☐ Gather, collate and compile as necessary all damage reports from all locations.
- ☐ Calculate the total estimated dollar loss and report this figure to the Emergency Management Coordinator and/or Incident Commander.
- ☐ Makes copies of all reports. Deliver one copy to the Emergency Management Coordinator and/or Incident Commander and retain one copy in a secure location.
- ☐ As required or requested, meet with State and/or Federal damage assessment teams or officials and make copies of your reports as required or requested, for them.
- ☐ As required or requested, provide personnel to assist State and/or Federal teams/officials.
- ☐ Prepare and brief, as requested, the County Manager and/or Board of Commissioners and include projected economic and tax base impacts.
- ☐ Perform other duties as requested or required by the County Manager and/or Board of Commissioners.

Attachment 3
Damage Assessment Team Member Checklist

- ☐ When contacted by the Damage Assessment Officer (DAO) report to the designated location at the appointed time.
- ☐ If you are not familiar with the designated area by name, ask for directions.
- ☐ Dress appropriately for the field and for the weather.
  - ☐ Work clothes
  - ☐ Boots or appropriate footwear (generally tennis shoes or similar footwear are not appropriate...there may be nails or other debris that can easily penetrate soft sole footwear)
  - ☐ Rain jacket or other appropriate jacket
  - ☐ Gloves
  - ☐ Hard hat (if not to be issued at briefing)
  - ☐ Safety vest (if not to be issued at briefing)
  - ☐ Bring food, water, personal medications or other items you deem necessary to support you.
- ☐ Paper and pens / pencils.
- ☐ Tell your immediate family where you are going and (if known) the approximate time of your return.
- ☐ Attend the briefing that will be conducted by the Damage Assessment Officer. Take notes and/or gather instructions.
- ☐ Be familiar with the damage assessment report forms issued to you and/or the computer database.

- ☐ Meet your driver or transportation provider.
- ☐ Ensure you have all the supplies you will need for the duration of your assignment.
- ☐ Receive your assigned area and maps of your area.
- ☐ Familiarize yourself with the area assigned and address any concerns with the Damage Assessment Officer during the open briefing.
- ☐ Understand your route and exactly what you are supposed to do.
- ☐ Begin your route or assignment.
  - ☐ Safety is first!
  - ☐ As you enter your assigned area, get the "big" picture by observing overall damages (i.e. trees blown over, downed power lines, roads blocked, emergency crews working in the area, etc.).
  - ☐ When you observe a home or business that has obviously sustained damage, **Stop**! Get out of the vehicle slowly, taking your forms with you.
    - ☐ On the form record the address of the location (if known).
    - ☐ On the form record the name of the owner if it can be determined.
    - ☐ If the owner or occupant is available, speak to them. Identify yourself as Damage Assessment. Ask if anyone is/was injured, if so how badly? Is immediate emergency medical attention needed? If so, call 911.
    - ☐ Ask the owner or occupant their opinion of the amount (in dollars) of their loss. *Do not argue*, simply record the figure on the form.
    - ☐ Ask if the owner or occupant has home owners insurance. Ask if they have contacted their agent. Record the answers on your form.
    - ☐ If the owner or occupant is not available, estimate the total *structural* damage and record it on your form.
    - ☐ If you are speaking with the owner or occupant, do *not* give information you do not have. If they need information (i.e. location of shelters) get an answer by contacting the Damage Assessment Officer or Public Information Officer at the Emergency Operations Center.
    - ☐ Be polite and professional, but expedite gathering the information necessary to assess the damage.
    - ☐ Ensure you have all necessary information available before you leave that location and move on to the next. Write it down!
  - ☐ Move to the next home or business and follow the same process as above until your assigned area has been covered.
- ☐ Return to the designated "debriefing" area at the appointed time.
- ☐ Gather from the vehicle all paper, computers and other issued supplies.
- ☐ Report to the Damage Assessment Officer (DAO).
- ☐ Present your written reports/forms to the DAO.
- ☐ Advise the DAO of any relevant information and your observations.
- ☐ During the debriefing turn in all issued equipment, paper, forms and supplies to the DAO.

- ☐ Turn in all mileage and time reports to the DAO.
- ☐ Be prepared to accept a new assignment or return for a new assignment at an appointed time and location.
- ☐ If you have questions, comments or suggestions that would be beneficial to other damage assessment teams present that information to the DAO during debriefing.

Attachment 4
Damage Assessment Forms / Reports

Damage assessment forms and reports (paper forms) are available from the Emergency Management Coordinator and are kept in the Emergency Operations Center. Copies of those forms are available here in PDF format.

See Damage Assessment - Residential - EM 39 (also see form instructions)
See Damage Assessment - Business - EM 40-A (also see form instructions)
See Damage Assessment - Public Entity - EM 40 (also see form instructions)

The use of computerized (database) forms is encouraged whenever possible. The forms below require the database to be functioning (online).

See Damage Assessment - Residential
See Damage Assessment - Business
See Damage Assessment - Public Entity

DEBRIS MANAGEMENT

Hertford County Emergency Operations Plan

Updated/Reviewed June 7, 2013

Responsible Agency: Public Works

Also see	
Model	Debris Forecasting model
Annex	Damage Assessment
	Direction and Control
Plan	Disaster Recovery Plan

I. PURPOSE

This annex provides the scope of debris management in Hertford County and the methodology by which the County handles debris during both large and small scale events.

II. SITUATION AND ASSUMPTIONS

A. Situation

1. Hertford County, like all counties in the State, is subject to emergency incidents that will result in large amounts of debris from destroyed or heavily damaged structures as well as wooded debris from trees.

2. Each municipality within Hertford County has its own policy for dealing with debris from both public damaged structures and debris clearance from public owned properties along with policies which limit the use of public resources toward clearing debris from private property.

3. The County does not own a currently operating (permitted) landfill. The County owns and operates a solid waste transfer station, as well as numerous collection "boxes" at sites located throughout the County.

4. Current county policy does not allow C&D (construction and demolition) or wooded debris at either the transfer station or at collection sites.

5. Hertford County citizens are individually responsible for wooded debris and / or C&D materials on their private property and for the legal and appropriate disposal of the debris.

B. Assumptions

1. Local policies will not dramatically change regarding debris and debris management.

2. Special permits *may* be obtained from the State Solid Waste Management Division (NCDENR), in emergency or declared disaster situations that would allow the County to alter methods by which debris is disposed of.

Circumstances of each disaster will often dictate the amount of flexibility allowed by the State, if any.

3. The County will contract with private companies or a single private contractor to properly dispose of debris from county-owned public land. Use of "borrow pits" at the County solid waste sites will likely not be granted by NCDENR.

4. The County may have no alternative, in order to comply with NCDENR regulations or other regulations, but to lease vacant land suitable for temporary storage, chipping or burning of large amounts of wooded debris.

5. NCDOT will clear wooded debris from state maintained roads and right-of-ways. Volunteer fire departments *may,* during emergency situations, provide assistance to open roads for emergency vehicles.

III. CONCEPT OF OPERATIONS

A. County 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 an emergency situation and to clear debris from county property.

B. Municipal departments and agencies will use their resources and equipment during emergencies and will maintain control over the management of their resources when the resources are needed to respond to an emergency situation and to clear debris from public property. Use of these resources outside the incorporated limits will be by requests of other municipalities or the Hertford County Emergency Management Coordinator under prior agreement.

C. The Director of Public Works has the responsibility to coordinate the disposal of debris generated on county owned property and to ensure that proper permits for either temporary or permanent disposal of such debris are obtained.

D. The Director of Public Works shall be the primary person for the development of contracts with private companies to:

1. Collect wooded debris from county owned property as the result of a disaster.

2. Properly dispose of wooded debris and/or construction and demolition materials from county property as the result of a disaster.

3. Prepare public information and instructions to disseminate, via the Public Information Officer and in coordination with Emergency Management, regarding disposal by the public of wooded debris or C&D materials generated by the disaster.

E. As much as possible, the Director of Public Works will also identify those debris removal and disposal resources and capabilities that are available in local businesses and industry and other organizations, and develop agreements required to acquire those resources to support the County under emergency conditions. Whenever possible, the Director of Public Works, by direction of the County Manager and upon approval by the Board of Commissioners, shall enter into "pre-position" contracts as appropriate for both debris removal and disposal.

F. The Director of Public Works shall also prepare the information to be used to bid contracts, if such bids are necessary or required by law. Contracts to be bid shall follow the current policy of the County regarding contracted services. If provisions are implemented for emergency contracting and bidding, then those provisions will apply.

G. The Director of Public Works shall also ensure that all work by contractors is completed in a timely manner and in accordance to the issued contracts. Failures of the contractor shall be brought to the attention of the County Manager. Deficiencies in contracted work will be addressed and remedies sought based upon the contract.

H. The Finance Officer shall prepare the actual bid requests and shall ensure that the appropriate companies are informed of the bid process in accordance to local bid and/or purchasing policy. The Finance Officer shall also ensure that copies of contracts, copies and/or payment records, and other records are kept and available for possible reimbursement under guidelines for State and Federal Public Assistance.

I. The County Manager shall oversee the bid process and ensure County policy and procedures are followed.

IV. DIRECTION AND CONTROL

A. Utilization of debris removal and disposal resources under the operational control of local government will be coordinated by the Director of Public Works, under the direction of the County Manager, and in coordination with Emergency Management.

B. The commitment of resources from outside local government will be initiated by the Director of Public Works, in coordination with the Emergency Management Coordinator. Operational control will be exercised in accordance with the agreement or contract with the debris collection and disposal company (private).

C. Any mutual aid agreements developed pre-disaster will determine who will move, operate, maintain and bear the cost of operation for equipment and manpower used under emergency conditions.

V. CONTINUITY OF GOVERNMENT

A. The line of succession for Resource Management is:

1. Director of Public Works
2. County Manager
3. Risk Management

B. Debris Management does not fall under a centralized control element, but is coordinated from the Emergency Operations Center *during* initial emergency operations and then transferred to Public Works when initial emergency operations have ceased.

VII. PLAN DEVELOPMENT AND MAINTENANCE

A. This annex will be reviewed on an annual basis.

B. All departments/organizations within the County providing debris management operations

will develop and maintain mutual aid agreements, personnel rosters, including 24-hour emergency telephone numbers and debris removal equipment inventories.

VIII. AUTHORITIES AND REFERENCES

See Basic Plan - Authorities and References

DIRECTION AND CONTROL

Hertford County Emergency Operations Plan

Updated/Reviewed June 7, 2013

Responsible Agency: Emergency Management

Attachments	
Attachment 1	Organizational Structure
Also see	
Annex	Emergency Operations Center
Forms	Incident Command System Forms

I. PURPOSE

This annex outlines the direction and control procedures for emergency operations and identifies the personnel, facilities and resources which will be utilized in the coordinated response activities.

II. SITUATION AND ASSUMPTIONS

A. Situation

1. Direction and control of normal day-to-day emergencies is performed by senior on-scene emergency response personnel (i.e., law enforcement, fire, EMS) in accordance with local ordinances, policies and procedures.

2. Many hazards exist within or near the County which have the potential to cause disasters of such magnitude as to warrant centralization of the direction and control (Emergency Operations Center) function in order to conduct effective and efficient emergency operations.

3. Municipalities within the County may exercise independent direction and control over their own emergency resources, outside resources assigned to the municipality by the Hertford County Emergency Operations Center and resources secured through existing mutual aid agreements with other municipalities. Requests for state/federal government assistance will be directed to the Hertford County Emergency Management Coordinator prior to activation.

4. Centralized county-wide direction and control (Emergency Operations Center activation) is desirable when one or more of the following situations occur:
    - there exists an imminent threat to the public safety/health;
    - extensive multi-agency/multi-jurisdiction response and coordination are necessary to resolve or recover from the emergency situation;
    - local resources are inadequate/depleted and significant mutual aid, state and/or federal resources must be utilized to resolve the emergency situation;
    - the disaster affects multiple political jurisdictions within the County which are relying on the same emergency resources to resolve the emergency situation;
    - local emergency ordinances are implemented to control the emergency situation.

5. The County Emergency Operations Center serves as the central direction and control point for county-wide emergency response activities.

6. The County Emergency Operations Center (EOC) is located in the County Industrial Park, at **102 Industrial Park Road off US 158 near Winton**.

7. County Public Works office will serve as an alternate EOC and has multi-line phone capability, two-way radios and is wired to accept auxiliary power.

8. The Emergency Services building encompasses Daytime Ambulance Service, Animal Control, Fire Marshal and Emergency Management offices.

9. The Emergency Services building is equipped with auxiliary power, five phone lines and is networked for multiple computers.

10. The County will utilize facilities within its jurisdiction as Emergency Operation Centers, with staff provided as the situation dictates.

B. **Assumptions**

1. The Emergency Operations Center will be activated upon the threat or occurrence of a major emergency/disaster and designated personnel will report to the Emergency Operations Center in a timely fashion.

2. The County Emergency Operations Center facility and equipment is adequate for coordinating county-wide emergency operations.

3. Sufficient procedures have been developed to effectively direct and control disaster operations/recovery.

4. Emergency operations and coordination at all levels of government will be carried out according to plans and procedures.

III. CONCEPT OF OPERATIONS

Direction and control of normal day-to-day emergencies of single agency response is performed by the senior officer on-scene (i.e. law enforcement, fire, EMS). Multi-agency responses are carried out in accordance with the local ordinances, policies and procedures. Response forces in Hertford County will utilize the Incident Command System (ICS).

A. **General**

1. Emergency operations shall include all activities which are directed toward reduction of the immediate hazard, establishing situation control and restoration of normal operations within the County.

2. The responsibility for the direction and control of disaster situations is vested in the County Board of Commissioners and is routinely exercised through the Emergency Management Coordinator, or the County Manager.

3. The County EOC may be activated by the Chairman of the Board of County Commissioners or his designee from the Board, the County Manager or his designee, or the Emergency Management Coordinator.

4. The organizational structure of the Emergency Operations Center will be arranged according to the type of incident, agencies and/or jurisdictions involved, objectives and strategies selected to resolve the situation and the demands of the emergency. Municipalities, when needed, will provide representation in the County

Emergency Operations Center for inter-jurisdictional coordination when the event severely affects the jurisdiction, or as requested.

5. The Chairman of the Board of Commissioners, County Manager and EOC staff will be notified by the Emergency Management Coordinator when Emergency Operations Center activation is warranted to direct and control emergency operations.

6. The Emergency Operations Center is the operational area from which emergency response activities can be directed, controlled and coordinated and utilizes the facilities of the County Communications Center. It will be managed in accordance with the County Emergency Operations Center Standard Operating Procedures.

7. On-scene activities of emergency response personnel will be managed utilizing the Incident Command System.

8. Operational readiness of the County EOC is the responsibility of the Emergency Management Coordinator who will serve as the EOC Manager and Operations Officer.

9. Administrative decisions regarding food, supplies and other incidental needs for the County EOC during activation is the responsibility of the County Manager and/or his staff.

10. Whenever the County EOC is activated or activation of an EOC appears to be imminent, the County Emergency Management Coordinator will in turn notify the Division of Emergency Management.

11. Frequent staff reviews/briefings will be conducted.

B. **Staffing**

The name of the group may change as well as its' composition, but the functions will remain the same. "Groups" will also work in close association with one another, often sharing the same physical space and often crossing groups to work with and coordinate with others.

1. **The Command Group**, under the direction of the Chairman of County Commissioners, consists of the elected officials, jurisdictional management and liaison officials, jurisdictional Public Information Officer (PIO) and is responsible for:
    - the approval of policies and strategies pertinent to the emergency/disaster situation.
    - conducting briefings of the Emergency Operations Center staff to assure coordination of information.
    - preparation and release of statements to the general public in coordination with the Public Information Officer.
    - maintaining a line of communication with supervisory personnel and County elected officials utilizing the best available communications equipment.
    - upon activation, maintaining a presence in the EOC as necessary to carry out the direction and control function.
    - awareness of actions being taken in response to the emergency situation in cooperation with the Operations Officer and the other members of Board of Commissioners.

2. **The Operations Group**, under the direction of the Emergency Management Coordinator and consisting of the designated representatives of the agencies conducting emergency operations (law enforcement, fire, EMS, others as appropriate), is responsible for the direct supervision of county operations including the allocation of resources necessary to

implement the approved strategies and policies.

3. **The Planning Group**, consisting of the hazardous materials safety officer, damage assessment officer and other technical advisors pertinent to the type of emergency/disaster, may be established to:
    - collect, evaluate, display and disseminate information regarding the incident and status of resources;
    - maintain a journal, post data and maintain status boards;
    - analyze the predictable probable course of emergency incident events;
    - develop strategies (action plans) and alternatives to control operations for the incident; and,
    - anticipate resource requirements.

4. **The Logistics Group**, consisting of the communications supervisor, and representatives of emergency support agencies (i.e., shelter and mass care, public works, communications, etc.), may be established to coordinate the acquisition of supplies, equipment and other resources (public and private) necessary and approved to resolve/recover from the emergency or disaster situation.

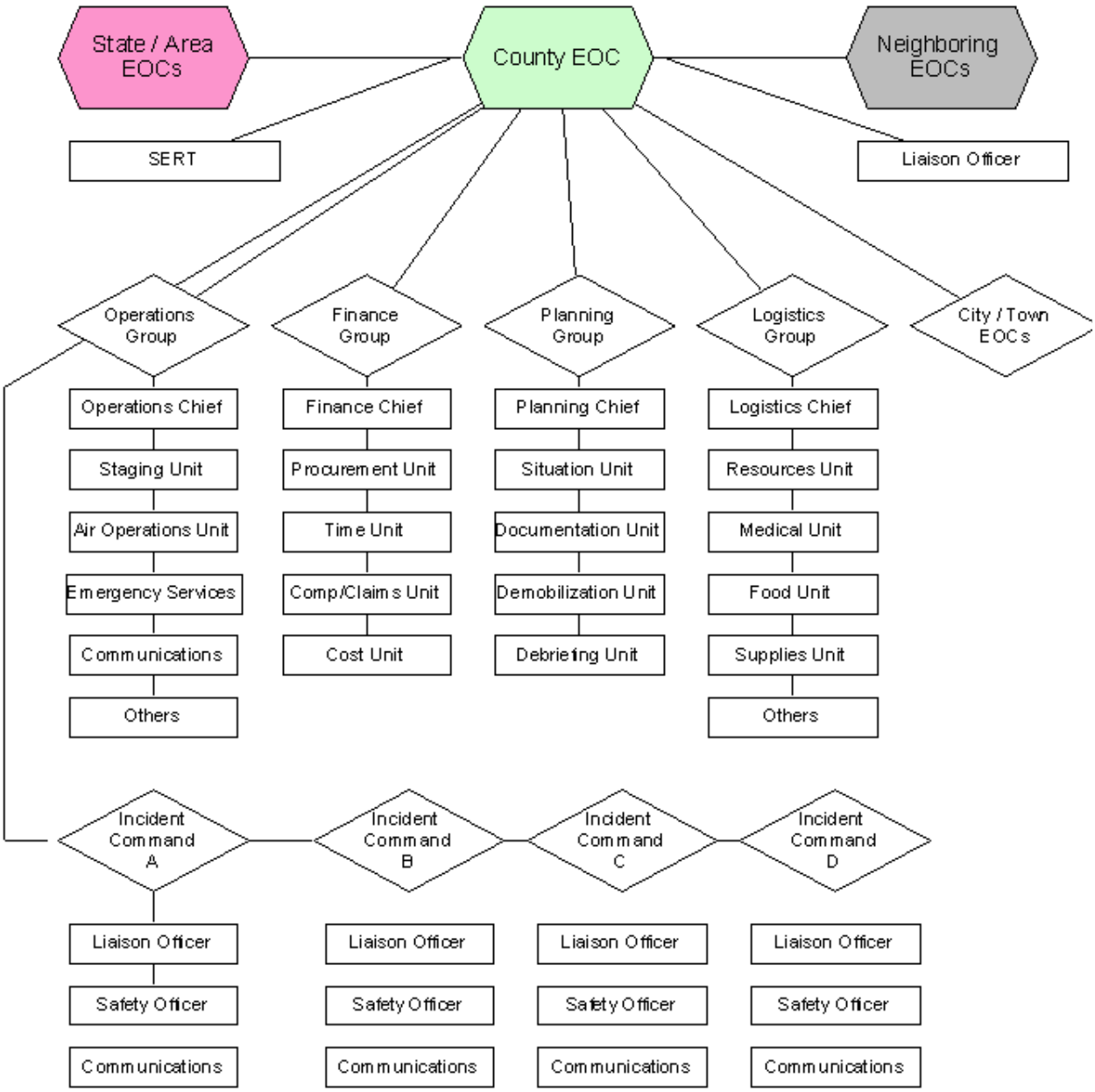
5. **The Finance Group**, under the direction of the County Finance Officer, may be established to:
    - compile and maintain documentation of purchases, acquisition and utilization of emergency supplies, equipment and other services;
    - perform financial and cost analysis to develop conclusions on efficient methods of resolving and recovering from the emergency/disaster situation.

IV. CONTINUITY OF GOVERNMENT

A. Staffing assignments for positions in the Emergency Operations Center will allow for continuous 24-hour operations. Selection and assignment of personnel will be the responsibility of the agency.

B. In the event that the primary Emergency Operations Center is not functional, an alternate Emergency Operations Center will be activated.

Attachment 1
EMERGENCY OPERATIONS CENTER ORGANIZATIONAL STRUCTURE FOR INCIDENT COMMAND SYSTEM


State / Area EOCs
County EOC
Neighboring EOCs
SERT
Liaison Officer
Operations Group
Finance Group
Planning Group
Logistics Group
City / Town EOCs
Operations Chief
Staging Unit
Air Operations Unit
Emergency Services
Communications
Others
Finance Chief
Procurement Unit
Time Unit
Comp/Claims Unit
Cost Unit
Planning Chief
Situation Unit
Documentation Unit
Demobilization Unit
Debriefing Unit
Logistics Chief
Resources Unit
Medical Unit
Food Unit
Supplies Unit
Others
Incident Command A
Incident Command B
Incident Command C
Incident Command D
Liaison Officer
Safety Officer
Communications

DISASTER RECOVERY PLAN

Hertford County Emergency Operations Plan

Updated/Reviewed June 7, 2013

Primary Agencies:	Administration Emergency Management Finance
Support Agencies:	See Table A-1 See Table A-2 See Table A-3 See Table A-4

Attachments	
Attachment 1	Roles and Responsibilities
Attachment 2	Recovery Function Activities
Attachment 3	Agency Contacts
Attachment 4	Recovery Planning Methodology
Attachment 5	Laws, Regulations, Recovery Guidance
Attachment 6	Glossary of Terms
Attachment 7	County Profile
Attachment 8	EOP Relative Annexes
Attachment 9	Administration Recovery Checklist
Attachment 10	Finance Recovery Checklist
Also see	
Plan	Hertford Hazard Mitigation Plan
	Emergency Operations Plan

I. INTRODUCTION

This plan is designed to serve as a companion document to the Hertford County Emergency Operations Plan (EOP) and relies heavily on annexes, references and procedural guidance found in the EOP to assist in the management of recovery activities and operations. References and relationships to the annexes of the Emergency Operations Plan are found in Attachment 8 of this plan. This plan meets the criteria established by the North Carolina Division of Emergency Management (NCDEM) and applies recovery recommendations outlined in the Federal Emergency Management Applicant Handbook.

Hertford County is a county located in the northeastern region of North Carolina. The current full-time population is estimated at 24,669 people (U.S. Census Bureau 2010 : State and County QuickFacts 2013). The County is susceptible to a variety of natural and manmade events including, but not limited to: *fire, flooding, hurricane, severe thunderstorms, terrorism, tornadoes, winter storms, hazardous materials, and nor'easters*. Hertford County is prepared to respond to such events and, through the development of a Disaster Recovery Plan, is building on the capabilities to recover from disasters.

In order to continue to build on the recovery approaches and procedures in place, Hertford County Emergency Management, in coordination with NCDEM, began a comprehensive recovery planning process. This process included key County departments,

support agencies, and personnel that play a role in County recovery operations. The Disaster Recovery Plan was developed using information and approaches highlighted during the planning process. Development of this plan has taken into account personnel expertise, lessons learned from past events, relevant guidance, laws, statutes, ordinances, best practices, and industry standards.

II. PURPOSE

This plan establishes the procedures and activities used by County government and departments to return to pre-disaster conditions as quickly and efficiently as possible following an event. The plan should be used as a guiding document during the recovery phase of an event. Response and some recovery phase activities are identified and outlined in the County's Emergency Operations Plan (EOP). Due to the cyclical nature of emergency management, there will be some overlap between the preparedness, response and recovery phases.

Recovery is a complex and long-term process that involves a range of activities and many participants. Recovery begins shortly after the disaster event occurs and can continue for many years. It involves short-term restoration of essential community functions and long-term rebuilding. It incorporates mitigation of hazards as the restoration and rebuilding take place.

This plan addresses how to get financial, organizational, and human resources focused on both short-term and long-term needs based on locally defined priorities. Recovery actions involve:

- Analyzing post-disaster conditions and opportunities for restoring the community to pre-disaster condition or better.
- Identifying needs and priorities in repairing and restoring vital facilities for short-term functioning of the community.
- Initiating hazard abatement (short-term) and mitigation (long-term).
- Initiating housing recovery (temporary and long-term).
- Identifying the methodology for local business recovery and temporary business resumption.
- Providing support for essential economic facility recovery (i.e., highways, railways).
- Maximizing available state and federal assistance.

III. PROCESS OF RECOVERY

The process of recovery has to do with the way the community organizes itself to make decisions, set priorities, and work with affected subgroups of the population and important stakeholders. The recovery process involves:

- Strategies to plan for recovery of hard-hit individual areas while allowing normal functions to continue in unaffected areas.
- Strategies for community participation and investment of stakeholders.

IV. SCOPE

The Disaster Recovery Plan has been developed to coordinate and facilitate recovery operations for Hertford County as well as the State of North Carolina, Federal agencies, volunteer agencies and private contractors.

V. PLANNING ASSUMPTIONS

The following situations impact the Hertford County Recovery Plan:

- Hertford County is vulnerable to potential threats ranging from natural disasters to terrorist attacks; therefore, an all-hazards planning approach is essential.

- County buildings and facilities are vulnerable to the effects of severe weather, hazardous events, fire, flooding, etc.

- Hertford County is located in the northeastern region of the State of North Carolina. The population of the County was estimated at 24,669 individuals in 2010 (U.S. Census Bureau: State and County QuickFacts). It is expected the population will remain stable through 2016.

- A large-scale event has the potential to overwhelm Hertford County resources and capabilities, requiring assistance from the state, the federal government, and private and nonprofit organizations.

- County officials are aware of the possible occurrence of a disaster event and their responsibilities in the execution of this plan.

VI. PLAN MAINTENANCE

A. This plan will be reviewed for changes to relevant information regularly. The plan should be reviewed at least annually and following every exercise or actual event. Long-term plan maintenance should be undertaken carefully, planned for in advance, and completed according to an established schedule.

B. Plan Maintenance Activities

o Primary responsibility for coordinating the plan development and maintenance process rests with the County Emergency Management Coordinator.

o Operational plans and supporting standard operating procedures (SOP) will be developed in conjunction with department heads, Emergency Management representatives, and various supporting organizations.

o Periodic revisions to this plan will be identified by the "Updated/Reviewed date" at the beginning of this document. The County Emergency Management Coordinator is responsible for performing periodic reviews of all plans and SOPs with appropriate agencies and departments. The revision process will include incorporation of necessary changes based upon periodic tests, drills, exercises, or actual events. Updates, changes, modifications, additions, deletions, and/or corrections to this plan may be determined to be administrative in nature and may not require approval of the County Manager or the re-approval or promulgation of the entire plan. Decisions regarding such shall be made by the Emergency Management Coordinator in coordination and consultation with the County Manager.

o If the County Manager feels the updates, changes, modifications, additions, deletions, or corrections to this plan are of such significance that Hertford County Board of Commissioners action is advised, the Emergency Management Coordinator shall prepare appropriate documentation and submit the documentation through normal channels to the Board of Commissioners for consideration. Emergency updates, changes, modifications, additions, deletions, or corrections to this plan or any policy, procedure, or annex that is part of this plan, may be made as an interim measure with approval of the Chairman of the Hertford County Board of Commissioners without prior consent or approval of the entire board sitting in either regular or emergency session.

o At a minimum, this plan shall be exercised in accordance with locally established exercise schedules and planning updates.

o Emergency Management, in cooperation with federal, state, and local emergency services agencies, will schedule and conduct required training activities to ensure emergency response capabilities and certification. Training calendars will be provided periodically to inform interested personnel.

C. The Emergency Management Coordinator, in coordination with the Recovery Steering Committee, is responsible for ensuring that this plan and relative recovery function documents are reviewed and revised regularly. Plan maintenance issues to consider include:

o Distributing and communicating the Disaster Recovery Plan
o Designating the review team

- Identifying issues that impact the frequency of changes required to the Disaster Recovery Plan
- Establishing a review cycle
- Policy or mission changes that significantly affect recovery functions or their priorities
- Changes that affect lead and support agencies for each recovery function
- Changes in technology, communication, or systems (critical resources)
- Changes in organizational structure
- Changes to specific information such as contact lists, vendor lists, succession of leadership, etc.

VII. AUTHORITIES

This Disaster Recovery Plan was developed in compliance with:

- National Fire Protection Association's (NFPA) 1600 Standard on Disaster/Emergency Management and Business Continuity Programs 2004
- Emergency Accreditation Program (EMAP)
- National Incident Management System (NIMS)
- National Response Framework (NRF)
- North Carolina Disaster Recovery Guide

Development of the Recovery Plan and Recovery Functions also considered the following FEMA guidance:

- FEMA Publication 322 – Public Assistance Guidance
- Publication 323 – Applicant Handbook
- Publication 325 – Debris Management Guide
- Robert T. Stafford Disaster Relief and Emergency Assistance Act
- Code of Regulations: Title 44 – Emergency Management and Assistance
- FEMA CPG 101 - Comprehensive Preparedness Guide

For additional information on guidance, references, statutes, and ordinances refer to the Hertford County Emergency Operations Plan.

VIII. CONCEPT OF OPERATIONS

A. General

The following information was developed from the Hertford County Emergency Operations Plan (EOP).

- As required by North Carolina General Statute 166A-2, it is the responsibility of county government to organize and plan for the protection of life and property from the effects of hazardous events. *Responsibility for coordination and support of the recovery effort lies with local government*.

- The Chairman of the Board of Commissioners, in coordination with the County Manager and County Emergency Management Coordinator, will advise municipalities of needs or progress. If necessary, state assistance will be requested.

- The County Emergency Operations Center will be staffed and operated as the situation dictates. The Emergency Operations Center will be activated during the response phase and continue through the recovery phase as necessary. Recovery operations will initially be coordinated from the Emergency Operations Center.

- If the emergency situation warrants, the senior elected official or the designee of the jurisdiction may declare a State of Emergency to exist within the jurisdiction (or a part thereof) and begin implementing emergency procedures.

- As requests for resources become overwhelming, the County will coordinate as appropriate with adjoining counties for additional available resources while also working with North Carolina Emergency Management to use state resources when County capabilities become exhausted.

- In accordance with each department's SOPs and the responsibilities outlined in this plan, the County will work to restore critical systems and infrastructure back to its pre-disaster condition and to restore County business operations back to order as quickly as possible.

- The County will assist its residents through federal and state programs as available to return their primary residences to a safe, sanitary condition.

- Accurate emergency logs and expenditure records will be kept from the onset of the disaster by each local government agency/organization. Standardized forms have been developed for local government; these forms will be available through the County Finance Office.

- The President may authorize the utilization of any federal equipment, personnel and other resources.

- The Governor may request a Presidential Declaration or specific Federal Agency declarations, i.e., Small Business Administration, Department of Corps of Engineers, etc., to augment state/local/private disaster relief efforts.

- The Farm Service Agency (FSA) will be the lead agency for ***agricultural disasters*** under an agency declaration. For natural disasters where loss is confined to agriculture, the following actions will occur:

  - damage assessment
  - USDA County Emergency Board meeting
  - submission of a USDA Flash Situation Report to USDA FSA Area Office
  - exchange of information on available programs/actions plus other counties affected
  - State review of damage assessments reports
  - decision made by State Board on "concurring" and "not concurring" with information in the damage assessment reports
  - forwarding of reports to the Farm Service Agency national headquarters to support a request for designation of a county for emergency loans

- A Presidential Declaration of Disaster will initiate the following series of events:

  - A Federal Coordinating Officer (FCO) will be appointed by the President to coordinate the federal efforts.
  - A State Coordinating Officer (SCO) and Governor's Authorized Representative (GAR) will be appointed by the Governor to coordinate the state efforts.
  - A Disaster Field Office (DFO) will be established within the state (central to the damaged areas) from which the disaster assistance programs will be administered.
  - FEMA will establish a toll-free telephone number for tele-registration. Applications for Individual Assistance will be taken at this number as soon as the County has been included in a Disaster Declaration. Disaster Recovery Centers (DRCs) will be established in the disaster area to accommodate persons needing individual assistance.
  - An applicants briefing will be held to explain public assistance eligibility criteria for officials of the County, cities and private nonprofit organizations. The Emergency Management Coordinator will assist with identification and notification of potential applicants.
  - Each eligible entity will submit a Request for Public Assistance (RPA) within thirty days of the Declaration. Each applicant will be required to designate an "Applicant Agent" who will officially represent the applicant and sign all documentation.

- A Presidential Declaration of Disaster may authorize two basic types of disaster relief assistance:

  Individual Assistance (IA) - *supplementary Federal assistance provided under the Stafford Act to individuals and families adversely affected by a major disaster or an emergency. Such assistance may be provided directly by the Federal Government or through state or local governments or disaster relief organizations*.

Individual Assistance may consist of any or all of the following:

- temporary housing (100% federal dollars)
- individual and family grants (IFG)
- disaster unemployment assistance
- disaster loans to individuals, businesses, and farmers
- agricultural assistance
- legal services to low-income families and individuals
- consumer counseling and assistance in obtaining insurance benefits
- Veterans' assistance
- casualty loss tax assistance

Public Assistance (PA) - *supplementary Federal assistance provided under the Stafford Act to state and local governments or certain private, nonprofit organizations other than assistance for the direct benefit of individuals and families*.

Categories of Public Assistance available include:

- ***Category A***: Removal of debris, including clearance of trees, woody debris, and building wreckage; sand, mud, silt, and gravel; and other disaster-related material on public property.

- ***Category B***: Measures taken before, during, and after a disaster to save lives and protect public health and safety.

  Permanent work includes:

- ***Category C***: Roads, bridges, and associated features, such as shoulders, ditches, culverts, lighting and signs.

- ***Category D***: Water control facilities, including drainage channels, pumping facilities, and the emergency repair of levees. Permanent repair of flood control works is the responsibility of the U.S. Army Corps of Engineers and the Natural Resources Conservation Service.

- ***Category E***: Buildings including their contents and systems.

- ***Category F***: Utility distribution systems, such as water treatment and delivery systems, power generation facilities and distribution lines, and sewage collection and treatment facilities.

- ***Category G***: Public parks, recreational facilities and other facilities, including playgrounds, swimming pools and cemeteries.

Hertford County Emergency Management, the County Finance Officer and County Manager will review the FEMA Applicant Handbook and instruct County and municipal agencies regarding the expectation of the documentation that will be required to complete Public Assistance applications.

Following the Public Assistance Applicant's briefings and receipt of *requests for Public Assistance* (RPAs), Damage Survey Report teams will be dispatched from the DFO to inspect every damaged site and prepare Damage Survey Reports (DSRs) for each applicant. The DSRs will provide a recommended scope of work and give estimated costs in accordance with FEMA eligibility criteria. The criteria allow repairs or restoration of facilities to their pre-disaster condition in accordance with applicable codes, specifications and standards. ***DSRs are intended only to supplement insurance policies held by eligible applicants***.

B. **Recovery Phases**

A community response to disaster follows a phased approach that includes short-term and long-term phases. The recovery phase begins during the response phase. Initial focus is on impact assessment.

- Short-term recovery operations will begin during the response phase of the emergency and can last up to six months. The goal of short-term recovery is to restore government services to at least minimal capacity. Short-term recovery includes:

  - Restoration of utility and transportation services
  - Expanded social, medical and mental health services
  - Re-establishment of local government operations
  - Debris removal and clean-up operations
  - Abatement and demolition of hazardous structures

- The goal of long-term recovery is to restore facilities to pre-disaster condition. Some of the long-term recovery activities are extensions of short-term activities; other long-term tasks begin after short-term tasks are completed. The long-term recovery phase can last up to 10 years. Long-term recovery includes:

  - Coordinated delivery of long-term social and health services
  - Improved land use planning
  - Re-establishment of the local economy to pre-disaster levels
  - Recovery of disaster response costs
  - Effective integration of mitigation strategies into recovery planning and operations.

C. **Recovery Functions**

Hertford County has determined that there are 18 critical recovery functions that must be addressed during the recovery phase of an event. These Recovery Functions assist in returning the County to normal operations as quickly and efficiently as possible after an event. They are:

- Recovery Function #1: Emergency Management
- Recovery Function #2: Administration and Continuity of Government
- Recovery Function #3: Public Information and Community Relations
- Recovery Function #4: Individual Assistance
- Recovery Function #5: Volunteers and Donations
- Recovery Function #6: Security and Re-entry
- Recovery Function #7: Health and Human Services
- Recovery Function #8: Public Works
- Recovery Function #9: Utility Restoration
- Recovery Function #10: Planning and Mitigation
- Recovery Function #11: Economic Restoration and Recovery
- Recovery Function #12: Environmental Preservation and Restoration
- Recovery Function #13: Finance
- Recovery Function #14: Housing
- Recovery Function #15: Education
- Recovery Function #16: Agriculture
- Recovery Function #17: Receiving and Distribution
- Recovery Function #18: Legal

Each recovery function is activated on an incident-by-incident basis, which may result in a full or partial activation. Each recovery function has identified lead and support agencies, activities to be completed, concept of operations, and roles and responsibilities.

D. **National Incident Management System (NIMS)**

Hertford County has adopted the National Incident Management Systems (NIMS) approach and guidance. For additional information on NIMS and the Incident Command Systems (ICS), refer to the Hertford County Emergency Operations Plan.

Federal Emergency Support Functions (ESF)

The Federal Government may provide federal resources to local governments through the North Carolina Division of Emergency Management. The National Response Framework outlines Emergency Support Functions (ESFs) for federal agencies. These Federal Emergency Support Functions are:

- ESF 1: Transportation
- ESF 2: Communications
- ESF 3: Public Works and Engineering
- ESF 4: Firefighting
- ESF 5: Emergency Management
- ESF 6: Mass Care, Emergency Assistance, Housing and Human Services
- ESF 7: Logistics Management and Resource Support
- ESF 8: Public Health and Medical Services
- ESF 9: Search and Rescue
- ESF 10: Oil and Hazardous Materials Response
- ESF 11: Agriculture and Natural Resources
- ESF 12: Energy
- ESF 13: Public Safety and Security
- ESF 14: Long-Term Community Recovery
- ESF 15: External Affairs

Within the National Response Framework, long term community recovery is considered an emergency support function (ESF 14).

E. **Disaster Recovery Coordination**

The actions of a response to any disaster situation are outlined in the Hertford County Emergency Operations Plan. The recovery operation is led by Emergency Management. Under the direction of the Emergency Management Coordinator, the following groups will assist with coordination of the recovery operation:

- *Recovery Steering Committee*
  The Hertford County Recovery Steering Committee is a standing committee that has been established to provide a coordination mechanism and oversee the recovery and reconstruction process. The Recovery Steering Committee also serves as an advisory committee to Hertford County personnel, departments, and agencies responsible for recovery activities. Prior to an event, the Recovery Steering Committee meets regularly to discuss approaches, responsibilities, and changes in policy and procedures to ensure everyone understands their roles and responsibilities. After plan activation, the Recovery Steering Committee meets on a daily basis (or as often as the Emergency Management Coordinator deems necessary) and provides representation in the County Emergency Operations Center.

  Major duties of the Recovery Steering Committee include:
  - § Establish uniform policies for effective coordination to accomplish recovery tasks resulting from a natural or manmade disaster.
  - § Recommend and coordinate efforts to return to normal operations following an event.
  - § Assist in identifying mitigation opportunities and resources.

    - Determine the activation of recovery functions.

- *Recovery Group*
  The Recovery Group, also led by the Emergency Management Coordinator, is made up of members from each of the lead support agencies outlined in the recovery functions. The Recovery Committee helps to carry out all recovery operations through collaboration and communication.

- *Municipal Governments*
  Hertford County includes a number of municipalities. Although most recovery activities are managed at the county level, municipalities also have an important role in the process. The Committee may include representation from each of the municipalities in the County. Representatives provide information on capabilities within each municipality and on how the municipality can assist the County. Municipalities that may be included are:

    - Ahoskie
    - Cofield
    - Como
    - Harrellsville
    - Murfreesboro
    - Winton

F. **Recovery Incident Action Plan**

The Recovery Steering Committee will develop a Recovery Incident Action Plan (RIAP) based on the event and its impacts. This event-specific RIAP, in part, will specify which recovery functions are activated.

The RIAP defines a phased recovery program with priorities and actions to:

- Eliminate life-threatening conditions
- Restore utility and transportation services
- Provide and restore suitable housing conditions
- Resume normal economic activity
- Expedite the securing of financial assistance from both the public and private sectors
- Restore other important services to normal levels
- Restore the community's physical facilities, both public and private (waste collection, street lighting, street cleaning, traffic control, hospitals, schools, nurseries, day care, etc.)
- Return all essential services (water, sewage, electricity, gas, refuse pickup, etc.)
- Return personnel to normal work schedules and assignments.

G. **State and Federal Support**

State Role and Support

State agencies can provide assistance to Hertford County. Requests for state resources will be made through the Hertford County Emergency Management Coordinator to the North Carolina Division of Emergency Management Eastern Branch or as directed to the State Emergency Operations Center via WebEOC, or if necessary, by telephone or radio.

The State Emergency Response Team (SERT) will be fully or partially activated as necessary to support the County's requests. Additionally, it is expected SERT may have a role in most (if not all) disasters.

North Carolina Division of Emergency Management
The North Carolina Division of Emergency Management will provide support to the local Emergency Management Coordinator. This support includes, but is not limited to:

- On-scene response by the area coordinator or designee

    - Assistance with dissemination of emergency public information
    - Relay of information to and from state and federal agencies
    - Coordination of state agencies during events
  - Transmittal and tracking of resource requests
  - Assistance with planning, training and recovery operations.

North Carolina State Disaster Recovery Team (SDRT)
The State Disaster Recovery Team (SDRT) is composed of all necessary organizations involved in the State's disaster recovery efforts. The SDRT is responsible for ensuring that the State delivers a cohesive and coordinated interagency effort. It serves as a parallel organization to the State Emergency Response Team (SERT), and both organizations are activated at the same time. While the SERT addresses issues of immediate and emergency health and safety measures, the SDRT addresses issues associated with the long-term recovery and rebuilding efforts of returning the affected regions and communities to their pre-disaster conditions. Some of the roles that are carried out by the SDRT are:

- *Coordinating Damage Assessment* – Immediately after a disaster, preliminary damage assessments (PDA) reflect the initial needs of public health and safety. However, as the State shifts from immediate response to long-term recovery, all SDRT members are responsible for ensuring that effective damage assessments occur and are reported to the SDRT. The SDRT oversees the compilation and maintenance of a comprehensive damage assessment that includes the effect on business and industry, labor and workforce, agriculture, environment, transportation and infrastructure, public health and welfare, housing, government services and facilities, and other affected areas.

- *Identifying and Prioritizing All Losses and Needs* – The SDRT comprehensively assesses the effects of a disaster, and identifies and prioritizes the greatest needs. Information collected and reported by an SDRT serves as a resource in advising the Governor and other State leaders in developing a recovery strategy.

- *Developing a Recovery Strategy* – The SDRT uses the information regarding losses and needs to determine how best to address the problems. The SDRT assists in identifying and pursuing federal assistance, as well as supplying input on where or how the State should provide assistance.

- *Overseeing Recovery Efforts* – As federal, state, and local governments coordinate with private and nonprofit organizations in long-term recovery efforts, the SDRT is the State body charged with ensuring that all efforts are working in concert and progressing effectively.

- *Addressing Ongoing Problems and Needs During Recovery* – The SDRT is charged with identifying and resolving all issues that arise in the weeks, months, or years of the State's recovery efforts.

Federal Agencies

Federal agencies will assist with disaster recovery as outlined in the National Response Framework. They often can provide monetary assistance and human and material resources once a federal disaster declaration is obtained by the State for Hertford County.

Requests for federal assistance will be made through the North Carolina Division of Emergency Management and other state agencies as appropriate. Federal agencies and the assistance that they can provide are further outlined in each recovery function.

H. **Activation**

The Emergency Management Coordinator, under the direction of the County Board of Commissioners and the County Manager, will activate the Disaster Recovery Plan as appropriate. Because recovery and response operations often overlap, the Coordinator may activate any or all of the recovery functions to return the County to its pre-disaster condition. The Coordinator will first ensure that the immediate emergency situations are addressed as outlined in the Emergency

Operations Plan.

I. **Deployment**

During the initial phase of recovery operations, the most important consideration is ensuring the continuation of county government and essential county services. During the recovery phase of an event, a number of county departments, state agencies, and private and nonprofit organizations have roles and responsibilities for ensuring recovery functions are completed. The lead and support agencies for each recovery function are identified in detail in section 4 of this plan.

J. **Employment and Staffing**

The County Manager, in coordination with County government agency leaders, will determine the staff necessary to restore essential services and conduct recovery operations. They will staff these functions by temporarily reassigning staff members, by using mutual aid, volunteers, Emergency Management Assistance Compact (EMAC), and by hiring staff as needed. Some functions may be partially funded through federal and state disaster programs.

K. **Additional Staffing Needs**

During and just following an event, it may be necessary for the County to hire additional personnel to assist in completing recovery-related activities. Hiring additional personnel is coordinated though the human resources department under the direction of the County Manager. The County Manager will work to find state and federal funding to assist the County in paying for additional personnel. If funding assistance is not available, the County Manager will provide authorization to use emergency funds to hire additional personnel.

L. **Demobilization**

The County Manager, in coordination with the Emergency Management Coordinator and the Recovery Steering Committee, determines when to discontinue recovery operations and return to normal operations. This decision should be made considering the completion of both short-term and long-term recovery operations.

It is important to note that some recovery functions may demobilize before others based on the extent of the damage and the complexity of the recovery operation.

IX. RECOVERY FUNCTIONS

Overview

Hertford County has determined that there are numerous critical recovery functions that must be addressed during the recovery phase of an event. These recovery functions assist in returning the County to normal operations as quickly and efficiently as possible after an event. Each recovery function is activated on an incident-by-incident basis, which may result in a full or partial activation. Each recovery function identifies lead and support agencies, activities to be completed, concept of operations and roles and responsibilities.

A. **Recovery Function 1: Emergency Management**

The purpose of Recovery Function 1 - Emergency Management, is to establish the procedures for assessing the impact of a disaster immediately following an event. Recovery Function 1 also coordinates disaster recovery activities among the members of the Hertford County's Disaster Recovery Team. Recovery Function 1 determines recovery priorities, identifies resource needs for countywide disaster recovery, justifies necessary state and federal assistance, and identifies structures that are unsafe for occupation. Finally, Recovery Function 1 coordinates the efforts of operational services and Emergency Management by establishing the procedures for staging and allocating necessary equipment, and for determining which facilities will be needed in the event of a disaster (e.g., transitional housing, sheltering etc.).

B. **Recovery Function 2: Administration and Continuity of Government**

The purpose of Recovery Function 2 - Administration and Continuity of Government, is to provide information regarding the lines of succession for government administration and potential continuity locations for conducting County essential functions.

C. **Recovery Function 3: Public Information and Community Relations**

The purpose of Recovery Function 3 - Public Information and Community Relations, is to outline the activities related to the dissemination of public information prior to, during, and following an event. Following a disaster, the Public Information Officer collects, processes and disseminates disaster information to the public and to government employees. The Public Information Officer also coordinates with media outlets to provide live or taped interviews regarding the disaster throughout the recovery process.

D. **Recovery Function 4: Individual Assistance**

The purpose of Recovery Function 4 - Individual Assistance, is to inform disaster victims about the state and federal individual assistance programs that are available, provide convenient sites where the public can apply for assistance programs in a post-disaster environment, explain how to apply, and provide assistance to disaster victims as needed.

E. **Recovery Function 5: Volunteers and Donations**

The purpose of Recovery Function 5 - Volunteers and Donations, is to establish the procedures for receiving and placing spontaneous volunteers, managing donations of goods, services and cash, and coordinating with established voluntary agencies during and following a disaster.

F. **Recovery Function 6: Security and Re-entry**

The purpose of Recovery Function 6 - Security and Re-entry, is to promote and facilitate the timely re-entry of essential response and recovery personnel, government officials, property owners, business owners, media, etc., to speed the recovery of Hertford County and its economy and to provide uniform guidance following a large-scale disaster to law enforcement personnel with direct access to the impacted areas.

G. **Recovery Function 7: Health and Human Services**

The purpose of Recovery Function 7 - Health and Human Services, is to provide the procedures for ensuring that health and human safety issues are adequately addressed following a disaster. This function also establishes procedures related to meeting the needs of the County during a mass casualty event.

H. **Recovery Function 8: Public Works**

The purpose of Recovery Function 8 - Public Works, is to provide the procedures for performing the timely removal, transport, storage, elimination, and recycling of debris caused by a disaster. This recovery function also provides information for how to handle the rebuilding and repair of damaged public infrastructure, buildings, and services.

I. **Recovery Function 9: Utility Restoration**

The purpose of Recovery Function 9 - Utility Restoration, is to provide the procedures for restoring utilities to pre-disaster conditions as quickly as possible following a disaster.

J. **Recovery Function 10: Planning and Mitigation**

The purpose of Recovery Function 10 - Planning and Mitigation, is to establish an emergency permitting system to be used following a declared disaster. This expedites repair, restoration, or rebuilding of safe habitable structures. Recovery Function 10 also provides the regulations for allowing rebuilding and reconstruction of damaged structures in an orderly, safe, and timely manner and assists in the procedures for temporary housing (site identification, management, etc.) following a disaster. Finally, Recovery Function 10 provides the procedures that will facilitate the integration of the existing Hertford Hazard Mitigation Plan into disaster recovery efforts.

K. **Recovery Function 11: Economic Restoration and Recovery**

The purpose of Recovery Function 11 - Economic Restoration and Recovery, is to establish the procedures that will be needed to restore the County's economy following a disaster.

L. **Recovery Function 12: Environmental Preservation and Restoration**

The purpose of Recovery Function 12 - Environmental Preservation and Restoration, is to establish the post-disaster procedures for preserving and restoring environmentally sensitive areas of the County following a disaster.

M. **Recovery Function 13: Finance**

The purpose of Recovery Function 13 - Finance, is to establish the procedures for tracking disaster-related expenditures so that the County will be able to maximize reimbursement of those expenses.

N. **Recovery Function 14: Housing**

The purpose of Recovery Function 14 - Housing, is to identify and determine pre-event disaster housing activities as well as establish sheltering, transitional housing and long-term housing opportunities and activities during each phase of an event. The ultimate objective is to assist disaster victims in repairing, rebuilding, and returning to their permanent housing as quickly and efficiently as possible after an event.

O. **Recovery Function 15: Education**

The purpose of Recovery Function 15 - Education, is to provide the specific activities that are to be completed following a disaster should the Hertford County School District and/or the Hertford County Recovery Steering Committee choose to activate the function. Recovery Function 15 also details the initial actions that need to be taken when re-opening schools within the County.

P. **Recovery Function 16: Agriculture**

The purpose of Recovery Function 16 - Agriculture, is to identify the services that will be provided to assist the agricultural community as it recovers from a disaster and the agencies that will provide services.

Q. **Recovery Function 17: Receiving and Distribution**

The purpose of Recovery Function 17 - Receiving and Distribution, is to receive and then distribute necessary provisional commodities to assist the citizens and communities as they recover from a disaster and identify the agencies that will provide services.

R. **Recovery Function 18: Legal**

The purpose of Recovery Function 18 - Legal, is to review necessary legal documents such as contracts and to provide legal guidance and review to Hertford County regarding legal matters.

Recovery Function 1: Emergency Management

Primary Agency

- Emergency Management

County Support Agencies

- Fire Departments
- Public Information
- Sheriff
- Administration
- Finance
- Legal Department
- Social Services
- Health Department

Supporting Municipalities

- Ahoskie
- Cofield
- Como
- Harrellsville
- Murfreesboro
- Winton

State Support Agencies

- North Carolina Department of Public Safety
    - Division of Emergency Management
    - State Disaster Recovery Team
    - NC Highway Patrol

Federal Support Agencies

- Federal Emergency Management Agency

Other Support Organizations

- Salvation Army
- Red Cross
- United Way
- Fuel Providers
- Other National Voluntary Organizations Active in Disasters

A. Purpose

The purpose of Recovery Function 1 – Emergency Management is to establish the procedures for assessing the impact of a disaster immediately following an event. It also coordinates disaster recovery activities among the members of the Hertford (County) Disaster Recovery Team. This function determines recovery priorities, identifies resource needs for county-wide disaster recovery, justifies necessary state and federal assistance, and identifies structures unsafe for occupation. Finally, it coordinates County Operation Services and Emergency Management in establishing the procedures for staging and allocating necessary equipment and for determining which facilities (e.g., transitional housing, sheltering) will be needed in the event of a disaster.

Recovery Function 1 activities include the following:

- Initial damage assessments will be conducted using windshield surveys.
- Information will be tabulated and entered into the NC CIMS (Crisis Information Management System) WebEOC.
- Hertford County Emergency Management and the County Tax Administrator will determine when damage assessment teams will be assembled and make assignments to areas of the County.
- Assessment teams made up of federal, state and local partners will assess affected areas and establish dollar amount assessments of damage to all public structures within their area of responsibility. Teams will also assess the level of damage to homes and businesses affected in their area of responsibility.
- Assessment team determinations are symbolized by the use of color-coded placards at each structure. Placards include information about the process the owner will be required to follow to correct the damage to the property.

- Provide and establish basic needs for the population in the County after an event.
- Assist with coordination of residents in need of housing from shelters to transitional shelters.

B. Emergency Support / Recovery Function References (ESF / RF)

- ESF 5 - Emergency Management
- RF 2: Administration and Continuity of Government
- RF 3: Public Information and Community Relations
- RF 4: Individual Assistance
- RF 5: Volunteers and Donations
- RF 6: Security and Re-entry
- RF 7: Health and Human Services
- RF 8: Public Works
- RF 9: Utility Restoration
- RF 13: Finance
- RF 17 Receiving and Distribution

C. Additional References

- Emergency Operations Plan - Emergency Management Role and Responsibilities
- Emergency Operations Plan - Damage Assessment Annex

D. Concept of Operations

1. Pre-Event
   - The County will declare a state of emergency.
   - Identify impact / damage assessment information needed for Hertford County recovery planning. The following are important questions to be answered:
     - What needs to be repaired?
     - What is the priority?
     - How soon does it need to be repaired?
   - Develop system and forms for tabulating impact assessment.
   - Maintain pre-disaster maps, photos and other documents for County infrastructure.
   - Establish a system for use of WebEOC to include assigning authorities, training, and building forms and boards to build capacity for staffing recovery operations.

2. Post-Event
   - Conduct the initial damage assessment (including windshield assessment, disaster assessment and impact assessment) as soon as it is determined by Emergency Management staff that it is safe for disaster assessment teams to enter the impacted areas. The purpose of the initial impact assessment is to determine the extent of the disaster and whether or not outside assistance will be needed.
   - Develop the Recovery Incident Action Plan (RIAP). The Recovery Planning Unit uses the

initial damage assessment information to populate the RIAP. The RIAP is then presented to the Recovery Committee to help them determine which other recovery functions to activate.

§ Conduct a more detailed damage assessment with federal and state partners to determine what infrastructure has been damaged or destroyed and to identify damages for the purposes of rebuilding. This process is managed by the Emergency Management. Emergency Management determines the makeup of damage assessment teams, when to assemble damage assessment teams, and makes assignments to areas of the County.

§ Provide basic assistance (e.g., food and water) to the public, as needed. Depending upon the severity of the disaster, agencies like the American Red Cross, Salvation Army, the Baptist Men and other voluntary organizations active in disaster provide mass care feeding services throughout the County.

§ Establish dollar amount assessments of damage to and insurance information for all structures, including public infrastructure and critical facilities.

§ Compile a list of locations and damage estimates of public and private structures indicating the level of damage:

- § Unaffected
- § Minor – Damaged 20 percent or less
- § Major – Damaged greater than 20 percent and up to 50 percent
- § Destroyed – Damaged greater than 50 percent

§ Assign a color-coded placard to each assessed structure indicating the extent of damage to the structure. The certified building inspector leaves a color-coded placard at the site in a conspicuous location. The placard provides instructions to the owner if a zoning or building permit is required for repairs. The color codes are as follows:

- § Green Placard – Limited Restriction/Minor Repairs: A green placard denotes minor damage to the property. Placard information includes permission to make these minor repairs without having to obtain a zoning or building permit. Structures with minor damage can be made habitable in a short period of time with minimal repairs.
- § Yellow Placard – Restricted Entry/Moderate Damage: A yellow placard denotes substantial damage to the property. Placard information includes instructions on how to apply for a zoning and/or building permit. The owner is not allowed to occupy the structure until an evaluation has been completed and approved by the County. This category may include damage to the following portions of a structure: foundation, roof, wall sections and any other major components of the property. The baseline indicator for this assessment category is damage resulting in less than 50 percent of the replacement cost of the structure at the time of damage.
- § Red Placard – Unsafe: A red placard denotes that the property has sustained major damage. Placard information includes that the structure is unsafe and may not be occupied. Buildings posted with this placard shall not be entered under any circumstances except as authorized in writing by the County. This placard is not to be considered a demolition order. Structures with major damage are considered destroyed when the damage is determined to be of such an extent that repair is not feasible. The baseline indicator for this assessment category is damage equal to or greater than 75 percent of the replacement cost of the structure at the time of damage.

Recovery Function 2: Administration and Continuity of Government

Primary Agencies

- Hertford County Board of Commissioners
- Hertford County Manager

County Support Agencies

- Emergency Management
- Public Information
- Sheriff
- Communications
- Planning and Safety
- Finance
- Inspections Department
- Legal Department
- Social Services
- Health Department
- Tax Office

Supporting Municipalities

- Ahoskie
- Cofield
- Como
- Harrellsville
- Murfreesboro
- Winton

State Support Agencies

- North Carolina Department of Public Safety
    - Division of Emergency Management
- North Carolina Department of Environment and Natural Resources
- North Carolina Department of Insurance
- North Carolina Department of Justice
- North Carolina Department of Transportation

Federal Support Agencies

- Federal Emergency Management Agency
- U.S. Department of Agriculture
    - Farm Service Agency
    - Rural Development
    - Food Nutrition Service
    - Natural Resource Conservation Service
- U.S. Department of Commerce
- U.S. Environmental Protection Agency

Other Support Organizations

- League of Municipalities (Albemarle Commission)
- Chamber of Commerce
- North Carolina Association of County Commissioners

A. Purpose

The purpose of Recovery Function 2 – Administration and Continuity of Government is to provide information regarding the lines of succession for government administration as well as potential continuity locations for conducting Hertford County essential functions.

Recovery Function 2 activities include the following:

- Name successors for County department heads. In the absence of the department head, the successor will perform the duties of that position prior to, during or after an event.
- Identify successors for the Board of Commissioners, in accordance with North Carolina statutes.
- Develop and update a county-wide Continuity Of Operations (COOP) Plan. The COOP plan is based on information regarding essential functions and supporting requirements as provided by individual County departments.
- Invite municipalities to meet with County Recovery Team members to discuss their COOP plans. This ensures that each department knows what they are responsible for and what will be expected of them during an event that impacts their ability to continue performing essential functions within their municipality. All COOP plans should be reviewed and Updated/Reviewed annually.
- Develop policies that encourage employees to return to work after a disaster.
- Oversee infrastructure security for the County.

B. Emergency Support / Recovery Function References (ESF / RF)

- RF 3: Public Information and Community Relations
- RF 8: Public Works
- RF 13: Finance
- RF 18: Legal

C. Additional References

- Emergency Operations Plan - Continuity of Government
- Hertford County Continuity of Operations Plan (COOP) (on file - Emergency Management office)

D. Concept of Operations

1. Pre-Event
   - Coordinate with each municipality to compare, review and update plans annually. Each municipality should have their own relocation, re-entry and recovery plans separate from the County's plans. Each municipality should have an identified line of succession for key staff.
   - Hertford County Emergency Management maintains an outgoing voice message system. Primarily used to alert citizens and provide emergency information, it can also be used for other purposes. This system will be utilized to notify County employees for emergencies, as needed. County employees may also get information via telephone.
   - The County has identified several backup Emergency Operations Center locations that could be used when the government is not completely moved out of the County. These locations are reviewed and re-evaluated annually, which includes conducting a walk-through of each facility to ensure its viability as an alternate location.
   - Prepare plans to allow certain County government services and essential functions to continue paying bills, meeting payroll, maintaining contractual relationships, inspecting buildings with regular permit work underway, keeping equipment functioning, arraigning criminal suspects, meeting cities legal obligations and holding public hearings.
     - Develop a contingency staffing plan to perform essential functions.
   - Prepare plans for ensuring the availability of publicly and privately owned equipment and services needed during the recovery and reconstruction process.

2. Post-Event
   - Following a disaster, coordinate with County Emergency Management to determine which

government facilities have been damaged or destroyed. This helps to determine what backup facilities are needed.

§ During an event, the County Manager (or designee) communicates with all County employees to keep them Updated/Reviewed. The workforce should be advised of upcoming weather conditions, evacuation plans, operations, decisions to modify County government operations and relocation procedures.

§ The Emergency Management has developed relocation procedures in the event that County government is forced to move outside the County.

§ Determine the status of local government operations, communications and requirements for each of the following:

  § Space
  § Supplies and equipment
  § Vehicles
  § Personnel
  § Related support

§ The County Manager determines when and for how long routine County government business and services will be modified during the response and short-term recovery phases. The County Manager also reviews operational plans enacted by emergency personnel for emergency services.

§ Ensure that County departments have activated their COOP plans, as appropriate.

§ Anticipate the need to set new priorities, reassign staff and/or hire/contract additional temporary staff.

§ Coordinate the establishment of County government services at temporary sites, as necessary. Ensure that the department(s) relocating have activated their COOP plan and scheduled to transfer activities, personnel, records and equipment to alternate operating facilities.

§ Determine what infrastructure and which essential services are required to continue or re-establish critical County government services.

§ Determine methods and guidelines for retrieving needed resources from damaged County facilities.

§ Ensure the repair or restoration of the County's normal communication and information systems, including restoration of the following:

  § Emergency radio and telephone communications.
  § Computer and network operations.

Recovery Function 3: Public Information and Community Relations

Primary Agencies

- Public Information Officer
- Hertford County Manager

County Support Agencies

- Emergency Management
- Sheriff
- Communications
- Inspections Department
- Legal Department
- Social Services
- Health Department
- Planning and Safety
- Cooperative Extension

- Animal Control
- Solid Waste
- Public Utilities

Supporting Municipalities

- Ahoskie
- Murfreesboro
- Winton

State Support Agencies

- North Carolina Department of Public Safety
    - Division of Emergency Management
    - North Carolina State Highway Patrol
- North Carolina Department of Transportation

Federal Support Agencies

- Federal Emergency Management Agency

Other Support Organizations

- Local media
- Telephone Companies
- Chamber of Commerce
- Power Companies
- Cable Television Companies
- United Way

A. Purpose

The purpose of Recovery Function 3 – Public Information and Community Relations is to outline the activities related to the dissemination of public information prior to, during and following an event. Following a disaster, the Public Information Officer collects, processes and disseminates disaster information to the public and government employees. The Public Information Officer also coordinates with media outlets to provide live or taped interviews regarding the disaster throughout the recovery process.

Recovery Function 3 activities include the following:

- Coordinate information related to all recovery function activities and disseminate the information to the public, Hertford County departments, and other agencies and organizations.
- Establish procedures for rumor control and emergency instructions.
- Establish the emergency call-in telephone lines and coordinate with volunteer agencies to provide emergency information, including contacts for missing relatives, areas that are restricted within the County and on-going emergency services.
- Provide emergency public information materials for special populations, including non-English speaking groups and the visually impaired.

B. Emergency Support / Recovery Function References (ESF / RF)

- ESF 2 - Communications

- ESF 15 - External Affairs

C. Additional References

- Emergency Operations Plan - Notification and Warning Annex
- Emergency Operations Plan - Public Information Annex

D. Concept of Operations

1. Pre-Event
    - Establish points of contact and a system for dissemination to provide recovery information in the following manners:
        - To the public through the media
        - Directly to the public
        - Through community networks such as businesses, neighborhood organizations and special interest groups, as appropriate
    - Coordinate with the appropriate agencies to conduct annual seminars and workshops with business and community leader groups to publicize the goals, objectives and policies contained in the Hertford County Recovery Plan.
    - Develop checklists of supplies and equipment needed for public information activities during a disaster. Ensure that supplies and equipment are portable for transport to the Joint Information Center (JIC) or other site. Include audio and video equipment, computer hardware and software, printers, extension cords, office supplies, fax and telephone capabilities, and reference materials.

2. Post-Event
    - Activate the Public Information Officer team, which may include representation from the County and the municipalities. This team will work closely to coordinate information and ensure accuracy and consistency in the messages being delivered.
    - Operate the Public Information Officer function out of the Emergency Operations Center as part of the JIC.
    - Establish a secondary JIC following the disaster, if necessary, based on the quantity of media-related personnel, large satellite trucks and equipment, generators, and state and federal PIO personnel.
    - Relocate with County government if a viable location cannot be found within the County.
    - Serve as a central point for distributing public information and manage the various public information tasks, including the following:
        - Identifying ways to distribute information to the public if normal means of transmission are unavailable
        - Providing information on the status of emergency conditions within the disaster area
        - Providing information on the availability of emergency services
        - Disseminating information on additional measures to take in protecting public health and safety
        - Verifying accuracy of information before its release
        - Processing requests for information from the media
        - Arranging or holding press briefings to give the media access to information concerning the response or recovery process
    - Issue press releases and bulletins on specific topics such as:
        - Property cleanup
        - Debris removal
        - Contractor fraud
        - Insurance problems
        - Housing needs
        - FEMA issues
        - Permits and inspections

- Abandoned homes
- Elevation requirements
- Individual assistance
- Business assistance
- Mail delivery
- Building codes
- Redevelopment policies
- Tax relief
- Emergency sanitation
- Curfew and restrictions
- Road conditions and closure
- Donations (including goods, services and cash)
- School status
- Court status
- County offices opening and closures

§ Establish an information "clearinghouse." The Public Information Officer should be prepared to answer questions from residents, employees, visitors and other government agencies. Because conflicting information causes confusion and stress, the Public Information Officer will coordinate all information to be distributed to the public.

§ Coordinate with Call Takers immediately at the beginning of recovery operations. Call Takers provide a way for the County to distribute information to the public and determine what type of calls and concerns are coming in. This helps with rumor control and assessing the needs of the community. Ensure that Updated/Reviewed information is relayed to appropriate personnel.

§ Use radio stations, if necessary, to transmit information regarding recovery issues to citizens. Following a disaster, large electronic message boards will also be used to alert residents to important information. Messages to be placed on the signs will be coordinated with the Emergency Management and NCDOT.

§ Coordinate VIP briefings and tours through the Emergency Operations Center.

§ Coordinate with NCDEM in Raleigh at the beginning of recovery operations.

§ Coordinate with the Emergency Management Coordinator, County Manager and Board of Commissioners to disseminate news releases, as needed.

§ Coordinate the reception of state and FEMA assistance teams and draft situation reports for briefings to the Emergency Management Coordinator and County Administrator.

§ Organize all logs, situation reports, journals, photographs, videos and other documentation for after-action reports for County, State and Federal use.

§ Assure that both public information numbers have pertinent recovery-related information: including shelter information; pickup points for transportation; employee work information; and distribution of ice, water and goods information.

§ Utilize the County's WebEOC -State program to enter recovery information (e.g., press releases, Public Information Officer activities and activations).

§ Assure that adequate communications assets are provided to the Public Information Officer team (e.g., cell phones, satellite phones, computers on the County network for WebEOC -State , emails, faxing capabilities).

§ Assure that the Public Information Officer team has a translator or language lab available, if possible. The growth of non-English speaking communities in Hertford County requires that information be provided in multiple languages.

§ Organize the Public Information Officer team into 12-hour shifts, assuring that enough personnel are available to the Emergency Operations Center and any external Public Information Officer locations. All team members should be cross-trained; however, many can be utilized based on their skills and knowledge. For example, one member should be assigned the sole duty of keeping the Public Information Officer website Updated/Reviewed throughout the entire recovery period.

§ Assign someone to work directly with FEMA Community Relations personnel and coordinate information.

Recovery Function 4: Individual Assistance

Primary Agency

- Department of Social Services

County Support Agencies

- Emergency Management
- Hertford County Manager
- Public Utilities
- Health Department
- Planning and Safety
- Cooperative Extension
- Animal Control
- Solid Waste
- Inspections Department

Supporting Municipalities

- Ahoskie
- Cofield
- Como
- Harrellsville
- Murfreesboro
- Winton

State Support Agencies

- North Carolina Department of Health and Human Services
    - Division of Social Services
- North Carolina Department of Commerce
    - Division of Employment and Training
- North Carolina Department of Public Safety
    - Division of Emergency Management

Federal Support Agencies

- Federal Emergency Management Agency
    - U.S. Small Business Administration
- U.S. Department of Agriculture
    - Farm Service Agency
    - Rural Development
    - Food and Nutrition Service
    - Natural Resource Conservation Service
- U.S. Department of Housing and Urban Development

Other Support Organizations

- Red Cross
- Chamber of Commerce

- North Carolina Baptist Men
- Seniors Resources
- Food Bank
- United Methodist Committee on Relief (Methodist Disaster Team)
- Salvation Army
- North Carolina Community Organizations Active in Disaster
- United Way

A. Purpose

The purpose of Recovery Function 4 – Individual Assistance is to inform disaster victims about state and federal IA programs and explain how to apply, provide convenient sites where the public can apply for grant assistance programs in a post-disaster environment, and volunteer assistance to disaster victims, as needed.

Recovery Function 4 activities include the following:

- Temporary housing
- Disaster unemployment assistance
- Job placement assistance
- Individual and family grants
- Legal services
- Crisis counseling
- Loans to individuals and businesses
- Agricultural assistance
- Veterans assistance
- Tax relief
- The Cora Brown Fund to assist victims of natural disasters for those disaster-related needs that have not been or will not be met by other programs
- Low Interest Deferred Payment Loan Program
- Housing and Urban Development Program
- Social Security assistance
- Emergency individual and family needs
- Emergency food, clothing, shelter and medical assistance
- Contractor's licensing and guidance in obtaining licensed contractors
- Consumer fraud prevention

B. Emergency Support / Recovery Function References (ESF / RF)

- ESF 6 - Mass Care, Emergency Assistance, Housing and Human Services
- ESF 14 - Long Term Community Recovery

C. Additional References

- Emergency Operations Plan - Notification and Warning Annex
- Emergency Operations Plan - Public Information Annex
- Emergency Operations Plan - Unmet Needs Annex

D. Concept of Operations

1. Pre-Event
   - Assist Emergency Management and other agencies in identifying building sites for disaster recovery centers (DRCs). Consider accessibility, parking and location.
   - Identify and become familiar with post-disaster IA programs and application processes.
   - Ensure adequate staffing to support IA operations by identifying and training workers.

2. Post-Event
    - § Coordinate with Emergency Management to set-up DRCs. Requirements include the following:
        - § Tables and chairs
        - § Personal comfort items (e.g., electricity, air circulation fans, water, restrooms, and air conditioning and heating, if possible)
        - § Telephones or two-way radios for coordination between the Disaster Field Office and the DRCs
        - § Janitorial support
        - § Handicapped accessible buildings
        - § Emergency medical support
        - § Security personnel during operations and after closing (e.g. fire protection)
        - § Bilingual support, if required
        - § Child care, if practical
        - § General office supplies
        - § Adequate parking space for peak periods
        - § County staff and volunteers, as necessary
    - § Maintain a visible station at the DRCs to respond to questions and concerns by citizens, and to better coordinate individual assistance programs and issues with state and federal officials.
    - § Identify which Hertford County government functions and staff should be represented at the DRC (e.g., planning and building permits, property tax).
    - § Identify which community-based organizations should be represented at the DRCs.
    - § Provide specific information on IA programs and identify which state and federal agencies provide the assistance.
        - § Federal Emergency Management Agency
            - o Temporary housing
            - o Home repair
            - o Home replacement
            - o Other needs assistance
            - o Disaster-related medical, dental and funeral assistance
            - o Potential for personal property, transportation, storage, National Flood Insurance Program (NFIP) and other assistance
            - o The Cora Brown Fund
        - § Federal/State
            - o Disaster unemployment assistance and job placement assistance
            - o Legal services – State Bar Association
            - o Crisis counseling – Mental Health and Health and Human Services
            - o Veterans assistance – Veterans Affairs
            - o Social Security assistance – Social Security Administration
            - o Consumer fraud prevention – State Attorney General's Office
            - o USDA Food Stamp Program
            - o USDA Farmer's Loan Program
            - o State IA Program
    - § Establish a system for addressing residents with unmet needs to include the following:
        - § Referral to existing agencies
        - § Utilization of donations
        - § Coordination with the volunteer organizations active in disaster, faith-based organizations, and others to provide assistance
    - § Work with the County Public Information Officer to develop strategies for outreach to encourage Hertford County citizens to visit a DRC if they have been affected by the disaster.
        - § Use radio, television, newspaper and public notices.
        - § Provide outreach to the disabled and non-English speakers (e.g. making public notices in multiple languages).

§ Promote the FEMA tele-registration number: 1-800-621-FEMA.

Recovery Function 5: Volunteers and Donations

Primary Agency

- Volunteer Resources (i.e. United Way)

County Support Agencies

- Emergency Management
- Hertford County Manager

Supporting Municipalities

- Ahoskie
- Murfreesboro
- Winton

State Support Agencies

- North Carolina Department of Public Safety
  - Division of Emergency Management
- Governor's Commission on Volunteerism and Community Service

Federal Support Agencies

- Federal Emergency Management Agency

Other Support Organizations

- Red Cross
- North Carolina Baptist Men
- Chamber of Commerce
- Seniors Services
- National Voluntary Organizations Active in Disaster and Member Agencies
- North Carolina Voluntary Organizations Active in Disaster
- Salvation Army
- United Methodist Committee on Relief (Methodist Disaster Team)
- United Way

A. Purpose

The purpose of Recovery Function 5 – Volunteers and Donations is to establish procedures for placing spontaneous volunteers; receiving donations of goods, services and cash; and coordinating with established voluntary agencies during and following a disaster.

Recovery Function 5 activities include the following:

- Manage affiliated volunteers assisting with emergency services activities
- Set up and operate a volunteer reception center
- Place and coordinate spontaneous volunteers
- Coordinate staging and distribution sites
- Collect, stage and distribute donated goods

B. Emergency Support / Recovery Function References (ESF / RF)

- RF 4 - Individual Assistance
- RF 14 - Housing

C. Additional References

- Emergency Operations Plan - Donations Management Annex
- Emergency Operations Plan - Receiving and Distribution Annex
- Emergency Operations Plan - Unmet Needs Annex

D. Concept of Operations

1. Pre-Event
   - Volunteers
     - Maintain the Hertford County volunteer management plan, volunteer registration system and other related information.
     - Determine legal and insurance requirements for volunteer workers.
     - Set guidelines for proper usage of County equipment.
   - Donations
     - Develop County procedures and policies for accepting special types of donations (e.g., cash, perishable items).
     - Establish an account for cash donations.
     - Work with the County Public Information Officer to pre-script messages for volunteer recruitment, donated goods and cash donations.
   - Voluntary Agencies
     - Maintain a relationship with voluntary agencies and faith-based organizations that partner during disaster response and recovery.
     - Develop an understanding of each agency's mission and their capacity to assist.

2. Post-Event
   - Volunteers and Donations is responsible for coordinating and processing spontaneous volunteers and monetary or in kind services donations following a disaster.
   - The Donations and Volunteer Coordinator coordinates the following activities after a disaster:
     - Establish and manage a volunteer reception center. The function of the center is to recruit, process, train and place spontaneous volunteers.
       - The volunteer reception center will be located at Senior Services Building.
       - For safety reasons, the Center can be relocated as necessary to support the influx of spontaneous volunteers.
       - Voluntary agencies and faith-based organizations may also set up their own sites to process spontaneous volunteers. The volunteer reception center staff should be aware of these locations and communicate with these centers, as appropriate.
   - Coordinate and deploy Emergency Management affiliated volunteers to assist with emergency services activities, including the following:
     - Support the Emergency Operations Center
     - Support Telephone
     - Staff the volunteer reception center

- Assist at Emergency Management coordinated points of distribution, as necessary
- Other emergency functions, as needed

- Accept and administer disaster-related contributions to ensure accountability and appropriate distribution in accordance with the directives of the donors.
- Maintain 24-hour coverage for a telephone bank established to provide information and referrals to individuals and families with disaster-related needs.
- Donations Management, under guidance of Emergency Management Coordinator and the Emergency Operations Center, will coordinate the collection and distribution of donated goods.
- The Volunteer Center will work with Public Information Officer to deliver messaging that informs the public of the following:
  - Cash donations are preferred and why they are preferred
  - Unsolicited donation of goods are not preferred
  - Specific items may be needed, as appropriate
  - Where items should be donated
- County Receiving and Distribution will coordinate the reception and warehousing of donated goods.
  - Emergency Management will assist in securing warehouse space as necessary to support the collection of goods.
  - Volunteers affiliated with Salvation Army will assist with warehousing, as necessary.
  - The Volunteer Center will work with County Family Assistance Organizations and other agencies to handle the distribution of donated goods.
- Distribution Sites: If necessary, County Receiving and Distribution will set up a site(s) to distribute donated goods based upon the Points of Distribution outlined in the County Receiving and Distribution Annex to the Emergency Operations Plan.
- Security: The Sheriff will coordinate security for the volunteer reception center and the warehouse, as needed.

- Voluntary and Faith-Based Agencies: Voluntary agencies and faith-based organizations are key partners in disaster recovery although these agencies and organizations are independent and are not coordinated by government. The Emergency Operations Center remains the primary point of contact for collaboration and communication with government in Hertford County.
- The Donations and Volunteer Coordinator will perform the following tasks:
  - Maintain contact with representatives from these agencies.
  - Work with these agencies to affiliate spontaneous volunteers when there is no role for them within the Emergency Management volunteer structure.
  - Serve as a liaison and provide coordination with government by being aware of the missions of each voluntary agency/faith-based organization and working with these agencies and organizations to fill holes in the recovery operation.

Recovery Function 6: Security and Re-entry

Primary Agency

- Sheriff

County Support Agencies

- Emergency Management
- County Fire Departments
- Hertford County Manager
- Hertford County Board of County Commissioners

- Inspections Department

Supporting Municipalities

- Ahoskie
- Murfreesboro
- Winton

State Support Agencies

- North Carolina Department of Public Safety
  - Division of Emergency Management
  - North Carolina National Guard
  - North Carolina State Highway Patrol
  - North Carolina Department of Corrections
  - Probation and Parole
  - Post-Release Supervision and Parole Commission
- North Carolina Department of Transportation
- North Carolina Wildlife Resources Commission

Federal Support Agencies

- U.S. Department of Homeland Security
  - Federal Emergency Management Agency
  - U.S. Coast Guard
  - Department of Defense
- Federal Bureau of Investigation
- U.S. Department of Justice

Other Support Organizations

- Mutual Aid Law Enforcement Agencies

A. Purpose

The purpose of Recovery Function 6 – Security and Re-entry is to promote and facilitate the timely re-entry of essential response and recovery personnel, government officials, property owners, business owners and media to speed the recovery of Hertford County and its economy, and to provide uniform guidance following a large-scale disaster to law enforcement personnel who direct access into the impacted areas.

Recovery Function 6 activities include the following:

- Helicopter reconnaissance
- Establish traffic control points
- Surveillance and security at Emergency Operations Center, shelters remaining in operation and commodity distribution points
- Security in and around restricted areas

B. Emergency Support / Recovery Function References (ESF / RF)

- ESF 13 - Public Safety and Security
- RF 18 - Legal

C. Additional References

- Emergency Operations Plan - Law Enforcement Annex
- Emergency Operations Plan - Terrorism Annex

D. Concept of Operations

1. Pre-Event
    - Consider the following three phases of re-entry during pre-event planning:
        - Level I Access: The first phase allows for re-entry of agencies and organizations that play key roles in restoring normal operations after a disaster, including healthcare workers. (Healthcare workers include hospital workers and urgent care providers with a specific mission and corresponding credentials.) This may include search and rescue agencies, infrastructure and utilities repair personnel, and official damage assessment teams.
        - Level II Access: The second phase allows for re-entry of critical support groups, such as relief workers, other healthcare personnel and pre-approved critical business operators (e.g., insurance adjusters).
        - Level III Access: The third phase allows for re-entry of residents and non-critical business operators.
    - Develop a re-entry identification scheme for critical personnel.
    - Coordinate with mutual aid agencies on plan development.
    - Develop pre-scripted media releases that will be used to inform the public once re-entry is permissible.
    - Develop a notice that law enforcement officers may distribute to people re-entering a devastated area. Emphasize the need for people to exercise caution during the re-entry process.
    - Plan for the security of critical services and facilities.

2. Post-Event
    - The Sheriff's Department is responsible for the issuance of re-entry passes.
    - When the Chairman of the Board of County Commissioners orders a mandatory evacuation, no re-entry of the public may occur until the order has been rescinded.
    - Once the order has been rescinded, announcements will be disseminated, as appropriate.
    - Emergency Management, fire, law enforcement and others, as deemed necessary by the Emergency Operations Center, are not required to have a re-entry authorization, but must have valid credentials and a critical mission.
    - Disaster recovery staff from select voluntary and faith-based organizations are allowed re-entry passes into the impacted area(s) only after clearance has been provided by the Sheriff.
    - Citizens may use the County’s emergency public information telephone call-in number or that of volunteer agencies to check on the status of re-entry.
    - The County may also use it's alert notification system.
    - Depending on the severity of the event, property owners are only allowed into the area once it has been determined that it is safe. Property owners are required to show proper identification.
    - Once the immediate threat has passed, mobilization for re-entry begins. Hertford County utilizes a Unified Command system, as part of the overall ICS to ensure a safe, coordinated and timely re-entry process.
    - The committee includes, but is not limited to, the following disciplines:
        - Public Utilities / Building Maintenance
        - Fire Department
        - Emergency Medical Services
        - Law Enforcement
        - Emergency Management
    - The Sheriff immediately coordinates security at all entries into the affected area, keeping

citizens out until the area is reopened.

- The County should consider the following phased-approach to re-entry:
  - Level I Access
    - Re-entry of agencies and groups that play key roles in restoring normal operations in the County after a disaster. These include the following:
      - Operation Services road crews
      - Fire/rescue and search and rescue personnel
      - Infrastructure and utilities repair personnel
      - Debris management contractors
      - Damage assessment teams, which may include FEMA, state and local officials
      - Healthcare workers with a specific mission and credentials
      - Other personnel at the discretion of the Emergency Operations Center or municipal officials
    - Ensure identification of Level I priority group is verified at established checkpoints.
      - Provide law enforcement officials at checkpoints with the list of all agencies and groups vital in the immediate restoration.
      - Require all Level I personnel to present employee identification.
    - Monitor re-entry into devastated areas and provide the Emergency Operations Center with information on road conditions and the status of impacted areas, as well as information about road blocks and detours.
  - Level II Access
    - Re-entry of support agencies and critical businesses. Re-entry is based on the determination of the Emergency Operations Center and public safety personnel. These groups include the following:
      - Relief workers
      - Other healthcare agencies
    - Ensure identification of Level II priority groups is verified at established checkpoints and warnings of risks and dangers within impacted areas are distributed.
      - Provide law enforcement officials at checkpoints with the list of support agencies and critical businesses.
      - Require all Level II personnel to present employee identification.
    - Monitor re-entry into devastated areas.
  - Level III Access
    - Re-entry of residents and non-critical business operators. Allow re-entry when the following factors are resolved:
      - Access – Major routes are intact and passable.
      - Public health – There is no threat to public safety.
      - Rescue – All search and rescue operations have been completed.
  - Ensure identification of Level III priority groups is verified at established checkpoints and warnings of risks and dangers within impacted areas are distributed.
    - Require residents and business operators to show proper identification/documentation to enter the impacted area. (Note: Coastal municipalities have their own plans and requirements for returning residents and business owners).
- Consider using public transportation systems to move people back into devastated areas.

Recovery Function 7: Health and Human Services

Primary Agencies

- Hertford County Health Department
- Hertford County Department of Social Services

- Senior Services

County Support Agencies

- Emergency Management
- Hertford County Finance
- Hertford County Manager
- Hertford County Board of County Commissioners

Supporting Municipalities

- N/A

State Support Agencies

- North Carolina Cooperative Extension, Hertford County
- North Carolina Department of Agriculture and Consumer Services
- North Carolina Utilities Commission
- North Carolina Department of Environment and Natural Resources
  - Division of Environmental Health
  - Division of Water Quality
- North Carolina Department of Health and Human Services
  - Division of Public Health
- North Carolina Department of Public Safety
  - Division of Emergency Management

Federal Support Agencies

- Centers for Disease Control
- U.S. Food and Drug Administration
- U.S. Department of Agriculture
  - Farm Service Agency
  - Rural Development
  - Food and Nutrition Service

Other Support Organizations

- Red Cross
- Medical Care Providers
- Senior's Resources
- Medical Reserve Corps
- Public Health Response Team
- United Way

A. Purpose

The purpose of Recovery Function 7 – Health and Human Services is to provide procedures to ensure that health and human safety issues are adequately addressed following a disaster. This function also establishes procedures related to meeting the needs of Hertford County during a mass casualty or disaster event.

The American Red Cross works with other agencies and organizations to identify County, private and nonprofit

shelters. The American Red Cross also provides the Public Information Officer with information on which shelters are open and what services are provided at each shelter (e.g. nurses).

Recovery Function 7 activities include the following:

- Sheltering
- First aid
- Water, ice and food
- Hygiene
- Sanitation
- Crisis counseling
- Transitional housing
- Family grants
- Animal needs
- Medication
- Care for vulnerable populations (e.g., orphaned children, elderly)
- Door-to-door needs assessments

B. Emergency Support / Recovery Function References (ESF / RF)

- ESF 6 - Mass Care, Emergency Assistance, Housing and Human Services
- ESF 8 - Public Health and Medical Services
- RF 3 - Public Information and Community Relations
- RF 17 - Receiving and Distribution

C. Additional References

- Emergency Operations Plan - Debris Management Annex
- Emergency Operations Plan - Public Health Annex
- Emergency Operations Plan - Receiving and Distribution Annex
- Emergency Operations Plan - Shelter Operations Annex
- Emergency Operations Plan - Unmet Needs Annex

D. Concept of Operations

1. Pre-Event
    - Identify probable public health hazards resulting from a disaster.
    - Develop ordinances and policies for public health issues, including the following:
        - Debris clearance and disposal
        - Air quality and open burning
        - Water quality and conservation
        - Hazardous materials cleanup and disposal
        - Sewage disposal and contamination
        - Vector and animal control
    - Develop public education information concerning the use of untreated water, contaminated food and other unsanitary practices following disasters.
    - Develop a format for preparing health-related information for release to the general public by the Public Information Officer (RF #3).
    - Develop procedures for implementing public health activities following a disaster.
    - Develop procedures for deploying personnel into affected areas to provide surveillance and monitoring of public health following major disasters.
    - Develop mutual aid agreements for health inspectors.

2. Post-Event

Short-Term

- The primary lead agencies work in conjunction with the American Red Cross and other agencies to oversee many of the human services issues that will arise following a disaster.
- Coordinate with the Hertford County Sheriff's Department to ensure that all personnel involved with this recovery function have the proper identification and re-entry pass for access to impacted areas.
- Use the Communications System to transmit information about available goods and services, as well as other disaster related information. The County uses telephone and volunteer agencies to provide information and answer questions related to the disaster. Information is also provided via the County's website and can be distributed at reception, receiving and shelter sites. Coordinate all information with RF #3 – Public Information and Community Relations.
- Coordinate with the Emergency Operations Center on the movement of goods and services across the County.
- Conduct door-to-door needs assessments, if necessary. Once the needs assessments have been completed, the Primary Agency will coordinate the logistics of implementing the needs assessment with the agencies involved with this recovery function. There is also coordination with RF #6 – Volunteers and Donations to acquire goods, services and volunteers for the people who need them. This recovery function also assists with providing for unmet needs.

- Monitor for high-risk infectious disease areas.
  - Infectious disease areas will be assessed and monitored by teams of epidemiologists conducting field studies. Injury and disease patterns will be assessed and technical assistance provided to control potential disease outbreaks.
- Coordinate animal control and disposal of non-agricultural animal carcasses.
  - Collect and control domestic animals.
  - Coordinate locations and volunteers to manage efforts to shelter and locate lost animals.
  - The Cooperative Extension will coordinate the disposal of large animal's carcasses.
- Coordinate the inspection of hazardous sites such as damaged homes and facilities, private wells and septic systems, public water and sewer facilities, and areas where vector-borne diseases may occur. Inspection activities include the following:
  - Conducting bacteria tests of potable water systems and well fields to determine if water is safe to drink
  - Inspecting damaged homes and workplaces to determine if health risks exist
  - Inspecting other sites where vector-borne diseases may develop, such as areas where debris, sewage and contaminated water have collected
- Identify and locate special needs citizens, in conjunction with Emergency Management

Long-Term

- The Health Department consults on needs, capabilities and resources of the healthcare and public health community and relays that information to the Emergency Operations Center.
- Address general inpatient/outpatient needs by having hospitals establish alternate care sites to better serve the residents and divert flow from hospital campuses.
- Open and operate triage and dispensing locations dedicated to treatment of a specific illness (e.g., pandemic influenza). Triage and dispensing locations have been established.

- Coordinate with RF #3 – Public Information and Community Relations to disseminate information to the public.

Recovery Function 8: Public Works

Primary Agencies

- Hertford County Public Utilities
    - Solid Waste
    - Water
- Hertford County Maintenance and Grounds

County Support Agencies

- Emergency Management
- Hertford County Finance
- Hertford County Manager
- Hertford County Board of County Commissioners

Supporting Municipalities

- Ahoskie
- Murfreesboro
- Winton

State Support Agencies

- North Carolina Department of Environment and Natural Resources
    - Division of Forest Resources
    - Wildlife Resources Commission
    - Division of Water Quality
- North Carolina Department of Transportation
- North Carolina Department of Public Safety
    - Division of Emergency Management
- North Carolina Cooperative Extension - Hertford County

Federal Support Agencies

- U.S. Army Corps of Engineers
- Federal Emergency Management Agency
- U.S. Fish and Wildlife Service

Other Support Organizations

- Fuel Providers
- National Voluntary Organizations Active in Disaster

A. Purpose

The purpose of Recovery Function 8 – Public Works is to provide procedures for performing the timely removal, transport, storage, elimination and/or recycling of disaster debris. This attachment also provides information on how to handle the rebuilding or repair of damaged public infrastructure.

Recovery Function 8 activities include the following:

- Maintain a current inventory of all public buildings and develop an inventory of all public infrastructure.

- Identify potential Public Assistance (PA) projects before an event, if possible.

B. Emergency Support / Recovery Function References (ESF / RF)

- ESF 3 - Public Works and Engineering
- RF 7 - Health and Human Services
- RF 12 - Environmental Preservation

C. Additional References

- Emergency Operations Plan - Debris Management Annex
- Emergency Operations Plan - Public Health Annex
- Emergency Operations Plan - Public Utilities / Building Maintenance Annex

D. Concept of Operations

1. Pre-Event
    - Obtain and maintain contracts for debris removal. Critical issues include identifying who pays and who assumes liability, as well as determining how to address property owners who do not want to participate.
    - Maintain a FEMA-approved debris management plan. Determine current landfill sites and what types of debris they can handle.
    - Identify areas in which there is likely to be debris from damaged structures and identify storage sites for the debris.
    - Determine who will have salvage rights to building materials and used bricks.
    - Make provisions to do recycling on-site.
    - Determine how asbestos, hazardous materials and fuel spill removal will be handled via contractors and subcontractors.
    - Determine who will be responsible for identification and removal of downed or potentially hazardous trees.
    - Develop a process for building owners to reclaim valuables recovered from debris.
    - Develop and maintain a debris management plan. Coordinate development of the plan with ESF #3 – Public Works and Engineering Services. The plan should include strategies for each of the following:
        - Debris collection for all types of debris:
            - Non-hazardous municipal solid waste (e.g., food, clothing, garbage, plastic, paper, bottles cans, household items, non-hazardous)
            - Vegetative debris (e.g., tree limbs, brush, shrubs, leaves)
            - Construction and demolition waste (e.g., brick, block, lumber, glass, roofing, metals, miscellaneous home furnishings)
            - Biological waste (e.g., sharps, bandages, blood vials)
            - Hazardous waste (e.g., flammable materials, explosives, industrial and agricultural chemicals, cleaners, solvents, fertilizers)
            - Household hazardous waste (e.g., paints, gasoline, oil, pesticides, pool chemicals, batteries, household cleaners)
            - Metals and white goods (e.g., refrigerators, stoves, washing machines, dryers, window air conditioners, water heaters)
        - Identification of temporary storage areas – for easy access, consider storage areas that are County-owned.
        - Recycling – Use temporary site for volume reduction, when possible.
        - Debris disposal
        - Support for dead animal disposal
        - Identification and handling of hazardous waste
        - Administration
        - Dissemination of information to the public

- Ensure that debris contracts and monitoring contracts are in place
- Maintain a list of County-owned structures and the insurance documentation for each.

2. Post-Event
    - Coordinate with Emergency Management to determine what public infrastructure has been damaged.
    - Assist in safeguarding and maintaining damaged buildings, as necessary, until they can be repaired.
    - Coordinate with RF #12 – Environmental Preservation for debris cleanup of parks and other County-owned properties, as well as inspection and repair of facilities and equipment.
    - Coordinate closely with County Finance and Administration to ensure that proper financial documentation is being maintained to expedite federal assistance for PA projects.
    - Coordinate with County Health and Human Safety to determine whether any damaged infrastructure is impeding efforts to provide services to victims.
    - Coordinate emergency road clearance and right-of-way debris removal for reconnaissance of damaged areas and passage of emergency personnel and equipment.
    - Identify incident sites requiring debris clearance and management (e.g. public rights-of-way, public property and private property).
    - Recommend disposal sites for debris, including temporary staging areas and debris reduction sites.
    - Coordinate debris collection and hauling.
    - Re-establish day-to-day solid waste pickup for County residents post-disaster.
    - Coordinate the removal of debris with County, state and federal environmental officials.
    - Coordinate debris removal in municipalities with Memorandums of Understanding for County pickup.
    - Disseminate information about pickup to the public.
    - Prepare a letter for FEMA/state seeking reimbursement for orphaned roads.
    - Coordinate with the County Environment to ensure that debris operations are not causing further environmental damage (such as air quality issues related to burning) and that debris operations are not breaking any environmental regulations.
    - Coordinate debris separation. Separate hazardous materials and hazardous waste from debris to the extent possible. Sorting at origin is the best approach. Debris from residential and commercial properties should be separated into four general groups:
        - Raw garbage
        - Rubbish garbage
        - Yard waste (vegetative debris)
        - Construction/building rubble
    - Coordinate debris disposal.
        - Identify debris disposal issues (e.g., hazardous materials).
        - Secure necessary environmental permits and legal clearances.
    - Determine methods of disposal, as appropriate:
        - Consider incineration methods (e.g., open pit burning).
        - Consider mulching and chipping to clean vegetative debris.
        - Haul mulched or chipped debris out of the County.
        - Mix mulch or chipped clean debris with soil to improve agricultural productivity.
        - Reuse/recycle aluminum, plastic and vegetative debris to the extent possible.
    - Administer and monitor contracted services.
        - Full-time monitoring is necessary to prevent fraud, maintain records and report progress on debris operations.
        - Documentation is critical and should include the following:
            - Methods for removal and units of measurement
            - Hours of operation
            - Equipment and personnel requirements
            - Regulatory issues

§ Safety requirements

Recovery Function 9: Utility Restoration

Primary Agencies

- Hertford County Public Utilities / Building Maintenance
- Power Companies
- Telephone Companies
- Wireless Providers

County Support Agencies

- Emergency Management
- Hertford County Manager
- Hertford County Board of County Commissioners

Supporting Municipalities

- Ahoskie
- Murfreesboro
- Winton

State Support Agencies

- North Carolina Department of Environment and Natural Resources
- North Carolina Department of Transportation
- North Carolina Department of Public Safety
  - Division of Emergency Management

Federal Support Agencies

- Federal Emergency Management Agency
- U.S. Army Corps of Engineers

Other Support Organizations

- Water and Sewer Companies
- Natural Gas Companies
- Cable Television Companies

A. Purpose

The purpose of Recovery Function 9 – Utility Restoration is to provide procedures for restoring utilities to pre-disaster conditions as quickly as possible following a disaster.

Recovery Function 9 activities include the following:

- Conduct a damage assessment

- Develop a plan of action
- Coordinate with state agencies and municipalities as necessary
- Provide information to the public
- Restore utilities based on pre-determined priorities

B. Emergency Support / Recovery Function References (ESF / RF)

- ESF 3 - Public Works and Engineering

C. Additional References

- Emergency Operations Plan - Debris Management Annex
- Emergency Operations Plan - Public Utilities / Building Maintenance Annex

D. Concept of Operations

1. Pre-Event
    - Develop a pre-event restoration plan to restore Hertford County utility services (e.g., sewage, telephone, power, cable) to normal.

2. Post-Event
    - The primary agencies will serve as the coordinating agencies overseeing utility restoration. Each support agency should keep the respective primary agency abreast of the status of the utilities they are responsible for maintaining.
    - Assess public infrastructure and problems as they relate to utility restoration.
        - Request estimates from utility providers about damage impacts and length of service interruption. If estimates range from weeks to months, determine the need for each of the following:
            - Temporary housing or business sites
            - Potable water
            - Portable power generation
        - Report findings to County Emergency Operations Center, as appropriate.
    - Coordinate with other utilities to develop an incident action restoration plan based on the pre-event restoration plan to restore County utility services.
        - Incorporate service providers in the planning and decision-making process.
    - The following is the priority sequence established for restoring power and communication:
        - Damaged transmission system (e.g., poles, lines)
        - Damaged electrical substations
        - Damaged electrical distribution systems
            - Priority #1 – Emergency response and recovery facilities (e.g., community emergency operations or command centers, response/recovery centers) with no emergency power or telephone service.
            - Priority #2 – Water treatment and pumping facilities, special care centers, nursing home facilities with no emergency power, law enforcement and fire stations with no emergency power, staging areas and distribution centers requiring emergency power, and detention centers.
            - Priority #3 – Wastewater treatment plants and lift stations, general telephone services, solid waste facilities, medical facilities having emergency power, nursing homes having emergency power, law enforcement and fire stations having emergency power, public shelters still housing evacuees and the homeless, adult congregate living facilities, facilities serving as disaster application centers for federal disaster relief, and public and private facilities (e.g. government facilities handling emergency purchasing, designated grocery store/restaurant outlets) necessary for resource management and distribution activities.
            - Priority #4 – Community areas receiving minor damage, and other

government facilities.
    - Priority #5 – Community areas receiving major damage.
    - Priority #6 – Community areas receiving catastrophic damage.
- The following is the priority sequence established for restoring water and sewer:
    - Priority #1 – All water treatment plants
    - Priority #2 – Wastewater treatment plants
    - Priority #3 – Pumping stations
    - Priority #4 – Elevated tank sites

Recovery Function 10: Planning and Mitigation

Primary Agencies

- Hertford County Inspections Department
- Emergency Management

County Support Agencies

- Hertford County Manager
- Hertford County Board of County Commissioners
- Hertford County Building Inspections

Supporting Municipalities

- Ahoskie
- Cofield
- Como
- Harrellsville
- Murfreesboro
- Winton

State Support Agencies

- North Carolina Department of Environment and Natural Resources
- North Carolina Department of Transportation
- North Carolina Department of Public Safety
    - Division of Emergency Management
- North Carolina Housing Finance Agency

Federal Support Agencies

- Federal Emergency Management Agency
- U.S. Army Corps of Engineers
- U.S. Department of Housing and Urban Development
- U.S. Small Business Administration

Other Support Organizations

- Chamber of Commerce

- North Carolina Association of Realtors
- North Carolina Home Builders Association

A. Purpose

The purpose of Recovery Function 10 – Planning and Mitigation is to establish an emergency permitting system to be used following a declared disaster. This expedites repair, restoration or rebuilding of habitable structures. This recovery function also provides the regulations for allowing rebuilding and reconstruction of damaged structures in an orderly, safe and timely manner, and assists in the procedures for temporary housing (e.g., site identification, management) following a disaster. Finally, this function provides the procedures that will facilitate the integration of the existing Hertford County HMP into disaster recovery efforts.

Recovery Function 10 activities include the following:

- Expedited Permitting
- Reduced Fees
- Assistance of damage assessment teams
- Citizen assistance via departmental telephone recourse
- On call staff activities as needed

B. Emergency Support / Recovery Function References (ESF / RF)

- ESF 14 - Long-Term Community Recovery
- RF 8 - Public Works
- RF 9 - Utility Restoration

C. Additional References

- Emergency Operations Plan - Debris Management Annex
- Emergency Operations Plan - Public Utilities / Building Maintenance Annex
- Emergency Operations Plan - Shelter Operations Annex
- Hertford County Hazard Mitigation Plan

D. Concept of Operations

1. Pre-Event
    - Obtain and maintain familiarity with federal laws and guidelines outlining the requirements and opportunities for hazard mitigation within the recovery process.
    - Liaise with the State Hazard Mitigation Program.
    - Update or develop the local mitigation strategy (pre-disaster mitigation strategies). Strategies given the highest priority in the State HMP that affect local governments include the following:
        - Communications
        - 311 System
        - Hazard Mitigation Seminar for citizens
        - Incorporate development and construction standards into zoning and sub-division ordinances
        - Establish auxiliary power systems via portable generators.
    - Establish a local mitigation strategy to include the following:
        - Hazard identification
        - Existing County mitigation resources (e.g., policies, codes, ordinances, programs)
        - Inventory of environmental, structural, social and economic vulnerability to loss
        - Hazard mitigation strategies, approaches and techniques
        - Intra-governmental and intergovernmental coordination
        - Public sector partnerships

§ Hazard mitigation opportunities (both structural and non-structural) and priorities
§ Establish County and city hazard mitigation coordinators
§ Process for plan review and updates.

2. Post-Event
§ Hertford County has an approved Hazard Mitigation Plan.
§ The Mitigation Planning Committee will meet following a disaster. The Mitigation Planning Committee is named by the Hertford County Manager and the Emergency Management Coordinator. This group is responsible for following up on the activities proposed in the HMP, grant development, tracking (e.g., handling reimbursement requests) and coordinating post-disaster meetings of the Hazard Mitigation Planning Committee.
§ The Hazard Mitigation Grant Program (HMGP) is a post-disaster grant program for funding mitigation projects and the Pre-Disaster Mitigation (PDM) is a similar program available on an annual basis. The Hazard Mitigation Coordinator works with the County Public Information Officer to get information to the public about the HMGP and PDM programs.
§ The Hazard Mitigation Planning Committee meets shortly after a disaster occurs to identify new mitigation measures that the County and/or municipalities can pursue.
§ The Hazard Mitigation Coordinator is responsible for capturing the benefits of previous mitigation projects and creating a presentation of these findings that can be presented at various events.
§ Make recommendations for identified mitigation opportunities to the Recovery Committee and Board of Commissioners.
§ Coordinate the HMP with the State Hazard Mitigation Program.
§ Ensure the HMP includes the following:
§ Evaluation of the natural hazards within the disaster area.
§ Recommendations of measures to reduce the risks from future disasters to include the following:
§ Building standards to specify how buildings are constructed. In addition to traditional building codes, building standards can include earthquake-proofing requirements, wind-bracing and anchoring requirements for new construction, and similar requirements for retrofitting existing buildings, which are addressed in the building code.
§ Development regulations include separate zoning and subdivision ordinances to regulate the location, type and intensity of new development. Development regulations can include overlaying zoning districts that apply additional development standards for sensitive lands, such as wetlands and hillsides.
§ Capital improvement programs include locating schools, fire stations, and other public buildings, streets, storm sewers and utilities outside of high hazard areas; incorporating hazard reduction measures into the design or requiring retrofits where economically feasible; and ensuring that public facilities, particularly new roads and utilities, unless funded by property owners within the area, are not located where they have the potential to encourage growth in high hazard zones.
§ Retrofitting includes making changes to buildings to make them more resistant to hazards.
§ Land and property acquisition includes the purchasing of properties in hazard-prone areas with public funds, restricting development to uses that are less vulnerable to disaster-related damages, and/or water dependent or water enhanced uses (e.g., acquisition of undeveloped lands, acquisition of development rights, transfer of development rights to lower-risk areas, relocation of buildings and acquisition of damaged buildings).
§ Consider taxation and fiscal policies to distribute the public costs of private development of high hazard areas more equitably, specifically shifting more of the cost burden directly onto owners of such properties (e.g., employing impact fees to cover the public costs of development in areas of high hazards or providing tax

breaks for reducing land use intensities in hazardous areas).

§ Public awareness through information dissemination on hazards and providing educational materials to the construction industry, homeowners, tenants and businesses. Included in this strategy are hazard disclosure policies for the real estate industry and public information campaigns to increase awareness in all sectors of the community.

§ Warning systems to aid in the evacuation of people at risk.

§ Promoting and obtaining hazard and other insurance. Insurance is a means of sharing hazard risk and providing for financial assistance when disasters occur.

Recovery Function 11: Economic Restoration and Recovery

Primary Agencies

- Hertford County Board of Commissioners
- Chamber of Commerce

County Support Agencies

- Emergency Management
- Hertford County Finance
- Hertford County Manager

Supporting Municipalities

- Ahoskie
- Cofield
- Como
- Harrellsville
- Murfreesboro
- Winton

State Support Agencies

- North Carolina Department of Public Safety
    - Division of Emergency Management
- North Carolina Department of Commerce
    - Division of Community Assistance
- North Carolina Department of Insurance

Federal Support Agencies

- Federal Emergency Management Agency
- Federal Home Loan Banks
- Internal Revenue Service
- Small Business Administration
- U.S. Department of Agriculture
    - Rural Development
- U.S. Department of Commerce
- U.S. Department of Homeland Security

- U.S. Department of Housing and Urban Development
- U.S. Department of Labor

Other Support Organizations

- Chamber of Commerce
- Merchants Association
- Institute for Business and Home Safety

A. Purpose

The purpose of Recovery Function 11 - Economic Restoration and Recovery is to establish the procedures that will be needed to restore the County's economy following a disaster.

Recovery Function 11 activities include the following:

- Work with Chambers of Commerce, and other economic development groups, across the County to encourage development of Disaster Recovery Plans that are specific to their organizations.

B. Emergency Support / Recovery Function References (ESF / RF)

- ESF 3 - Public Works and Engineering
- ESF 6 - Mass Care, Emergency Assistance, Housing and Human Services
- RF 8 - Public Works
- RF 14 - Housing

C. Additional References

- Hertford County Hazard Mitigation Plan

D. Concept of Operations

1. Pre-Event
    - Maintain a list of local business associations and points-of-contact.
    - Recognize that short-term survival of the damaged business district is critical to the County's long-term recovery. Encourage local business and industry to:
        - Purchase applicable insurance.
        - Develop business interruption plans.
        - Protect (backup) business records and documents.
        - Line up alternate vendors for essential supplies and equipment.
        - Develop inventory recovery strategies.
        - Acquire backup equipment and emergency power.
        - Develop company and site specific emergency plans.
        - Develop mitigation programs: retrofit vulnerable structures; work to minimize vulnerability of content to damages (content damage can be a major source of loss, even absent structural failure).
        - Develop employee emergency preparedness programs.
        - Develop emergency response capacity (i.e. response teams, equipment, supplies).
        - Develop mutual aid agreements.
    - Identify and become familiar with post-disaster relief programs and sources such as FEMA assistance, Small Business Administration (SBA) loan programs, etc. Assign responsibilities in advance for public agency and private sector people to pursue recovery assistance immediately following the disaster. (Prepare to move quickly while the "opportunity window" is widest.)

2. Post-Event
    - § Immediately following a disaster the County Manager or the Emergency Management Coordinator appoints a Business and Industry Coordinator to oversee all the procedures to be taken on by this Recovery Function.
    - § This Recovery Function coordinates heavily with the County Public Information Officer to help get information on available federal assistance programs for businesses (SBA, etc.).
    - § Determine what additional marketing information the Chamber of Commerce (and other groups) need from RF #3: Public Information and Community Relations.
    - § The Business and Industry Coordinator and Chamber of Commerce staff work to re-establish tourism in Hertford County, as well as assist business and industry with recovery and economic revitalization efforts.
    - § During the recovery phase, marketing strategies are developed, including advertising and travel to ensure trade groups and others know that the County is open for business.
    - § The Business and Industry Coordinator prepares pre-written press releases for dissemination upon entering into the recovery phase.
  - § Establish Business Information Centers. This center is staffed with representatives from the support agencies. See RF #4: Individual Assistance, for more information on these centers.
    - § Resources for Small Business and Nonprofits.

3. Resources
  - § Federal Resources
    - o All businesses seeking disaster assistance should request forms to start the application process for federal disaster loans administered by the SBA. Businesses do not have to go to the SBA disaster recovery centers to apply for assistance.
    - o The U.S. Small Business Administration website contains a wealth of information for businesses seeking loans, grants or general assistance from the SBA.
    - o The U.S. SBA's Disaster Recovery website contains information regarding Disaster Notices, its Disaster Recovery Mission, Disaster Declarations, FAQ's about SBA Disaster Loans, Loan Information including Home & Property Loans, Physical Disaster Loans, Economic Injury Loans, Military Reservist Loans, and Disaster Loans Approved.
    - o SBA offers Physical Disaster Business Loans to repair or replace any business that is located in a declared disaster area. The SBA makes physical disaster loans of up to $1.5 million to qualified businesses.
    - o SBA's Economic Injury Loans for Small Businesses provides financial assistance to small businesses that suffered substantial economic injury, regardless of physical damage, and are located in a declared disaster area.
    - o The Department of Homeland Security's Open for Business program centralizes information to provide businesses with information about how to work with the Department of Homeland Security. Designed to assist the business community, the information includes links to contracts, grants, small business opportunities, research and development, and contacts.
    - o The U.S. Department of Commerce has created the Hurricane Contracting Information Center (HCIC), which provides a central point of reference for businesses, especially minority-owned businesses, women-owned businesses and small- and medium-size enterprises, to register for and become aware of federal contracting opportunities. While the HCIC does not award contracts, its mission is to ensure that businesses understand the process and are aware when opportunities become available.
    - o Vendors wanting to provide products or services in the area affected by disasters should visit www.fbo.gov/. Vendors that are new to federal contracting should start by registering at this site.
    - o The U.S. Department of Agriculture Rural Development offers programs to finance business development programs in rural areas (population of 25,000 or less). For information on USDA's Rural Business and Cooperative Programs, click here.
  - o The U.S. Department of Labor Hurricane Job Recovery Connection connects workers needing jobs with employers who want to hire them. The site also allows employers to list

available jobs online.

- Following a disaster, the Internal Revenue Service (IRS) often changes tax laws that benefit small businesses affected by the disaster. The IRS website provides information about the types of tax relief assistance available to areas affected, along with other general information about the IRS and its services.

State and Local Resources

- The North Carolina Department of Commerce is engaged in providing services to businesses and communities within the state. While the agency is best known for its efforts to recruit new businesses to North Carolina, it also provides services to help communities improve their quality of place and helps existing employers identify and meet opportunities and challenges - all with the goal of improving the quality of life and economic wellbeing of North Carolinians.
- The Disaster Contractors Network (DCN)'s website is designed to help connect contractors and homeowners/business owners who need repairs after disasters and can serve to connect building contractors with subcontractors and material vendors.
- The North Carolina Department of Insurance provides a wealth of information about the state's insurance climate, and it lists answers to many questions about the logistics of filing insurance claims, complaints against insurance companies and other general questions.
- The North Carolina Department of Public Safety's Division of Emergency Management has created a Small Business Initiative to provide resources for minimizing the effects of natural disasters.

Other Resources

- The Federal Home Loan Bank offers the Economic Development Disaster Relief Grant Program (EDRG) that provides working capital to small businesses in officially declared disaster areas to promote economic development, and create or retain jobs.
- The Institute for Business & Home Safety's Open for Business is a comprehensive disaster planning toolkit in booklet and CD-Rom formats. It includes an assessment tool that helps small to mid-sized businesses determine susceptibility to disasters and minimize risks. The toolkit also includes materials to help organize the business' critical information and review its essential operations, both of which lead to developing a business continuity plan.

Nonprofit entity resources

- A document listing assistance available through nonprofits has been created by FEMA's ESF-14. The document includes funding available to non-governmental organizations and citizens.
- FEMA does provide some assistance for certain not-for-profits performing an essential government service.
- The U.S. Department of Housing and Urban Development offers several programs for nonprofit organizations.
- The U.S. Government provides support for faith-based initiatives. Click here for a listing of Faith-Based Offices in Federal Agencies.

Recovery Function 12: Environmental Preservation and Restoration

Primary Agencies

- Hertford County Public Utilities Department
- Hertford County Health Department
- Hertford County Inspections Department

County Support Agencies

- Hertford County Manager
- Hertford County Board of County Commissioners
- Hertford County Building Inspections

Supporting Municipalities

- Ahoskie
- Murfreesboro
- Winton

State Support Agencies

- North Carolina Department of Agriculture and Consumer Services
- North Carolina Department of Environment and Natural Resources
  - Division of Environmental Health
  - Division of Forest Resources
  - Division of Soil and Water Conservation
  - Wildlife Resources Commission
- North Carolina Department of Public Safety
  - Division of Emergency Management

Federal Support Agencies

- U.S. Army Corps of Engineers
  - Centers for Disease Control
  - U.S. Department of Labor - Occupational Safety and Health Administration
  - U.S. Department of Transportation
- U.S. Environmental Protection Agency
- U.S. Food and Drug Administration

Other Support Organizations

- Chamber of Commerce
- Nature Conservancy

A. Purpose

The purpose of Recovery Function 12 – Environmental Preservation and Restoration is to establish post-disaster procedures for preserving and restoring environmentally sensitive areas of Hertford County.

Recovery Function 12 activities include the following:

- Expedited Permitting for restoration projects
- Check on damaged systems
- Check on damaged dams and levees
- Water reservoir restoration
- Soil erosion and landslide mitigation
- Natural habitat restoration projects

B. Emergency Support / Recovery Function References (ESF / RF)

- ESF 11 - Agriculture and Natural Resources
- RF 8 - Public Works
- RF 9 - Utility Restoration

C. Additional References

- Emergency Operations Plan - Debris Management Annex
- Emergency Operations Plan - Public Utilities / Building Maintenance Annex
- Hertford County Hazard Mitigation Plan

D. Concept of Operations

1. Pre-Event
   - § Identify environmental projects and programs that will protect natural resources and open space, while simultaneously reducing damage from natural disasters.
   - § Make information on disasters and environmental characteristics available for use in community comprehensive planning.

2. Post-Event
   - § Immediately following a disaster, the Health Director, as empowered by the County Manager will identify an Environmental Preservation Coordinator to oversee the activities of this recovery function. Agricultural issues concerning environmental preservation will be dealt with by Soil and Water Conservation.
   - § Along with supporting agencies, and in coordination with RF #1 – Emergency Management (Damage Assessment), the Environmental Preservation and Restoration Coordinator is responsible for conducting and maintaining an environmental impact assessment that identifies all areas of the County that have suffered environmental degradation as a result of the disaster (e.g., damage to forest areas, water quality and coastal/wetland areas). The environmental damage assessment will also be used to help determine what programs and resources are available to help the County address damages to the environment resulting from the disaster.
   - § As a result of the environmental impact assessment, the Environmental Preservation and Restoration Coordinator makes recommendations, upon consultation with supporting agencies, on how to best deal with the impacts of the disaster on the environmentally sensitive areas.
   - § Soil and Water, in consultation with NRCS, serves as the County's liaison between state and federal officials concerned with environmental impacts on agriculture following a disaster. The Health Director serves as the County liaison for health-related environmental preservation issues.
   - § The North Carolina Department of Environment and Natural Resources monitors debris management activities to ensure that debris operations are not causing further environmental damage (e.g., air quality issues related to burning) or breaking any environmental regulations.
   - § The County Manager is responsible for pursuing any relevant post-disaster federal and state programs and/or funds that can be used to implement environmental projects identified by the County.
   - § Coordinate with RF #10 – Planning and Mitigation to ensure that any environmental opportunities, projects or programs that arise as a result of the disaster are incorporated into the HMP.
   - § Environmental concerns involving hazardous materials should be coordinated with the Health Department (Environmental Health). The Emergency Management will assist with identification and containment.
   - § As the department responsible for public health, the Health Department will be responsible for declaring disaster areas that have debris as a public nuisance, when appropriate. They will also work with the building inspector to conduct mold sampling, as necessary.
   - § Identify environmental projects or programs that make Hertford County vulnerable to future disaster.
     - § Ensure that each environmental project and program is realistic, technically

possible, economically feasible, politically workable and socially acceptable.
§ Decide on a public involvement process.
§ Invite representatives of the public and nonprofit organizations to participate.
§ Conduct public meetings and workshops for victims and community representatives.
§ Ask for and record comments.
§ Incorporate comments into the planning process and plans.
§ Establish a regular process for providing information and receiving ideas.

Recovery Function 13: Finance

Primary Agency

- Hertford County Finance Department

County Support Agencies

- Hertford County Manager
- Hertford County Board of County Commissioners
- Hertford County Tax Office
- Hertford County Emergency Management

Supporting Municipalities

- Ahoskie
- Murfreesboro
- Winton

State Support Agencies

- North Carolina Department of Public Safety
  - Division of Emergency Management

Federal Support Agencies

- Federal Emergency Management Agency

Other Support Organizations

- N/A

A. Purpose

The purpose of Recovery Function 13 – Finance is to establish procedures for tracking disaster-related expenditures so that Hertford County can maximize reimbursement of eligible expenses.

Recovery Function 13 activities include the following:

- Ensure adequate cash flow during the recovery process to provide essential public health and

safety services and emergency repairs.
- Develop and oversee implementation of standardized emergency resource and financial management policies and procedures.
- Review and update the Emergency Purchases section of the Hertford County purchasing procedures manual.

- Continue to seek out sources of disaster recovery funding, including expanded savings, a standby line of credit, FEMA funding for immediate needs and public and private sector funding that would be available to help implement the recovery functions.
- Identify all existing Memorandums of Understanding, Memorandums of Agreement and agreements between Hertford County and those agencies/groups that could be involved in recovery efforts in the event of a disaster.

B. Emergency Support / Recovery Function References (ESF / RF)

- ESF 14 - Long-Term Community Recovery

C. Additional References

- Emergency Operations Plan - Basic Plan - Finance
- Emergency Operations Plan - Hazard Specific Checklists Recovery Section
- Emergency Operations Plan - Damage Assessment Annex
- Emergency Operations Plan - Debris Management Annex

D. Concept of Operations

1. Pre-Event
   - Obtain training in the disaster assistance process before the disaster, ideally as part of a regular staff training program.
   - Be familiar with the authorities, work eligibility, cost eligibility, application procedures and project worksheets under FEMA's Public Assistance (PA) Program.
   - Design a disaster cost-tracking documentation system based on state and federal requirements. The system should be compatible with the County's normal accounting system and department staff should be trained to implement and use the documentation system.
   - Establish accounting and documentation procedures for recovery activities to include the following:
     - Financial donations
     - Emergency procurement guidelines
     - Recovery accounting and record-keeping system, including personnel time and attendance, contract work, equipment, supplies and other expenditures
     - Audit and documentation requirements
   - Identify strategies to cover disaster cost (e.g., re-budgeting, bonds and taxes).

2. Post-Event
   - The County Finance Director activates the County's emergency resource and financial management procedures with the activation of the Emergency Operations Center or at the beginning of the response phase. These policies and procedures remain in effect into the recovery phase.
   - The County Finance Director assists Emergency Management with preparing applications and claims for state and federal assistance and expresses the importance of tracking expenses made on disaster operations.
   - Coordinate closely with resource support activities to ensure that proper documentation of disaster-related expenses is tracked appropriately. The County Emergency Management Coordinator, with assistance from the Finance Officer, will ensure that proper paperwork is completed, filed and tracked.
   - Coordinate closely with all County departments to determine which projects will be eligible for PA grants and to ensure that proper financial documentation for those projects is completed.

The Board of County Commissioners, with the recommendation of the Finance Director, is responsible for identifying the primary and alternate applicant's agents for the County. In appointing agents, the Board considers the recommendation of the Finance Director.

§ Ensure that emergency purchases are made in accordance with state purchasing guidelines.

§ Follow County procurement procedures.

§ Manage records.

§ Identify which records are required for recovery and grant assistance.

§ Make personnel assignments for assembly and coordination of records.

§ Establish a priority for filling identified gaps in the records.

§ Coordinate records with other internal and external agencies.

Recovery Function 14: Housing

Primary Agencies

- Hertford County Department of Social Services
- Hertford County Inspections Department

County Support Agencies

- Hertford County Manager
- Hertford County Board of County Commissioners
- Hertford County Emergency Management

Supporting Municipalities

- Ahoskie
- Cofield
- Como
- Harrellsville
- Murfreesboro
- Winton

State Support Agencies

- North Carolina Department of Public Safety
  - Division of Emergency Management
- North Carolina Department of Commerce
  - Division of Community Assistance
- North Carolina Department of Health and Human Services
  - Division of Social Services
  - Division of Child Development
- North Carolina Housing Finance Agency

Federal Support Agencies

- Federal Emergency Management Agency
  - Small Business Administration
- U.S. Department of Agriculture

- Farm Service Agency
- Rural Development

- U.S. Department of Housing and Urban Development

Other Support Organizations

- Red Cross
- North Carolina Voluntary Organizations Active in Disaster
- Senior's Resources
- North Carolina Baptist Men
- United Methodist Committee on Relief (Methodist Disaster Team)
- North Carolina Economic Developers Association
- Habitat for Humanity
- North Carolina Association of Realtors
- North Carolina Home Builders Association

A. Purpose

The purpose of the Recovery Function 14 - Housing is to identify and determine pre-event disaster housing activities as well as establish sheltering, transitional housing and long-term housing opportunities and activities during each phase of an event. The ultimate objective is to assist disaster victims in repairing, rebuilding and returning to their permanent housing as quickly and efficiently as possible after an event.

Recovery Function 14 activities include the following:

- Guidance for the County to assist disaster victims with the following:
  - Restore victims' homes to a safe, sanitary and secure position.
  - Ensure that housing choices meet minimum housing quality standards.
  - Address the housing needs of individual victims and families.
  - Help to guide the process of rebuilding the local housing infrastructure.
  - Identify and implement hazard mitigation activities and zoning regulations for rebuilding housing structures (e.g., building codes, changes in zoning, floodplain consideration, etc.).
  - Identify specific housing recovery programs offered at each level of government as well as by private and non-profit organizations.
  - Ensure that Hertford County residents are better able to be connected to the recovery programs available.

- Disaster Housing Priorities
  - Identify and establish a community-based Disaster Housing Committee.
  - Ensure local codes and ordinances allow for temporary housing. This includes temporary housing structures located on individual properties.
    - Identify sources of temporary housing stock (e.g., hotels, vacant rental units, etc.).
    - Identify resources to assist with repairing homes as quickly as possible.
  - Locate rental stock that allows displaced renters to permanently relocate to another unit and provides homeowners housing while repairs to their primary residence are being made.
  - Establish locations for temporary mobile home parks as necessary.

B. Emergency Support / Recovery Function References (ESF / RF)

- ESF 6 - Mass Care, Emergency Assistance, Housing and Human Services
- ESF 14 - Long-Term Community Recovery

C. Additional References

- Emergency Operations Plan - Hazard Specific Checklists Recovery Section
- Emergency Operations Plan - Damage Assessment Annex
- Emergency Operations Plan - Shelter Management Annex
- Emergency Operations Plan - Unmet Needs Annex

D. Concept of Operations

1. Pre-Event
    - § Develop the Disaster Housing Committee. It should include representatives from the appropriate state and local agencies identified above.
    - § The Disaster Housing Committee will be used at the time of a disaster to coordinate the housing portion of recovery and work with the identified agencies to ensure each agency understands its roles and responsibilities related to disaster housing (organizations and agencies that do not have a primary role in disaster housing issues may be able to provide assistance as well).
        - § Determine which Voluntary Organizations Active in Disasters (VOAD) agencies are located within the County and establish relationships with these agencies. Determine which of these agencies supports housing recovery efforts, their level of capability and how to engage them at the time of the disaster.
        - § Establish local programs, funds and groups that can assist individuals and families with disaster housing issues.
    - § The County government should establish guidance, codes, resolutions, ordinances and permit requirements that apply to temporary disaster housing and can be implemented quickly during and after an event.
        - § Adopt a policy or ordinance to deal with non-conforming uses.
        - § Consider policies that will allow housing to be restored as quickly as possible.
    - § The Disaster Housing Committee should identify and establish buildings, facilities and areas that could serve as sites for disaster housing opportunities. In identifying possible locations for disaster housing opportunities, consideration should be given to the unpredictable nature of disaster events. In other words, it is possible that sites identified as potential disaster housing opportunities were damaged by the event.
        - § Focus on County-owned resources and assets that could be used for disaster housing.
        - § Develop any contracts or agreements that may be required to establish buildings, facilities and areas as disaster housing locations (particularly when the resource is not County-owned).
        - § Identify ways that existing housing programs, policies and opportunities can be refocused to address disaster housing needs.
        - § Identify resources that can analyze and evaluate the housing market and market conditions at the time of the disaster to assist in locating available housing stock and assist in relocation of disaster victims as necessary.
    - § The Disaster Housing Committee should identify and incorporate lessons learned from previous events into relevant plans, policies and procedures related to disaster housing.
    - § The Disaster Housing Committee should discuss and recommend how disaster housing planning and operations will be funded (e.g., repair, rebuilding, providing temporary and permanent housing, etc.).
    - § The Disaster Housing Committee ensures that disaster housing planning, approaches and policies consider the most vulnerable populations (e.g., elderly, handicapped, non-English speaking, etc.).
    - § The Disaster Housing Task force, in coordination with the Public Information Officer, should identify and provide public information concerning resources and assistance programs that can be utilized during and after an event. They should ensure that County residents and property owners review insurance policies, coverage and other relevant documents prior to the occurrence of an event that requires the activation of disaster housing operations.
        - § Provide public information concerning FEMA, SBA loans, the National Flood Insurance

Program (NFIP), as well as any relevant state offered and/or non-profit programs and assistance.

2. Post-Event

General/Immediate

- § The Emergency Management activates the Disaster Housing Committee and relevant County and agency plans.
  - § Develop a disaster specific housing strategy.
  - § Seek input and coordinate with agencies and organizations that can assist in disaster housing operations (e.g., lenders, realtors, home owners associations, land and housing developers, etc.).
  - § Assess the VOAD organizations and the level of housing assistance they can provide for this disaster. Note that the level of assistance that VOAD agencies can provide varies based on the number of available volunteers and resources and the level of assistance available through their national organizations.
  - § Coordinate and communicate with FEMA, NCDEM and other critical agencies and organizations.
- § Based on the Damage Assessment conducted by Emergency Management, the Disaster Housing Committee assesses and evaluates disaster housing needs and current capabilities.
  - § Evaluate damage assessments and coordinate with FEMA and the State to determine the extent of housing needs.
  - § Consider that some assets/capabilities may have been affected by the event.
  - § Consider buildings, facilities and areas identified as possible disaster housing locations that sustained minimal damage and can be repaired and occupied (re-occupied) quickly.
    - § Immediate repairs and re-occupancy should balance the need to provide housing with the importance of considering the safety of the structure/area.
  - § Prioritize disaster housing recovery activities. This can include prioritizing buildings, facilities and areas that will be repaired first in order to expedite the overall recovery process (e.g., large structures that can house many people, day care centers or other service providers that can assist in getting people back to work, stadiums, arenas, and other structures that were uninhabited prior to the event and could provide disaster housing, etc.).
  - § Typically, VOAD will form a long-term recovery committee to assist those who cannot recover on their own. The County should work with the long-term recovery committee to assess the number of cases that they anticipate.
- § Emergency Management and the Planning and Safety should encourage and facilitate (as possible) the immediate repair and re-occupancy of minimally damaged residential homes. This includes building codes, zoning, permitting, re-entry and other considerations.
  - § Encourage and facilitate the immediate repair of individual residential homes to help those individuals return to their permanent housing and prevent them from seeking disaster housing assistance. In turn, this frees up housing stock for those who require more long-term housing.
  - § Determine which VOAD agencies can assist with immediate repairs and facilitate their entry into disaster affected areas, as necessary.

§ The Disaster Housing Committee presents the disaster-specific housing recovery strategy to the County Commission for discussion and approval, as appropriate.

Short-Term Disaster Housing - Interim Housing

Interim housing is defined as housing that disaster victims can occupy in the time between leaving an emergency shelter and returning to their homes (permanent housing).

§ Based on the Damage Assessment conducted by the Emergency Management, the Disaster Housing Committee conducts a detailed assessment of interim housing needs and available resources and assets.

§ Identify and assess usable housing units.
§ Number
§ Locations
§ Capabilities (e.g., utilities, security needs, public transportation availability, etc.)

§ Identify and assess the number of rental units that may be available for use as interim housing and determine how long they can be used.
§ Identify and assess hotels that may be available for use as interim housing.
§ Identify and assess mobile homes and mobile home parks.
§ Possible temporary housing opportunities include:
§ Vacant Rental Units
§ Rental homes and beach rentals
§ Hotel rooms
§ Condos, townhomes and apartments

§ Mobile Homes
§ FEMA utilizes mobile homes as a last resort for disaster housing. When possible, existing mobile home pads are used. If existing mobile home pads are unavailable, FEMA follows standard procedures for installing the necessary temporary infrastructure. The temporary infrastructure is removed once disaster housing operations have ceased.
§ The County should consider developing an ordinance that allows for temporary housing structures on individual properties during an emergency event. The ordinance should be specific in determining allowable structures and identifying when temporary housing structures are allowed to be on the property and when they must be removed.
§ The County will have the primary responsibility for locating space that can be used to house mobile home parks, as needed.

§ Coordinate with local insurance providers and companies that may be providing/funding temporary housing for their clients. Hertford County will need to keep insurance providers informed of overall recovery progress as well as disaster housing activities. Insurance providers will also need to gain entry into the affected community as soon as possible to speed the recovery for County residents. It is also important to determine what types of funding or assistance the insurance providers are approving. This information will affect the overall disaster housing needs and capabilities of the County.

§ Funding Temporary Housing
§ During any type of event, whether there is a Presidential Disaster Declaration or not, people with “loss of use” homeowner’s insurance coverage will likely be covered for financing temporary housing.
§ Presidential Declaration: During an event resulting in a Presidential Disaster Declaration, there will be a number of different opportunities for disaster housing funding assistance. The County and individual residents should familiarize themselves with the funding and project eligibility requirements for each of the programs offered.
§ FEMA: All disaster victims should be encouraged to apply for assistance. FEMA provides grants to disaster victims that can be used to assist with housing, relocation, repair, etc. FEMA funding is designed to restore homes only to a safe and sanitary condition; this is the first step that a disaster victim should take in order to get federal assistance. There are a number of FEMA-funded disaster housing programs that can assist disaster victims with housing. FEMA programs are delivered by the State of North Carolina and include Individual Assistance (IA), Individuals and Households Program (IHP), Pre-Disaster Mitigation (PDM) program, Hazard Mitigation (“Buyout”) Grant Program (HMGP) and the Flood Mitigation Assistance (FMA) program.
§ Small Business Administration (SBA): The SBA provides low interest loans that can be used to cover disaster-related needs including temporary housing.

§ Non-Presidential Declaration: Funding options and opportunities for disaster housing during an event not resulting in a Presidential Declaration could prove difficult. In these cases, federal assistance may not be available. Therefore, the County will have to rely on assistance from the State and private/non-profit organizations. The programs highlighted below may also be available

during events that result in a Presidential Disaster Declaration. The County and individual residents should familiarize themselves with the funding and project eligibility requirements for each of the programs offered.

- American Red Cross: The local American Red Cross Chapter may be able to assist in providing very short-term housing for disaster victims while they find other resources. Assistance is usually provided on a case-by-case basis.
- Volunteer and Non-Profit Organizations: Volunteer organizations such as the Salvation Army, the Southern Baptist Church, Habitat for Humanity, Volunteers Active in Disasters, etc., often can provide assistance with relocations and or repairs.
- State Offered Programs: The State of North Carolina may offer a number of programs that can assist disaster victims with housing issues. The North Carolina Housing Finance Agency (NCHFA) offers the Urgent Repair Program (URP), Single-Family Rehabilitation, Disaster Rental Assistance and Rental Production Program. The North Carolina Redevelopment Center also offers a number of different programs that can assist with disaster housing. Programs include Crisis Housing Assistance Funds (CHAF), Multi-family Housing Assistance and Single Family Housing Assistance.

- The Disaster Housing Committee, in coordination with the Public Information Officer, provides the public with information related to temporary disaster housing programs and overall recovery assistance.

- Additional information on the federal, state and non-profit/volunteer organization programs is available in the North Carolina Disaster Recovery Guide.

Long-Term Disaster Housing - Permanent Housing

Long-term disaster housing involves assisting residents with returning to their permanent homes as quickly as possible after an event. This includes assisting residents with finding permanent housing opportunities and/or returning their homes to a safe and sanitary condition.

- Based on the Damage Assessment conducted by the Emergency Management, the Disaster Housing Committee conducts a detailed assessment of permanent housing needs and available resources and assets.
  - Identify and assess usable housing units.
    - Number
    - Locations
    - Capabilities (e.g., utilities, security needs, public transportation availability, etc.)
  - Identify and assess the number of rental units that may be available for use as permanent housing.
  - Identify and assess mobile homes and mobile home parks.
- Possible permanent housing opportunities include:
  - Vacant rental units
  - Rental homes and beach rentals
  - Condos, townhomes and apartments
  - Manufactured housing
- Funding Permanent Housing
  - Presidential Declaration: During an event resulting in a Presidential Disaster Declaration, there will be a number of different opportunities for disaster housing funding assistance. The County and individual residents should familiarize themselves with the funding and project eligibility requirements for each of the programs offered.
    - FEMA: All disaster victims should be encouraged to apply for assistance. FEMA provides grants to disaster victims that can be used to assist with housing, relocation, repair, etc. FEMA funding is designed to restore homes only to a safe and sanitary condition; this is the first step that a disaster victim should take in order to get federal assistance. There are a number of FEMA-funded disaster housing programs that can assist disaster victims with housing. FEMA programs are delivered by the State of North Carolina and include Individual Assistance (IA),

Individuals and Households Program (IHP), Pre-Disaster Mitigation (PDM) program, Hazard Mitigation ("Buyout") Grant Program (HMGP) and the Flood Mitigation Assistance (FMA) program.

§ Small Business Administration (SBA): The SBA provides low interest loans that can be used to cover disaster-related needs including temporary housing.

§ Department of Housing and Urban Development (HUD): Provides low-income housing options to existing clients affected by a disaster as well as those who qualify as a result of the disaster event. HUD offers Community Development Block Grants (CDBG) to assist in disaster recovery.

§ Other state and local programs may be available to assist with permanent housing. The Housing Committee should seek funding opportunities for its residents and disseminate information on these opportunities.

§ Non-Presidential Declaration: Funding options and opportunities for disaster housing during an event not resulting in a Presidential Declaration could prove difficult. In these cases, federal assistance may not be available. Therefore, the County will have to rely on assistance from the State and private/non-profit organizations. The programs highlighted below may also be available during events that result in a Presidential Disaster Declaration. The County and individual residents should familiarize themselves with the funding and project eligibility requirements for each of the programs offered.

§ American Red Cross: The local American Red Cross Chapter may be able to assist in providing very short-term housing for disaster victims while they find other resources. Assistance is usually provided on a case-by-case basis.

§ Volunteer and Non-Profit Organizations: Volunteer organizations such as the Salvation Army, the Southern Baptist Church, Habitat for Humanity, Volunteers Active in Disasters, etc. often can provide assistance with relocations and or repairs.

§ State Offered Programs: The State of North Carolina offers a number of programs that can assist disaster victims with housing issues. The North Carolina Housing Finance Agency (NCHFA) offers the Urgent Repair Program (URP), Single-Family Rehabilitation, Disaster Rental Assistance and Rental Production Program. The North Carolina Redevelopment Center also offers a number of different programs that can assist with disaster housing. Programs include Crisis Housing Assistance Funds (CHAF), Multi-family Housing Assistance and Single Family Housing Assistance.

§ Based on the damage assessment, and information provided by FEMA and gathered from the County and volunteer agencies, the Disaster Housing Committee determines how many people require assistance with permanent housing.

§ Typically, this count includes low-income individuals and families, certain groups of renters and the homeless.

§ The Disaster Housing Committee identifies and works with volunteer and community-based organizations that can assist in the rebuilding process.

§ The Disaster Housing Committee, in coordination with the Public Information Officer, provides the public with information related to permanent disaster housing programs and overall recovery assistance.

§ Additional information on the federal, state and non-profit/volunteer organization programs is available in the North Carolina Disaster Recovery Guide.

Recovery Function 15: Education

Primary Agencies

- Hertford County School System

County Support Agencies

- Hertford County School Board
- Hertford County Board of County Commissioners
- Hertford County Planning and Safety
- Hertford County Inspections Department

Supporting Municipalities

- N/A

State Support Agencies

- North Carolina Department of Public Instruction
- North Carolina Department of Administration
  - Division of Non-Public Education
- North Carolina Department of Health and Human Services
  - Division of Child Development
- North Carolina Department of Public Safety
  - Division of Emergency Management

Federal Support Agencies

- U.S. Department of Education
- U.S. Department of Agriculture
  - Food and Nutrition Service

Other Support Organizations

- Telephone Companies
- Community College
- Childcare organizations and Private Schools

A. Purpose

The purpose of Recovery Function 15 – Education is to provide the specific activities to be completed following a disaster should the School District and/or the Hertford County Recovery Committee choose to activate the function. This recovery function also lays out the initial actions that need to be taken to re-open schools within the county.

Recovery Function 15 activities include the following:

- Reopen school facilities.
- Ensure that schools are put back in session as soon as possible.
- Provide education and awareness for students, families and teachers.

B. Emergency Support / Recovery Function References (ESF / RF)

- ESF 14 - Long-Term Community Recovery

C. Additional References

- Emergency Operations Plan - Damage Assessment Annex

- Emergency Operations Plan - Debris Management Annex
- Emergency Operations Plan - School Plan

D. Concept of Operations

1. Pre-Event
    - Evaluate all school locations to assess resources and capabilities.
    - Emergency Management will work with County schools to develop a system for notification of schools, and childcare facilities through it's alert notification system in times of emergencies.
    - Develop a system for communication and coordination.
  - Further identify disaster-specific roles and responsibilities
  - Maintain a disaster recovery plan for the County School System.

2. Post-Event
    - Initiate School District Emergency Operations Center and send a representative to the Joint Information Center, as appropriate.
  - The County School System has adopted a disaster recovery plan that includes all schools in the system. The plan identifies and addresses specific disaster recovery issues and concerns pertaining to the school system. The plan focuses on school system initiation and follows through to recovery actions after any type of event affecting schools and school property. Recovery policies include the following:
    - County Re-Entry Procedures
      - The County will follow the protocol for re-entry through RF #6 – Security and Re-Entry.
    - Debris Removal Activities
      - Coordinate school location specific debris activities to include making sure that debris contractor and debris monitor are in place for debris management activities, or implementing cleanup by school maintenance staff, as appropriate.
    - Facility Structural Issues
      - Each school is evaluated in terms of structural concerns that may arise following an event.
    - Safety Issues
      - A risk assessment of the facilities is included in the plan.
      - Vulnerable student populations are addressed.
    - Insurance Issues
      - The plan addresses the type and amount of insurance coverage for the various schools within the system.
    - Education and Awareness
      - The plan outlines directives to provide awareness of disaster recovery by faculty, staff and students.
    - Shelters
      - Schools are often used as shelters and the plan identifies which schools can operate in that capacity.
      - Work with control group responsible for shelter coordination to ensure that disaster victims are placed in transitional shelters and schools are returned to normal operations as soon as possible.
    - Security
      - Coordinate with Sherriff's Office, the lead agency for RF #6 – Security and Re-Entry, regarding security surrounding the schools during re-entry and the return of daily operations.
    - Alternate Location
      - The School System will identify alternate locations as needed to restore education services to the school.

Recovery Function 16: Agriculture

Primary Agency

- Cooperative Extension Service

County Support Agencies

- Hertford County Board of County Commissioners
- Hertford County Planning and Safety

Supporting Municipalities

- N/A

State Support Agencies

- North Carolina Department of Agriculture and Consumer Services
- North Carolina Department of Environment and Natural Resources
    - Division of Environmental Health
    - Division of Forest Resources
    - Wildlife Resources Commission
    - Division of Water Quality
- North Carolina State Animal Response Team
- North Carolina State University

Federal Support Agencies

- U.S. Army Corps of Engineers
- U.S. Department of Agriculture
    - Food and Nutrition Service
    - Rural Development
    - Natural Resource Conservation Service

Other Support Organizations

- Hertford County Animal Response Team
- Nature Conservancy

A. Purpose

The purpose of Recovery Function 16 – Agriculture is to identify services that will be provided to assist the agricultural community as they recover from a disaster and determine which agencies will provide those services.

Recovery Function 16 activities include the following:

- Coordinate damage assessments of agricultural resources post-disaster.
- Educate the agricultural community on available programs.

B. Emergency Support / Recovery Function References (ESF / RF)

- ESF 11 - Agriculture and Natural Resources

C. Additional References

- Emergency Operations Plan - Damage Assessment Annex
- Emergency Operations Plan - Debris Management Annex
- Emergency Operations Plan - Animal Protection Annex

D. Concept of Operations

1. Pre-Event
   - § Coordinate with state and federal agricultural agencies to provide information and guidance to the public regarding federal programs that may be available in times of disaster.

2. Post-Event
   - § Coordinate Agricultural Damage Assessment Teams with
     - § Cooperative Extension
     - § Hertford County Soil and Water
     - § County Office of NRCS, Rural Development
     - § Farm Service Agency.
   - § The initial assessment is to be done within 24 hours. Information gathered will then be placed into a flash report that will be provided to the state Farm Services Agency.
   - § Assist the Emergency Operations Center with identifying and coordinating assistance for agricultural needs within the county.
   - § Cooperative Extension staff will provide information to producers and other citizens on various aspects of crop, livestock and agricultural operations management affected by disaster. This includes assisting disaster affected farm owners by providing guidance on assessing damage, as well as working with insurances and available state and federal programs. Available programs will be determined based on the type of federal declaration that has been granted. A list of available programs can be found in the North Carolina Disaster Recovery Guide.
   - § In cooperation with their member of the County Animal Response Team, ensure that deceased animals are disposed of in accordance with the state's animal burial guidelines.
   - § Provide information to the Public Information Officer to be disseminated through media on available state and federal programs.
   - § Disseminate information on available state and federal programs through traditional farming cooperatives and organizations.
   - § The Cooperative Extension Services Offices serve as disaster recovery assistance centers for registration and application for assistance for agricultural and other needs, including housing and business services.
   - § Utilize Cooperative Extension Services camp sites for key disaster recovery sites (e.g., shelters, disaster recovery centers, housing and feeding emergency personnel), as needed.

Recovery Function 17: Receiving and Distribution

Primary Agencies

- Hertford County Emergency Management
- Hertford County School System

County Support Agencies

- Hertford County Board of County Commissioners

- Hertford County Manager
- Hertford County Parks and Recreation
- Hertford County Finance
- Hertford County Public Utilities / Building Maintenance
- Hertford County Department of Social Services
- Hertford County Health Department
- Hertford County Sheriff's Department
- Volunteer Fire Departments

Supporting Municipalities

- Ahoskie
- Murfreesboro
- Winton

State Support Agencies

- North Carolina Department of Agriculture and Consumer Services
  - Cooperative Extension Service
- North Carolina Department of Public Safety
  - Division of Emergency Management
  - National Guard (transportation and logistics)
- North Carolina Department of Health and Human Services

Federal Support Agencies

- U.S. Department of Agriculture
  - Food and Nutrition Service
  - Rural Development
- U.S. Department of Homeland Security
  - Federal Emergency Management Agency
- U.S. Department of Defense (transportation and logistics)

Other Support Organizations

- Red Cross
- Local transportation companies (trucking)
- Local warehouses and storage facilities

A. Purpose

The purpose of Recovery Function 17 Receiving and Distribution is to receive and then distribute necessary provisional commodities to assist the citizens and communities as they recover from a disaster and identify the agencies that will provide services.

Recovery Function 17 activities include the following:

- Staffing, equipment and support services to conduct CRDP or POD operations in accordance with the Receiving and Distribution Annex of the County Emergency Operations Plan.
- Receive bulk resources of shelf stable meals, bottled water, bagged ice and tarps or other accountable and/or expendable supplies from federal, state or vendor resources.
- Account for and distribute bulk resources to designated County PODs or Non-Public PODs at the direction of Hertford County Emergency Management.

- Transportation from the CRDP to the Type 4 PODS will be provided through an agreement with building supply companies with boom trucks or fork trucks capable of transporting and delivering palletized commodities.

Emergency Support / Recovery Function References (ESF / RF)

- ESF 7 - Logistics Management and Resource Support
- RF 3 - Public Information and Community Relations
- RF 5 - Volunteers and Donations
- RF 13 - Finance

Additional References

- Emergency Operations Plan - Receiving and Distribution Annex
- Emergency Operations Plan - Unmet Needs Annex

Concept of Operations

0. Pre-Event
    - Issue or develop pre-position contracts with private vendors to provide:
        - Large quantities of potable water
        - Generators
        - Food supplies
    - Coordinate with state and federal agencies as appropriate.
    - Develop agreements for use of warehouse space.
    - Develop agreements for use of transportation equipment (trucks) and drivers.
    - Develop an order and order tracking system so supplies can readily be distributed to the most needy areas.

1. Post-Event
    - Implement the County Receiving and Distribution Annex of the Emergency Operations Plan
    - Coordinate with state and federal agencies as appropriate.
    - Place emergency generators at needed locations as available and appropriate.
    - Support Points of Distribution (PODs).
    - Receive information from the CRDP Manager and arrange for re-supply as required.
    - Track all incurred expenses and forward the information to Finance.

Recovery Function 18: Legal

Primary Agency

- Hertford County Legal Department

County Support Agencies

- Hertford County Board of County Commissioners
- Hertford County Manager
- Hertford County Emergency Management
- Hertford County Finance

Supporting Municipalities

- Ahoskie
- Murfreesboro
- Winton

State Support Agencies

- North Carolina Attorney General

Federal Support Agencies

- U.S. Attorney General

Other Support Organizations

- NC Bar Association

A. Purpose

The purpose of Recovery Function 18 Legal is to review necessary legal documents such as contracts and to provide legal guidance and review to Hertford County regarding legal matters.

Recovery Function 18 activities include the following:

- Staffing, equipment and support services to conduct legal review of contracts.
- Review and advise the Board of County Commissioners and County Manager regarding local declarations of emergency / disaster.
- Review mutual aid agreements.
- Review shelter agreements.
- Review any other agreements that may impose restrictions or commit Hertford County to financial responsibility or any other liability.

Emergency Support / Recovery Function References (ESF / RF)

- RF 2 - Administration and Continuity of Government
- RF 13 - Finance
- Attachment 5 - Laws, Regulations, Recovery Guidance Documents

Additional References

- Emergency Operations Plan - Declaration of a State of Emergency
- Emergency Operations Plan - Authorities and References

Concept of Operations

0. Pre-Event
    - Assist in the development of pre-position contracts with private vendors to provide:
        - Large quantities of potable water.
        - Generators
        - Food supplies
        - Debris Management
    - Review mutual aid agreements.
    - Review shelter agreements.

§ Review any other agreements that may impose restrictions or commit Hertford County to financial responsibility or any other liability.

1. Post-Event
   - § Prepare drafts of emergency declarations for the Board of County Commissioners.
   - § Prepare drafts of any emergency ordinance that may be necessary as requested by the Board of Commissioners.
   - § Track all incurred expenses and forward the information to Finance.

Attachment 1
Roles and Responsibilities

General Roles and Responsibilities Overview

There are numerous departments, agencies and organizations that play key roles in the success of Hertford County to recover from a major emergency or disaster. Where roles and responsibilities are listed they are to be considered for the purpose of this plan to be included, but not limited to those specifically listed. This electronic version of the Hertford County Recovery Plan includes a general description of local, State and Federal agencies and departments as well as descriptions (where applicable) of private and/or non-profit support agencies and organizations. To not be repetitive, these descriptions are linked (hyperlinked) to a separate file that lists the agency, department or organization and their likely role in disaster recovery operations.

In Tables A-1 through A-4 below, we outline the general responsibilities of these departments, agencies or organization in the various recovery functions as a *primary* or support agency.

County Departments

Following a disaster event, a number of County departments and divisions may be involved in the recovery process. Table A-1 summarizes the roles and responsibilities of each County department during recovery operations. Representatives from these groups should be contacted regularly so that changes related to or that affect recovery operations are reflected in the plan. In the event of a disaster, some or all of the departments listed below may require daily meetings in order to coordinate, manage, and complete all recovery activities.

Table A-1
County Departments Primary Roles and Responsibilities Table

Agency/Department Sub-Agency/Division	Primary Duties/Responsibilities
Hertford County Board of Commissioners	• Enacts local emergency ordinances • Ensures safety and services are provided to citizens Recovery Function 2 Administration & Continuity of Government Recovery Function 11 Economic Restoration & Recovery
Hertford County Manager Public Information Officer	• Implements policies and has the overall responsibility for ensuring that disaster recovery operations take place. • Ensures that government departments are meeting with the disaster recovery agencies of the County. • Responsible for disseminating information and warnings to other departments, agencies, and the public related to recovery phase

	activities. Recovery Function 2 Administration & Continuity of Government Recovery Function 3 Public Information & Community Relations
Hertford County Emergency Management	• Emergency Management • Emergency Operations • Emergency Recovery Operations • Mitigation • Emergency Planning Recovery Function 1 Emergency Management Recovery Function 5 Volunteers & Donations Recovery Function 10 Planning & Mitigation Recovery Function 17 Receiving & Distribution
Hertford County Fire Departments	• Fire Protection • Hazardous Materials Response Recovery Function 6 Security & Re-entry
Hertford County Planning	• Responsible for inspecting buildings as well as the electrical, mechanical, and plumbing systems. • Assists in determining that structures are habitable following an event. Recovery Function 10 Planning & Mitigation Recovery Function 12 Environmental Preservation & Restoration Recovery Function 14 Housing
Hertford County Public Utilities / Building Maintenance Hertford County Solid Waste Hertford County Utilities Hertford County Central Services	• Assists in assessing public infrastructure to assure that infrastructure is safe for public use. • Debris Management Recovery Function 8 Public Works Recovery Function 9 Utility Restoration Recovery Function 12 Environmental Preservation & Restoration
Hertford County Finance	• Issues credit cards for emergency expenditures as appropriate. • Prepares applications and claims for state and federal financial assistance and develops financial accounting record procedures for county/municipal agencies to report their emergency expenses. Recovery Function 13 Finance
Hertford County Tax Office	• Works with the Hertford County Board of Commissioners and the County Manager to ensure that revenue-generating services are back online and will provide input regarding disaster-related changes to fees or taxes. Recovery Function 11 Economic Restoration & Recovery Recovery Function 13 Finance
Hertford County Department of Social Services	• The DSS Emergency Assistance program provides assistance to

	those households with minor children who have a crisis that has resulted from unusual circumstances. • Coordinates the FEMA Individual Assistance program for the County and assists in connecting victims to services. Recovery Function 4 Individual Assistance Recovery Function 7 Health & Human Services Recovery Function 14 Housing
Hertford County Health Department	• Overall responsibility for the health and welfare of the public. • Authority (granted by the County Manager and the Board of Commissioners) to provide orders necessary for public safety. • Conducts sanitation inspections and oversees sanitation rules for restaurants, school lunchrooms, meat markets, other food-handling establishments, public swimming pools, child care centers, school buildings, lodging establishments, bed & breakfast homes, bed & breakfast inns, hospitals, nursing and rest homes, summer camps, local confinement facilities, and residential care facilities. • Issues necessary permits. Recovery Function 7 Health & Human Services Recovery Function 12 Environmental Preservation & Restoration
Hertford County Sheriff's Office	• Secures all entries into the County until the decision has been made to allow re-entry. • Provides other law enforcement services as required. • Ensures prisoners are held safely and effectively in the County detention facility. Recovery Function 6 Security & Re-entry
Hertford County Legal Department	• Ensures contracts that are to be issued are correct and in keeping with local / state and federal law. Recovery Function 18 Legal
Hertford County Emergency Medical Services	• Coordinates the missions of all County and volunteer EMS agencies and checks credentials of outside professionals arriving on scene to render assistance. • Coordinates with the hospital disaster coordinator on use of other medical facilities within the County for mass casualty incidents and expansion of the emergency medical system. • Provides for the transport of medical supplies, oxygen, etc., to medical facilities and special needs patients. Recovery Function 7 Health & Human Services
Hertford County School System	• Provides transportation resources, sheltering space and restores school facilities after an event. • Ensures schools can operate safely. Recovery Function 15 Education Recovery Function 17 Receiving & Distribution

Municipalities	• Coordinate with County officials on disaster-related issues concerning their municipalities.

State Agencies

Following a disaster event, state agencies may be involved in the recovery process. Table A-2 summarizes the roles and responsibilities of state agencies during recovery operations. Representatives from these groups should be contacted annually so that the County is aware of any changes as they relate to recovery activities and operations. In the event of a disaster, some or all of the agencies listed below may require weekly or bi-weekly meetings in order to update the agencies on recovery progress.

Table A-2
State Agencies Roles and Responsibilities Table

Agency/Department Sub-Agency/Division	Primary Duties/Responsibilities
North Carolina Commission on Volunteerism and Community Service	Recovery Function 5 Volunteers & Donations
North Carolina Cooperative Extension	Recovery Function 7 Health & Human Services Recovery Function 8 Public Works
North Carolina Department of Administration Division of Non-Public Education	Recovery Function 15 Education
North Carolina Department of Agriculture and Consumer Services	Recovery Function 12 Environmental Preservation and Restoration Recovery Function 16 Agriculture Recovery Function 7 Health & Human Services
North Carolina Department of Commerce	Recovery Function 11 Economic Restoration & Recovery Recovery Function 14 Housing Recovery Function 4 Individual Assistance
North Carolina Department of Commerce Division of Community Assistance	Recovery Function 11 Economic Restoration & Recovery Recovery Function 14 Housing
North Carolina Department of Commerce Division of Employment and Training	Recovery Function 4 Individual Assistance
North Carolina Department of Corrections	Recovery Function 6 Security & Re-entry
North Carolina Department of Corrections Probation and Parole	Recovery Function 6 Security & Re-entry
North Carolina Department of Public Safety Division of Emergency Management	Recovery Function 1 Emergency Management Recovery Function 2 Administration & Continuity of Government Recovery Function 3 Public Information & Community Relations Recovery Function 4 Individual Assistance Recovery Function 5 Volunteers & Donations Recovery Function 6 Security & Re-entry Recovery Function 7 Health & Human Services

	Recovery Function 8 Public Works Recovery Function 9 Utility Restoration Recovery Function 10 Planning & Mitigation Recovery Function 11 Economic Restoration & Recovery Recovery Function 12 Environmental Preservation & Restoration Recovery Function 13 Finance Recovery Function 14 Housing Recovery Function 15 Education Recovery Function 17 Receiving & Distribution
North Carolina Department of Environment and Natural Resources Division of Environmental Health Division of Forest Resources Division of Water Quality Wildlife Resources Commission	Recovery Function 2 Administration & Continuity of Government Recovery Function 6 Security & Re-entry Recovery Function 7 Health & Human Services Recovery Function 8 Public Works Recovery Function 9 Utility Restoration Recovery Function 10 Planning & Mitigation Recovery Function 12 Environmental Preservation & Restoration Recovery Function 16 Agriculture
North Carolina Department of Health and Human Services Division of Child Development Division of Public Health Public Health Regional Surveillance Team Division of Social Services	Recovery Function 4 Individual Assistance Recovery Function 7 Health & Human Services Recovery Function 14 Housing Recovery Function 15 Education
North Carolina Department of Insurance	Recovery Function 2 Administration & Continuity of Government Recovery Function 11 Economic Restoration & Recovery
North Carolina Department of Justice	Recovery Function 12 Environmental Preservation & Restoration Recovery Function 18 Legal
North Carolina Department of Public Instruction	Recovery Function 15 Education
North Carolina Department of Transportation	Recovery Function 2 Administration & Continuity of Government Recovery Function 3 Public Information & Community Relations Recovery Function 6 Security & Re-entry Recovery Function 8 Public Works Recovery Function 9 Utility Restoration Recovery Function 10 Planning & Mitigation
North Carolina Housing Finance Agency	Recovery Function 14 Housing
North Carolina National Guard	Recovery Function 6 Security & Re-entry
North Carolina State Animal Response Team	Recovery Function 16 Agriculture
North Carolina State Disaster Recovery Team	Recovery Function 1 Emergency Management
North Carolina State Highway Patrol	Recovery Function 3 Public Information & Community Relations Recovery Function 6 Security & Re-entry
North Carolina State University	Recovery Function 16 Agriculture

North Carolina Utilities Commission	Recovery Function 7 Health & Human Services

Federal Agencies

Following a disaster event, federal agencies may be involved in the recovery process. Table A-3 summarizes the roles and responsibilities of external agencies during recovery operations. Representatives from these groups should be contacted annually so that the County is aware of any changes as they relate to recovery activities and operations. In the event of a disaster, some or all of the agencies listed below may require weekly or bi-weekly meetings in order to update the agencies on recovery progress.

Table A-3
Federal Agencies Roles and Responsibilities Table

Agency/Department Sub-Agency/Division	Primary Duties/Responsibilities
Centers for Disease Control	Recovery Function 7 Health & Human Services Recovery Function 12 Environmental Preservation & Restoration
Department of Commerce	Recovery Function 11 Economic Restoration & Recovery
Department of Homeland Security	Recovery Function 11 Economic Restoration & Recovery
Department of Labor	Recovery Function 11 Economic Restoration & Recovery
Federal Emergency Management Agency	Recovery Function 1 Emergency Management Recovery Function 2 Administration & Continuity of Government Recovery Function 3 Public Information & Community Relations Recovery Function 4 Individual Assistance Recovery Function 5 Volunteers & Donations Recovery Function 8 Public Works Recovery Function 10 Planning & Mitigation Recovery Function 11 Economic Restoration & Recovery Recovery Function 13 Finance Recovery Function 14 Housing
Federal Home Loan Bank	Recovery Function 11 Economic Restoration & Recovery
Internal Revenue Service	Recovery Function 11 Economic Restoration & Recovery
Small Business Administration	Recovery Function 11 Economic Restoration & Recovery Recovery Function 14 Housing
U.S. Army Corps of Engineers	Recovery Function 8 Public Works Recovery Function 10 Planning & Mitigation Recovery Function 16 Agriculture
U.S. Department of Agriculture	Recovery Function 2 Administration & Continuity of Government Recovery Function 4 Individual Assistance Recovery Function 7 Health & Human Services Recovery Function 11 Economic Restoration & Recovery Recovery Function 14 Housing Recovery Function 15 Education Recovery Function 16 Agriculture

U.S. Department of Agriculture Farm Service Agency	Recovery Function 2 Administration & Continuity of Government Recovery Function 4 Individual Assistance Recovery Function 7 Health & Human Services Recovery Function 14 Housing Recovery Function 16 Agriculture
U.S. Department of Agriculture Food and Nutrition Service	Recovery Function 2 Administration & Continuity of Government Recovery Function 4 Individual Assistance Recovery Function 7 Health & Human Services Recovery Function 15 Education Recovery Function 16 Agriculture
U.S. Department of Agriculture Natural Resource Conservation Service	Recovery Function 2 Administration & Continuity of Government Recovery Function 4 Individual Assistance Recovery Function 16 Agriculture
U.S. Department of Agriculture Rural Development	Recovery Function 2 Administration & Continuity of Government Recovery Function 4 Individual Assistance Recovery Function 7 Health & Human Services Recovery Function 14 Housing Recovery Function 16 Agriculture
U.S. Department of Commerce	Recovery Function 2 Administration & Continuity of Government
U.S. Department of Education	Recovery Function 15 Education
U.S. Department of Housing and Urban Development	Recovery Function 4 Individual Assistance Recovery Function 11 Economic Restoration & Recovery Recovery Function 14 Housing
U.S. Department of Labor - OSHA	Recovery Function 12 Environmental Preservation & Restoration
U.S. Department of Transportation	Recovery Function 12 Environmental Preservation & Restoration
U.S. Environmental Protection Agency	Recovery Function 2 Administration & Continuity of Government Recovery Function 12 Environmental Preservation & Restoration
U.S. Fish and Wildlife Service	Recovery Function 8 Public Works Recovery Function 10 Planning & Mitigation
U.S. Food and Drug Administration	Recovery Function 7 Health & Human Services Recovery Function 12 Environmental Preservation & Restoration
U.S. Small Business Administration	Recovery Function 4 Individual Assistance

Private and Nonprofit Organizations

Following a disaster event, private and nonprofit organizations may be involved in the recovery process. Table A-4 summarizes the roles and responsibilities of private and nonprofit organizations during recovery operations. Representatives from these organizations should be contacted annually so that the County is aware of any changes as they relate to recovery activities and operations. In the event of a disaster, some or all of the organizations listed below may require weekly or bi-weekly meetings in order to update the agencies on recovery progress.

Table A-4
Private and Non-profit Organizations Roles and Responsibilities Table

Organization	Primary Duties/Responsibilities
Cable Television	Recovery Function 3 Public Information & Community Relations Recovery Function 5 Volunteers & Donations Recovery Function 9 Utility Restoration
Chamber of Commerce	Recovery Function 2 Administration & Continuity of Government Recovery Function 3 Public Information & Community Relations Recovery Function 4 Individual Assistance Recovery Function 5 Volunteers & Donations Recovery Function 11 Economic Restoration & Recovery
Childcare	Recovery Function 15 Education
Community College	Recovery Function 15 Education
Conservation Commission	Recovery Function 16 Agriculture
County Animal Response Team	Recovery Function 16 Agriculture
Crowder Gulf	Recovery Function 8 Public Works
Emergency Fuel Provider	Recovery Function 1 Emergency Management Recovery Function 8 Public Works
Family Assistance	Recovery Function 4 Individual Assistance Recovery Function 5 Volunteers & Donations Recovery Function 7 Health & Human Services
Food Bank	Recovery Function 4 Individual Assistance
Habitat for Humanity	Recovery Function 14 Housing
Institute for Business and Home Safety	Recovery Function 11 Economic Restoration & Recovery
League of Municipalities	Recovery Function 2 Administration & Continuity of Government
Local Media	Recovery Function 3 Public Information & Community Relations
Medical Reserve Corps	Recovery Function 7 Health & Human Services
Merchants Association	Recovery Function 11 Economic Restoration & Recovery
Municipal Law Enforcement Agencies	Recovery Function 6 Security & Re-entry
National Voluntary Organizations Active in Disaster and Member Agencies	Recovery Function 1 Emergency Management Recovery Function 5 Volunteers & Donations
Natural Gas	Recovery Function 9 Utility Restoration
Nature Conservatory	Recovery Function 16 Agriculture

North Carolina Baptist Men	Recovery Function 4 Individual Assistance Recovery Function 5 Volunteers & Donations Recovery Function 14 Housing
North Carolina Development Corporation	Recovery Function 14 Housing
North Carolina Home Builders Association	Recovery Function 14 Housing
North Carolina Voluntary Organizations Active in Disaster	Recovery Function 5 Volunteers & Donations Recovery Function 14 Housing
Power/Electric Company	Recovery Function 3 Public Information & Community Relations Recovery Function 9 Utility Restoration
Private Education	Recovery Function 15 Education
Red Cross	Recovery Function 1 Emergency Management Recovery Function 4 Individual Assistance Recovery Function 5 Volunteers & Donations Recovery Function 7 Health & Human Services Recovery Function 14 Housing
Salvation Army	Recovery Function 1 Emergency Management Recovery Function 4 Individual Assistance Recovery Function 5 Volunteers & Donations
Senior Resource Organization	Recovery Function 4 Individual Assistance Recovery Function 5 Volunteers & Donations Recovery Function 7 Health & Human Services Recovery Function 14 Housing
Organizations Active in Disaster	Recovery Function 4 Individual Assistance
Telephone Company	Recovery Function 3 Public Information & Community Relations Recovery Function 9 Utility Restoration Recovery Function 15 Education
United Methodist Committee on Relief (Methodist Disaster Team)	Recovery Function 4 Individual Assistance Recovery Function 5 Volunteers & Donations Recovery Function 14 Housing
United Way	Recovery Function 1 Emergency Management Recovery Function 3 Public Information & Community Relations Recovery Function 4 Individual Assistance Recovery Function 5 Volunteers & Donations Recovery Function 7 Health & Human Services
Water and Sewer Companies	Recovery Function 9 Utility Restoration
Wireless Telecommunications	Recovery Function 9 Utility Restoration

Recovery Function Activities

Table B-1
Pre-Event Activities

Activity/Task	Responsibility	Completed
Debris Management	Crowder Gulf (Will pre-permit debris sites)	
Emergency Management	Emergency Management	
Fire protection	Fire Departments	
Housing	Planning	
Emergency Medical needs	Emergency Medical Services / Rescue	
Pre-position Contracts	Legal Department	
Public Information	County Manager (Public Information Officer)	
Roads and bridges	North Carolina Department of Transportation	
Security	Sheriff	
Schools	Superintendant of Schools	
Shelter operations	Red Cross	
Utilities	Power/Electric Company (Dominion/Roanoke)	

Table B-2
Short Term Recovery Activities

Activity/Task	Responsibility	Completed
Assess citizen / community needs (IA)	Emergency Management Public Utilities / Building Maintenance Red Cross Salvation Army Social Services (Family Assistance)	
Assess public entity needs (PA)	Emergency Management Public Utilities / Building Maintenance County Manager Finance County Board of Commissioners	
Suppress fires and mitigate hazardous materials spills / containment	Fire Departments Fire Marshal	
Provide security in damaged areas	Sheriff North Carolina Highway Patrol	
Clear debris from public areas	Public Utilities / Building Maintenance Crowder Gulf Municipalities North Carolina Department of Transportation Solid Waste	

Assess immediate need for debris storage and disposal	Crowder Gulf	
Develop and generate reports for NCDEM and FEMA	Emergency Management Finance	
Develop public information	County Manager Emergency Management	
Establish receiving and distribution of commodities	Emergency Management Hertford County Schools	
Gather damage assessment information	Damage Assessment	
Gather financial - expenses information	Finance	
Open closed roadways	North Carolina Department of Transportation	
Restore electric power	Power/Electric Company (Dominion/Roanoke)	
Restore water and sewer	Water and Sewer Hertford County Utilities Division	
Shelter Operations	Red Cross Department of Social Services Hertford County Schools	

Table B-3
Long Term Recovery Activities

Activity/Task	Responsibility	Completed
Debris Management	County Manager Emergency Management Public Utilities / Building Maintenance Solid Waste	
Housing	Planning	
Individual Assistance	Federal Emergency Management Agency Red Cross Small Business Administration U.S. Department of Housing and Urban Development	
Infrastructure repair - restoration	All County Agencies and Departments Federal Emergency Management Agency North Carolina Department of Public Safety North Carolina Department of Environment and Natural Resources North Carolina Department of Transportation North Carolina Utilities Commission Power Company Small Business Administration	

	Telephone Company U.S. Department of Agriculture U.S. Small Business Administration	
Public Assistance	Federal Emergency Management Agency North Carolina Department of Public Safety	
Unmet Needs	Board of Commissioners Small Business Administration Social Services	

Attachment 3
Agency Contacts

Table C-1
County Agency Contacts

Agency/Department **Sub-Agency/Division**	**Contact Information**
All County Departments and Agencies	Retained in a separate contact list / database by Hertford County Emergency Management and individual departments, agencies and divisions. Database access authorization is required and is granted by Hertford County Emergency Management, the County Manager or the appropriate department head.

Table C-2
State Agency Contacts

Agency/Department **Sub-Agency/Division**	**Contact Information**
All State Departments and Agencies	Retained in a separate contact list / database by Hertford County Emergency Management and individual departments, agencies and divisions.

Table C-3
Federal Agency Contacts

Agency/Department **Sub-Agency/Division**	**Contact Information**
All Federal Departments and Agencies	Retained in a separate contact list / database by Hertford County Emergency Management and individual departments, agencies and divisions.

Table C-4
Private and Nonprofit Organizations Contacts

Organization	Contact Information
All Private and Nonprofit Organizations and Agencies	Retained in a separate contact list / database by Hertford County Emergency Management and individual departments, agencies and divisions.

Table C-5
Municipality Contacts

Municipality	Contact Information
All Municipal Departments and Agencies	Retained in a separate contact list / database by Hertford County Emergency Management and individual departments, agencies and divisions.

Attachment 4
Recovery Planning Methodology

This plan establishes the procedures and activities used by the County government and departments to return to pre-disaster conditions as quickly and efficiently as possible following an event. The plan should be used as a guiding document during the recovery phase of an event. Response phase activities are identified and outlined in the County's Emergency Operations Plan (EOP). Due to the cyclical nature of emergency management, there will be some overlap between the response and recovery phase. Recovery is a complex and long-term process that involves a range of activities and many participants. Recovery begins shortly after the disaster event occurs and can continue for many years. It involves short-term restoration of essential community functions and long-term rebuilding. It incorporates mitigation of hazards as restoration and rebuilding take place.

This plan addresses how to get financial, organizational, and human resources focused on both short-term and long-term needs based on locally defined priorities. Recovery actions involve:

- Analyzing post-disaster conditions and opportunities for restoring the community to pre-disaster condition or better
- Identifying needs and priorities in repairing and restoring essential facilities for short-term functioning of the community
- Initiating hazard abatement (short-term) and mitigation (long-term)
- Initiating housing recovery (temporary and long-term)
- Identifying the methodology for local business recovery and temporary business resumption
- Providing support for essential economic facility recovery (highways, railways, etc.)
- Maximizing available state and federal assistance.

RECOVERY PLANNING COMMITTEES

Recovery Plan Steering Committee

The Recovery Plan Steering Committee is the group that guides the development of the recovery plan. This group also takes ownership of the plan and is responsible for updating and maintaining the plan. The Recovery Plan Steering Committee is also responsible for improving the recovery process and setting up quarterly meetings to review the plan. The following is the list of members on the Recovery Plan Steering Committee.

Table D-1
Recovery Plan Steering Committee

Agency/Department	Sub-Agency/Division
Hertford County Board of County Commissioners	Clerk to the Board, County Attorney
Hertford County Manager	Public Information Officer
Hertford County Inspections	
Hertford County Maintenance and Grounds	
Hertford County Emergency Management	Fire Marshal, Emergency Medical Services
Hertford County Public Utilities	Maintenance, Solid Waste, Utilities
Hertford County Finance	Purchasing
Hertford County Tax Office	
Hertford County Department of Social Services	
Hertford County Health Department	
Hertford County Schools	School Bus
Municipal representatives	Mayor, Manager, Police, Finance, Inspections, Public Works, Utilities
Hertford County Fire Departments	
Hertford County Sheriff	
Private Contractors	Debris Management - Crowder Gulf
Private Business Representatives	Chamber of Commerce
Volunteer Agencies	Red Cross, Salvation Army

Recovery Functions and Primary Agencies

In order to facilitate productive meetings, the County and the State identified recovery functions to complement this plan. Each recovery function will have a corresponding plan that will describe the roles and responsibilities for both short-term and long-term recovery.

Table D-2
Recovery Group - Functions and Primary Agencies

Recovery Function	Task Leads
RF 1: Emergency Management	Emergency Management
RF 2: Administration / Continuity of Government	County Manager
RF 3: Public Information/Community Relations	Public Information Officer
RF 4: Individual Assistance	Social Services
RF 5: Volunteers and Donations	Volunteer Resources Coordinator
RF 6: Security and Re-entry	Sheriff
RF 7: Health and Human Services	Health Department *and* Social Services
RF 8: Public Works	Public Utilities / Crowder Gulf
RF 9: Utility Restoration	Public Utilities / Electric Utility Companies
RF 10: Planning and Mitigation	Planning and Safety *and* Building Inspections
RF 11: Economic Restoration and Recovery	Board of Commissioners
RF 12: Environmental Preservation & Restoration	Public Utilities

RF 13: Finance	Finance Department
RF 14: Housing	Inspections Department
RF 15: Education	Hertford County Schools Superintendent
RF 16: Agriculture	Cooperative Extension
RF 17: Receiving and Distribution	Emergency Management *and* County Schools
RF 18: Legal Department	County Attorney - Legal Department

Recovery Plan Committee

The Recovery Plan Committee is a large group that accounts for all the roles and responsibilities in the recovery functions. Therefore, if a department or agency has a role in any recovery function, they should be included in this group. Everyone listed in the committee plays a role in activating the recovery plan.

Table D-3
Recovery Committee
County Agencies

Agency/Department **Sub-Agency/Division**
Hertford County Board of Commissioners (Chairman)
Hertford County Manager
Public Information Officer
Hertford County Emergency Management
Hertford County Fire Departments
Hertford County Planning
Hertford County Public Utilities
Hertford County Finance
Hertford County Sheriff's Office
Hertford County Department of Social Services
Hertford County School System
Hertford County Health Department
Hertford County Tax Office

Table D-4
Recovery Committee
State Agencies

Agency/Department **Sub-Agency/Division**
North Carolina Division of Emergency Management
North Carolina State Disaster Recovery Team
North Carolina Department of Transportation
North Carolina State Animal Response Team

Table D-5
Recovery Committee
Federal Agencies

Agency/Department Sub-Agency/Division
Federal Emergency Management Agency
Centers for Disease Control
Small Business Administration

Table D-6
Recovery Committee
Private and Nonprofit Organizations

Organization
Red Cross
Salvation Army
Private Contractors

Table D-7
Recovery Committee
Municipalities

Municipality
Ahoskie
Cofield
Como
Harrellsville
Murfreesboro
Winton

Attachment 5
Laws, Regulations, Recovery Guidance Documents

The documents described in this section provide the legal basis and guidance for local governments to engage in recovery operations and seek reimbursement from the federal government. The County should review each of these documents on an annual basis not only to familiarize themselves with the governing statutes, but also to identify any changes to the regulations and guidelines.

- Code of Federal Regulations: Title 44 – Emergency Management and Assistance

  The Code of Federal Regulations – Title 44 Emergency Management and Assistance (44 CFR) provides procedural requirements for the PA Program operations. These regulations are designed to implement a statute based upon FEMA's interpretation of the Stafford Act. They govern the PA Program and outline program procedures, eligibility, and funding.

- Federal Emergency Management Agency (FEMA) Guidelines

Under the current federal system, FEMA coordinates the response and recovery efforts for all Presidentially declared disasters. FEMA provides guidance documents for local governments to be used for disaster planning and response. Three guidance documents that are generally associated with debris recovery have been summarized:

- FEMA Publication 322 – Public Assistance Guide
  The Public Assistance (PA) Guide provides a general overview of the FEMA PA Program protocols immediately following a disaster. The PA Program provides the basis for the federal/local cost-sharing program. This document specifically describes the entities eligible for reimbursement under the PA Program, the documentation necessary to ensure reimbursement, and special considerations local governments should be aware of to maximize eligible activities.

- FEMA Publication 323 – Applicant Handbook
  The Applicant Handbook is the official guide for local governments considering applying for reimbursement following a disaster through the PA Program. The Applicant Handbook should be used in conjunction with this plan immediately following a debris-generating event. The Applicant Handbook provides the rules, procedures, and sample documents that local governments need as the "applicant" to FEMA. The publication is formatted so that the applicant has a step-by-step guide for each phase of the reimbursement process including what information is critical to ensure reimbursement.

- FEMA Publication 325 – Debris Management Guide
  The Debris Management Guide is a publication specifically dedicated to the rules, regulations, and policies associated with the debris clean-up process. Familiarity with this publication and any revisions can aid a local government in limiting the amount of non-reimbursable expenses. The Debris Management Guide provides the framework for the debris removal process authorized by the Stafford Act including:
    - Elimination of immediate threats to lives, public health, and safety.
    - Elimination of immediate threats of significant damage to improved public or private property.
    - Ensuring the economic recovery of the affected community to the benefit of the community-at-large.

- Disaster Specific Guidance
  Disaster Specific Guidance (DSG) is a policy statement issued in response to a specific post-event situation or need in a state or region. Each DSG is issued a number and is generally referred to along with its numerical identification. These guidance documents typically relate to the authorization of private property cleanup, cleanup and payment for debris removal, or notification of large projects. Staff should be aware of any new DSG statements issued by FEMA following an event. Guidance changes from event to event and sometimes during an event.

- National Flood Insurance Program

The National Flood Insurance Program (NFIP) was created by Congress in 1968 to reduce the loss of life and property, and the rising disaster relief costs caused by flooding. The program was designed to achieve these goals by 1) requiring that new and future substantially improved buildings be constructed to resist flood damages, 2) guiding future development away from flood hazard areas, and 3) transferring the costs of flood losses from the American taxpayers to floodplain property owners through flood insurance premiums. In recent decades, over 80% of disaster losses nationwide have been caused by floods. The NFIP is a voluntary program based on a mutual agreement between the federal government and the local community. Federally backed flood insurance coverage is available to any property owner in return for mitigation of flood risks by community regulation of floodplain development. Flood insurance and most types of federal financial assistance, such as mortgage loans and grants, are available only in those communities that adopt and enforce a floodplain management ordinance that meets or exceeds the minimum NFIP standards.

- North Carolina Floodplain Mapping Program
  The North Carolina Floodplain Mapping Program develops Flood Insurance Rate Maps (FIRMs) for all North Carolina communities as part of the National Flood Insurance Program (NFIP). The project includes conducting flood hazard analyses and producing Updated/Reviewed, digital FIRMs (DFIRMs). The Updated/Reviewed DFIRMs produced through this project will help to protect lives and property and will contribute to the general well-being of North Carolina citizens. The Updated/Reviewed flood hazard data will provide current, accurate information for communities and property owners to make sound siting and design decisions when rebuilding after flooding disasters, when building new structures and infrastructure, and when retrofitting existing structures. Use of the data will dramatically reduce long-term flood losses in the state, alert those at risk of flooding of the need to purchase flood insurance, and facilitate more

precise flood risk determinations. In addition, the floodplain maps will be useful for many engineering and planning applications, such as site design, storm water management, transportation planning and design, and spill response.

- NFPA 1600

The ANSI/NFPA 1600 establishes a common set of criteria and terminology for disaster management, emergency management, and business continuity programs. This standard provides those with the responsibility for disaster and emergency management and business continuity the specific criteria to assess current programs or to develop, implement, and maintain a program to prevent, mitigate, prepare for, respond to, and recover from disasters and emergencies.

Additional references and authorities may be found in the Hertford County Emergency Operations Plan, Authorities and References section.

Attachment 6
Glossary of Terms

See comprehensive glossary - Hertford County Emergency Operations Plan

Attachment 7
County Profile

The County demographic profile is available from the North Carolina Department of Commerce, click here for more information.

Attachment 8
References Relative to Recovery Contained in the Emergency Operations Plan (EOP)

Recovery Function (RF)	Relative EOP Cross Reference
Recovery Function #1: Emergency Management	• Damage Assessment Annex • Emergency Management Role
Recovery Function #2: Administration & Continuity of Government	• Continuity of Government
Recovery Function #3: Public Information & Community Relations	• Notification & Warning Annex • Public Information Annex
Recovery Function #4: Individual Assistance	• Notification & Warning Annex • Public Information Annex • Unmet Needs Annex
Recovery Function #5: Volunteers and Donations	• Donations Management Annex • Receiving & Distribution Annex • Unmet Needs Annex
Recovery Function #6: Security and Re-entry	• Law Enforcement Annex • Terrorism Annex
Recovery Function #7: Health and Human Services	• Debris Management Annex • Public Health Annex • Receiving & Distribution Annex

	• Shelter Operations Annex • Unmet Needs Annex
Recovery Function #8: Public Works	• Debris Management Annex • Public Health Annex • Public Utilities / Building Maintenance Annex
Recovery Function #9: Utility Restoration	• Debris Management Annex • Public Utilities / Building Maintenance Annex
Recovery Function #10: Planning and Mitigation	• Debris Management Annex • Public Utilities / Building Maintenance Annex • Shelter Operations Annex • Hertford County Hazard Mitigation Plan
Recovery Function #11: Economic Restoration and Recovery	• Hertford County Hazard Mitigation Plan
Recovery Function #12: Environmental Preservation and Restoration	• Debris Management Annex • Public Utilities / Building Maintenance Annex • Hertford County Hazard Mitigation Plan
Recovery Function #13: Finance	• Basic Plan - Finance • Hazard Specific Checklists Recovery Sections • Damage Assessment Annex • Debris Management Annex
Recovery Function #14: Housing	• Hazard Specific Checklists Recovery Sections • Damage Assessment Annex • Shelter Management Annex • Unmet Needs Annex
Recovery Function #15: Education	• Damage Assessment Annex • Debris Management Annex • School Plan
Recovery Function #16: Agriculture	• Damage Assessment Annex • Debris Management Annex • Animal Protection Annex
Recovery Function #17: Receiving and Distribution	• Receiving & Distribution Annex • Unmet Needs Annex
Recovery Function #18: Legal	• Declaration of a State of Emergency • Authorities & References

Attachment 9
Administration Recovery Checklist

- ☐ Lead, guide and direct public recovery phases on behalf of the County.
- ☐ DO NOT terminate a declared local state of emergency until the majority of (if not all of) both short term and long term recovery projects have been completed or contracted for completion or until advice by the State to do so has been accepted.
- ☐ Instruct departments that have sustained damages and/or incurred expenses (i.e., overtime, equipment usage, etc.) to document such damages and expenses. Examples are:
  - ☐ Personnel time records, including regular and overtime salary.
  - ☐ Hourly rate for:
    - ☐ Wages
    - ☐ Retirement
    - ☐ Insurance (medical and workers comp)
    - ☐ Other benefits
  - ☐ Personal expenses *only* if they are disaster related (i.e., out of pocket expenses for supplies, food, fuel, etc.).
  - ☐ Travel expenses *only* if they are disaster related.
  - ☐ Expenses of the County for procurement of supplies and/or equipment used, rented, purchased or contracted during the period of the disaster.
  - ☐ Costs directly related to debris management.
  - ☐ Costs directly related to emergency response and/or other protective actions.
  - ☐ Direct administrative costs of collecting, maintaining, compiling and/or copying required reports, including the time of the personnel required to do so.
- ☐ Instruct departments to use the correct forms (see Public Assistance Forms - FEMA).
- ☐ Emphasize to departments the necessity for accurate and timely reporting of damages and expenses.
- ☐ Damages should be recorded using the database, as well as placed on necessary FEMA forms to present to the Federal Coordinating Officer or their representative.
  Note: It is necessary to record public *damages* in the database for local records management and value tracking.
- ☐ Once each department has completed their reports, instruct them to turn in reports to Finance or the appointed agency responsible for collecting and compiling the reports.
- ☐ Attend, or designate an authorized County representative to attend, an Applicant briefing at the location and time given by the State and/or Federal Coordinating Officer.
- ☐ Ensure the Request for Public Assistance (RPA) is completed accurately and on time and presented to the appropriate State and/or Federal representative.
- ☐ Appoint representatives of the County to serve with an Unmet Needs Committee.
- ☐ If an Unmet Needs Committee *has not* been formalized prior to, during or immediately following the disaster, establish one.
  - ☐ Unmet Needs Committee members should include, but not be limited to:

- ☐ County Departments that may offer services (i.e., Social Services, Health, Utilities, Library, Veterans Services, Aging, Transportation, etc.)
- ☐ Red Cross, Salvation Army, Goodwill, etc.
- ☐ Local churches or ministerial association members
- ☐ Other volunteer/community organizations

- ☐ Establish or appoint a chair for the committee.
- ☐ The Unmet Needs Committee is only to consider meeting individual or individual family needs that cannot be met by other local/state/federal programs and offerings of assistance. Almost all individuals will qualify for some level of assistance, but may choose not to accept or seek such assistance. Individuals who may qualify for other local/state/federal assistance will be candidates for consideration by the Unmet Needs Committee.
- ☐ Assist Unmet Needs Committee with meeting locations and staff support if appropriate to do so.

- ☐ Ensure Emergency Management is kept informed and serves as chief liaison with State Emergency Management and Federal Emergency Management.
- ☐ Expedite the issuance of contracts for emergency repairs to County properties.
- ☐ Expedite the issuance of contracts for debris management, debris removal, and debris disposal, if such contracts have not been issued or pre-arranged.

Attachment 10
Finance Department Recovery Checklist

- ☐ Receive a briefing from the Emergency Operations Center and/or County Manager and/or Damage Assessment Officer to determine the extent of damages to public facilities.
- ☐ Coordinate with all County departments and agencies to gather information.
- ☐ Produce reports and records that accurately reflect County costs incurred during the disaster including:
  - ☐ Personnel time records, including regular and overtime salary.
  - ☐ Hourly rate for:
    - ☐ Wages
    - ☐ Retirement
    - ☐ Insurance (medical and workers comp)
    - ☐ Other benefits
  - ☐ Personal expenses *only* if they are disaster related (i.e., out of pocket expenses for supplies, food, fuel, etc.).
  - ☐ Travel expenses *only* if they are disaster related.
  - ☐ Expenses of the County for procurement of supplies and/or equipment used, rented, purchased or contracted during the period of the disaster.
  - ☐ Costs directly related to debris management.
  - ☐ Costs directly related to emergency response and/or other protective actions.
  - ☐ Direct administrative costs of collecting, maintaining, compiling and/or copying required reports, including the time of the personnel required to do so.

- ☐ Assist expediting the issuance of contracts for emergency repairs to Hertford County properties.
- ☐ Assist expediting the issuance of contracts for debris management, debris removal, and debris disposal, if such contracts have not been issued or pre-arranged.
- ☐ Prepare or appoint personnel to prepare all State and Federal documentation for Public Assistance.
- ☐ Be familiar with the FEMA Equipment and Cost Code schedule.
- ☐ Prepare reports or other documents to present to the County Manager and/or the Board of Commissioners, as directed by the County Manager.
- ☐ Assess immediate and long term budget impacts.
- ☐ Consult with the Tax Assessor / Tax Office to determine potential revenue (tax) losses from damaged or destroyed private properties including residential and industrial.
- ☐ Consult with Cooperative Extension to determine potential revenue (tax) losses from damaged or destroyed agriculture properties.
- ☐ Carry out other relative functions as instructed by the County Manager.
- ☐ See other hazard specific checklists for possible additional information or guidance.

DONATIONS MANAGEMENT

Hertford County Emergency Operations Plan

Updated/Reviewed: June 7, 2013

Responsible Agency: Interfaith (volunteer)

Attachments	
Attachment 1	Preparedness / Response Checklist
Also see	
Annex	Receiving and Distribution
	Direction and Control
	Unmet Needs
Plan	Disaster Recovery Plan

I. PURPOSE

This section describes the function of managing goods and services that are donated, in the event of a major disaster, for relief of residents of Hertford County or for the collection of goods donated by the residents of Hertford County to be shipped to victims in other disaster areas.

II. SITUATION AND ASSUMPTIONS

A. **Situation**

1. Historically, persons not directly affected by a disaster are eager to render aid to disaster victims through donations of money, goods, and services.

2. Lack of an organized system of management for the identification, receipt, organization, and distribution of donated goods and services will result in confusion and loss of control of donated resources.

3. The timely release of information to the public regarding needs of victims and points of contact is essential to management of donated goods and services.

4. At the national level, several organizations have established telephone numbers for disaster relief inquires; these organizations include FEMA, the American Red Cross, and the Salvation Army. The State of North Carolina will also establish a telephone line when the situation dictates.

5. Suitable facilities, equipment, and personnel are needed for the management of donated goods.

6. The coordination of the collection, packaging, and shipment of goods to a disaster area is best accomplished at the county level.

7. The distribution of donated goods must be coordinated with the identification of unmet needs.

B. **Assumptions**

1. Suitable space and equipment will be available to receive, sort, and store incoming donated goods and volunteer resources.

2. Adequate personnel for donated goods operations will be available.

3. Multiple local distribution sites will be able to be made convenient to the affected populations.

4. A central reception and distribution site will be established, by the state, away from the disaster area.

5. An aggressive public information effort will expedite the distribution of goods to disaster victims as well as limit an influx of unwanted goods.

6. Local transportation will be available to ship the donated goods to other disaster locations.

7. There will be a surplus of some donated goods that will require disposal.

8. Citizens and businesses in the County will elect to donate money and goods to disaster victims elsewhere and will seek guidance on methods of participation.

9. Some donors will seek to bypass the distribution system established by the County.

10. Charitable and religious organizations will offer their assistance in managing and operating distribution centers.

III. CONCEPT OF OPERATIONS

A. **General:**

1. The goal in donations management is to establish an approach whereby goods and services, if they cannot be discouraged, will be directed to a central reception center away from the disaster area where they can be sorted and organized for distribution.

2. Prior agreements have been made with volunteer organizations to handle the receipt and distribution of donated goods, specifically the Hertford County Interfaith organization.

3. After a disaster, Emergency Management, along with local officials and private voluntary organizations, must assess as quickly as possible the needs of the impacted area, begin requests for the needed resources and notify the State Emergency Operations Center Common Function for Donation Management.

B. **Receipt of Donated Goods:**

1. A lead agency will be designated for the reception and distribution of donated goods and services. In Hertford County, the lead agency will be the Interfaith organization and co-managed by the Department of Social Services.

2. The magnitude and severity of the disaster will dictate the amount of space and personnel required for the reception and distribution process.

3. The lead agency will coordinate with other relief agencies working on the disaster to ensure needs are met without duplication of efforts.

4. A central reception and sorting center for donated goods will be established by the County as needed and separate locations convenient to the affected area(s) of the County can be used as distribution centers. Distribution centers will normally be local fire departments and/or church buildings in the effected area.

5. Operational personnel will be provided by Interfaith, or as necessary, solicited from the list of available personnel resources.

6. Public information regarding distribution and reception sites, needed goods, volunteers, and other pertinent matters will be coordinated with and by the county Public Information Officer.

7. Request for needed goods and re-supply of needed goods will be channeled through the state EOC Common Function Donations Management and the state distribution center when it has been established.

8. Upon receipt of donated goods they should be sorted and packaged in a manner suitable for distribution.

9. Surplus donated goods will be disposed of in a manner consistent with the donor's apparent intent.

10. Designated donations

    - A designated donation is an offer of a donation made to and accepted by an organization or a specific donation requested by an organization.
    - Inquiries concerning donations for a specified organization will be referred to that organization. The organization accepting/receiving the donation will follow its own policies and procedures for handling the logistics involved.
    - Once an offered donation has been accepted, it is a designated donation and belongs to that agency.
    - Distribution of a designated donation will be accomplished by the receiving organization's procedures and under various other plans, such as mass feeding or sheltering.

11. Unsolicited donations

    Interfaith, as designated lead agency, will use various volunteer agencies and will organize and direct donations management activities in Hertford County. Their activities will be coordinated with the Emergency Management Coordinator.

    The Department of Social Services will assume the duties of donations management in the event Interfaith is unable to provide sufficient resources for the task. other volunteer organization will provide support as requested.

    Hertford County Emergency Management will assign a lead agency for direction and control of Donations Management in the event Interfaith or the Department of Social Services is unavailable. other volunteer organization will provide support as requested.

Designated goods.

- Unsolicited/undesignated goods are those donations which have arrived, but have not been requested by an agency.
- Every effort will be made to designate every shipment to a specific agency.
- As a last resort, shipments which are unsolicited and undesignated will be directed to the reception center.
- Unsolicited donations that cannot be directly sent intact to a using organization from the reception center will be unloaded, sorted, classified, and stored as a donation arrives.

12. Transportation
    - The transportation of goods from the donor to the receiving organization will be the responsibility of the donor. Exceptions to this will be on a case by case basis and only the most desperately needed items.
    - Transportation of donated goods from the reception center to the distributions points will be accomplished using local, state, or in some cases, federal resources.

13. Voluntary Services
    - Persons calling may wish to volunteer their personal time and services.
    - The phone bank operators, or others taking inquires from volunteers, will encourage individuals interested in volunteering services to affiliate with a recognized private voluntary organization or other organized group of their choice.
    - The local emergency management office and local officials will identify potentially needed volunteers who have specific technical skills.
    - Public-sector volunteers will be registered through the Donations Management lead agency and will be called upon by agencies seeking particular skills.
    - The will coordinate the housing and feeding of public volunteers.

IV. DIRECTION AND CONTROL

A. A designated donation is an offer of a donation made to and accepted by an organization or a specific donation requested by an organization.

B. Inquiries concerning donations for a specified organization will be referred to that organization. The organization accepting/receiving the donation will follow its own policies and procedures for handling the logistics involved. Once an offered donation has been accepted, it is a designated donation and belongs to that agency.

C. Distribution of a designated donation will be accomplished by the receiving organization's procedures and under various other plans, such as mass feeding or sheltering.

V. CONTINUITY OF GOVERNMENT

The line of succession is:

1. Interfaith of Hertford County
2. Director, Hertford County Department of Social Services
3. Hertford County Emergency Management

Attachment 1
Donations Management Preparedness/Response Checklist

Emergency Management Coordinator:

- ☐ Appoint a Donations Manager / Coordinator or donations management organization (United Way).
- ☐ Donations Manager then becomes part of EOC Logistics Group.
- ☐ Pre-determine locations that will be both suitable and available to receive large quantities of donated goods (i.e. warehouses).

Donations Manager:

- ☐ Develop detailed plans and procedures to quickly establish Receiving and Distribution Center(s) that will support this annex.
- ☐ Report to the Emergency Operations Center and serve with the Logistics Group until relieved.
- ☐ Receive a situational briefing and understand your assignment. Ask questions and receive answers during the briefing.
- ☐ Appoint a secondary or assistant Donations Manager (Assistant Director, Parks and Recreation).
- ☐ Establish Donations Receiving and Distribution Center(s).
- ☐ Assign or appoint a Distribution Center manager (or as many managers as necessary for the number of distribution centers that will operate).
  Note: Distribution Center managers should be familiar with stocking, classifying materials and methods of bulk material handling.
- ☐ Assign or appoint a Receiving Center manager (or as many managers as necessary for the number of receiving centers that will operate).
  Note: Receiving Center managers should be familiar with stocking and classifying materials and methods of bulk material handling and shipping. Receiving Center managers are likely to deal with truck drivers as well as members of the public who may desire receipts for materials they are delivering.
- ☐ Coordinate with the Public Information Officer to release information:
  - ☐ Types and quantities of supplies or materials needed.
  - ☐ Location of Distribution Center(s).
  - ☐ Dates and times of Distribution Center operations.
  - ☐ What the Distribution Center has available for the public.
  - ☐ General public guidelines (rules) for the distribution of donated goods.
- ☐ Coordinate with the EOC Human Services Group for:

- ☐ Additional resources such as manpower, equipment and additional locations.
- ☐ Security and traffic control.
- ☐ Locations for reception area(s) - (where donated goods will be received).
- ☐ Transportation resources to transport donated goods to Distribution Centers.

☐ Ensure adequate staffing of Receiving and Distribution Center(s).

☐ Once receiving and distribution locations are established, establish and maintain communications.

☐ Ensure adequate safety guidelines are followed (OSHA) for use of equipment (i.e. forklifts).

☐ Ensure Receiving Center personnel are provided with adequate and appropriate safety equipment and receive appropriate training.

☐ Ensure Distribution Center personnel are provided with adequate and appropriate safety equipment and receive appropriate training.

☐ Prepare written reports to submit to the EOC Human Services Group as required or requested.

☐ Track personnel and equipment and keep appropriate logs.

☐ Perform other tasks as assigned.

EMERGENCY ENERGY PROGRAM

Hertford County Emergency Operations Plan

Updated/Reviewed June 7, 2013

Responsible Agency: Energy Division; NC Department of Commerce

Attachments	
Attachment 1	Energy Emergency Reporting Form
Also see	
Checklist	Major Power Failure Checklist

I. PURPOSE

This appendix provides additional information to the Multi-Hazard Plan to effectively and expeditiously respond to energy emergencies and to meet the jurisdiction's responsibilities in cooperation with G.S. 113B-20, G.S. 113B-21, G.S.113B-22, G.S. 113B-23, G.S. 113B-24 and the North Carolina Energy Policy Council's Emergency Energy Program.

II. SITUATION AND ASSUMPTIONS

A. Situation

1. A general energy emergency in the County could involve all facets of multi-hazards planning to include alert and notification, response, evacuation and sheltering of partial or entire jurisdiction populations.

2. The threat of a major disaster caused by an energy crisis has greatly increased because of the increase in everyday usage of energy due to technology and the availability of energy forms to the populations. Comparatively, the conservation of energy usage has enhanced vulnerability of disaster through a regional approach to national security.

3. An energy crisis will exist upon finding by the Governor that there is an actual or impending shortage or curtailment of usable, necessary energy resources to the extent that the maintenance of necessary services; and protection of public health, safety and welfare; or the maintenance of a sound basis state economy is imperiled.

B. Assumptions

1. An energy crisis/emergency could involve many hundreds of people within the jurisdiction without any warning.

2. An energy crisis/emergency may require the public to shelter-in-place or to evacuate, depending on conditions at the time of the emergency.

3. Plans will presume that most, but not all people affected by a energy crisis/emergency will follow instructions and shelter-in-place or relocate to their designated reception areas.

4. Public notification and warning, and evacuation, if required, will be in accordance with the Notification and Warning Annex and evacuation policies and procedures described in the Evacuation and Transportation Annex of this Multi-Hazard Plan.

5. The local jurisdiction must cope with the situation, at least in the initial response phase, without any assistance from outside the jurisdiction. It is presumed that local emergency management services will restrict or reroute traffic and conduct evacuation and/or shelter-in-place protective actions as required.

6. Energy crisis/emergencies require certain actions to be taken to bring into balance the energy supply demand equation. Two types of action can be considered to adjust an imbalance: (1) Curtailment of demand, and (2) Allocation of available supplies.

7. Substantially more data collection for a better understanding of supply/demand patterns is necessary in order to effectively evaluate savings (and losses) of voluntary and mandatory conservation criteria.

8. It is presumed that the jurisdiction's emergency response personnel are aware of the resources and materials available to them to use in an energy crisis. Refer to the County Resource Manual.

III. CONCEPT OF OPERATIONS

A. The potential of an energy crisis/emergency exists in the county jurisdiction on a 24 hour basis in relation to the supply and demand for energy. There are two types of actions that can be considered to bring the energy supply demand equation into balance: (1) Curtailment of demand, and (2) Allocation of available supplies. Information from local government sources concerning energy producers, distributors, transporters, and consumers within the jurisdiction will be forwarded through the Area Emergency Management Office for passage to the designated state agencies. This information will be pooled to the NC Energy Policy Council to prepare the basis for a declaration. A declaration would provide provisions for the establishment and implementation of programs, controls, standards, priorities, and quotas for the allocation, conservation and consumption of energy resources; the suspension and modification of existing standards and requirements affecting or affected by the use of energy resources.

B. This plan recognizes that an energy crisis/emergency can change with time, and necessitate escalating the response to a higher level, or down-grading the response to lower levels as the situation is controlled. The level of response will be determined by the population and property threatened in relation to supply and demand levels.

C. This plan acknowledges that the primary issue will be fuel allocation and its' process of application in the event of energy resource conservation measures. Still with the various forms of energy emergency potential (i.e. electricity, coal, fuel, and natural gas) warning and notification of special populations, evacuation, sheltering in-place, and/or sheltering of populations could be required. Warning and notification, evacuation, and sheltering will be in accordance with Annexes of the Multi-Hazard Plan.

D. Within the National Response Framework, energy is an emergency support function (ESF). ESF12 outlines the operational guidance for agencies involved in this function.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. **General**

All agencies at the disposal of a local jurisdiction may be utilized during an energy crisis/ emergency. Therefore, all agencies will be responsible for informing and training their personnel on the potential of energy emergencies, standard operating procedures for responding to those emergencies, and specific means for gathering information to be forwarded through the chain of responsibility. All procedures should be Updated/Reviewed as needed.

B. **Jurisdiction Responsibilities**

1. *Chairman, County Commissioners:*

   In addition to specific assignments of responsibility identified in the basic plan, each annex, and other directives, the Chairman of the County Commissioners will encourage cooperation of agencies, businesses and citizens to mitigate an energy emergency.

2. *County Manager:*

   In addition to specific assignments of responsibility identified in this plan, the County Manager shall have the following roles:
   - Ensure means are available within the jurisdiction to gather necessary information, i.e., fuel storage facilities, major distributors and end-user status, during the energy emergency status.
   - Provide administrative support to the energy emergency efforts.
   - Ensure timely and equitable implementation of the contingency and the energy program.
   - Provide general assistance to the State in minimizing the adverse social and economic aspects of energy supply disruptions by encouraging recommended conservation programs both in the public and private sectors.

3. *Emergency Management Coordinator:*

   In addition to other duties and responsibilities, the EMC shall have the following roles:
   - Provide sources of information and coordination at the local level; assist the area staff and the energy policy council in obtaining the essential data for implementation of contingency plans, i.e., tertiary storage facilities, locations (town, county) of facilities and jurisdiction consumer status.
   - Furnish timely information on the local supply and provide technical and educational assistance to wholesalers, wholesale purchase-consumers and end users, i.e., awareness programs of energy emergencies, forms processing and training programs.
   - Maintain general awareness of supply and demand within the jurisdiction through the Local Emergency Planning Committee: SARA Title III information to include extremely hazardous and hazardous chemical facilities and petroleum distributors and products.

C. **State Responsibilities**

1. The *State Emergency Management Division* is responsible for support in accordance with state statutes, when requested, to the local jurisdictions. The State Emergency Response Team (SERT) is available, as required, for assistance in the event of an accident. Most state agencies (especially those with

a response role such as Environmental Management, Solid and Hazardous Waste, State Highway Patrol, National Guard, and others) are available to assist local jurisdictions through the State Emergency Response organization.

2. *North Carolina Energy Division; Department of Commerce:*

   - Coordinate the State effort to monitor the total energy situation on supplies imported into the State.
   - Maintain an awareness of weather and other social and economic factors having impact on energy supplies and demand.
   - Identify and determine the nature and severity of expected energy shortages.
   - Provide for daily communications with and gather information from significant energy producers, distributors, transporters and major consumers as determined by the Governor and the Energy Policy Council.
   - Provide data, carry out continuing assessments of the crisis situation and make recommendations to the Energy Policy Council for presentation to the Governor.
   - In situations of shortfall or distribution imbalance involving petroleum and non-utility coal which cannot be resolved locally, attempt to seek a solution through coordination with petroleum prime suppliers, wholesale-purchaser-resellers, North Carolina Coal Institute, the retail coal dealers, and Emergency Management (information coordination).
   - Administer any Federal and State mandatory allocation and/or rationing programs for petroleum as directed by the Governor and/or the Federal authorities.
   - Provide, where possible, for assistance to end-users and consumers experiencing hardship and emergency situations.
   - In the event the Federal Government imposes Energy Conservation or other programs, the Energy Division (DOC) will become the coordinating and managing agency.

3. *Area Coordinators:*

   - Maintain general awareness of the energy supply/ demand situation in respective areas.
   - Collect data and disseminate information to all local sectors as directed by the Emergency Management Division.
   - In any situation where a local solution cannot be found, the Energy Division should be notified through appropriate Emergency Management channels.

V. DIRECTION AND CONTROL

Upon the declaration of an energy crisis pursuant to G.S. 113B-20, the overall direction and control of emergency activities is vested with the Governor of North Carolina. Pursuant to G.S. 113B-23 the Energy Policy Council shall become the emergency energy coordinating body for the State.

VI. CONTINUITY OF GOVERNMENT

Lines of succession for agencies and officials involved in an energy crisis/emergency are in accordance with established procedures.

VII. ADMINISTRATION AND LOGISTICS

A. Specific agencies involvement and generation of standard operation procedures will be developed by the agencies to cope with an energy emergencies.

B. Awareness and education of developed SOP's will be accomplished by the agencies administrative leaders. Coordination will be through the Emergency Management Coordinators and local government administrations.

C. Local awareness and overall preparation for an energy crisis will be in accordance with the NC Energy Emergency Program.

D. General response to an energy emergency within the jurisdiction will be coordinated through the Emergency Management Coordinator so as to allow for a cohesive application of response and flow of information throughout the chain of responsibility.

VIII. PLAN DEVELOPMENT AND MAINTENANCE

A. The Emergency Management Coordinator will coordinate application of the Energy Emergency Program Plan within the jurisdiction.

B. The plan will be Updated/Reviewed as needed and/or directed and will be a part of the current Multi-Hazards Emergency Operations Plan for the jurisdiction.

C. The Local Emergency Energy Plan will be approved by the Emergency Management Coordinator, the County Manager, and the Chairman of the County Commissioners once acknowledged for local application.

IX. AUTHORITIES AND REFERENCES

A. Emergency Energy Program; North Carolina Energy Policy Council.

B. North Carolina General Statutes 113B-20, 21, 22, 23, 24.

C. Guide for the Development of State and Local Emergency Operations Plans CPG-1-8, 1985 and CPG-1-8A, 1988.

D. Local Emergency Ordinances

Attachment 1
ENERGY EMERGENCY REPORTING FORM

Energy Division Use Only

Date Recd_____

Recd By_____

County Code_____

Log # _____

Report for filing as requested by the Energy Division (N.C. Dept. of Commerce) when an energy crisis as defined in G.S. 113B-20 exists or may be imminent. (G.S. 143B-447)

EMERGENCY MANAGEMENT COUNTY INFORMATION

As Requested by the Energy Division -N.C. Dept. of Commerce

1. County _____

2. Date _____

3. Area Office _____

4. County EM Coordinator _____

5. Address of County Office (or Coordinator's Address) _____
(Address) (City)
(State) (Zip Code)

6. Telephone (____)_____ FAX Number _____

7. **PETROLEUM SUPPLIER INFORMATION:**

A. Supplier: _____

B. Address of Supplier: _____
(Address) (City) (State) (Zip Code) (Telephone)

C. Supplier Contact: _____ Telephone _____ FAX Number (if available)_____

D. Product	Current Inventory (gallons)	Storage Capacity (gallons)	Normal Inventory (gallons)
1. Gasoline Unleaded	_____	_____	_____
2. No. 2 Diesel	_____	_____	_____
3. No. 2 Fuel Oil	_____	_____	_____
4. Kerosene	_____	_____	_____
5. Propane	_____	_____	_____
6. Other _____	_____	_____	_____

E. Expected time current inventory will last under ordinary distribution demand _____

F. Schedule for receiving additional stocks_____

G. Do you request that the information contained in this report remain confidential?_____

Completed by Emergency Management County Coordinator:

Signature _____ Date_____

Reviewed by Area Coordinator:

Signature _____ Date_____

EMERGENCY MEDICAL SERVICES

Hertford County Emergency Operations Plan

Updated/Reviewed June 7, 2013

Responsible Agency: Emergency Medical Services

Attachments	
Attachment 1	Preparedness/Response Checklist
Also see	
Annex	Direction and Control
	Evacuation and Transportation
	Shelter and Mass Care
	Terrorism Response
Checklist	Aircraft Accidents

I. PURPOSE

This procedure provides assistance to the general public by administering medical services during a natural, man-made, or technological emergency.

II. SITUATION AND ASSUMPTIONS

A. Situation

- Most emergency situations can lead to physical harm or bring about other internal medical problems.
- A well-planned medical support network is essential during emergency situations.
- Depending on the nature of the incident, complications may include traumatic injury or even death.

B. Assumptions

- A large-scale emergency may result in increased demands on hospitals, medical, and emergency medical transport services personnel.
- Many injuries both minor and relatively severe, will be self-treated by the public.
- People other than medical personnel will transport many injured to medical facilities.
- EMS is most critical within the first 30 minutes of the emergency. Mutual aid assistance usually arrives after this critical period.
- Resources available through area and regional medical services mutual aid agreements will be provided.
- When local resources can no longer meet the demand of the situation, State agencies will be contacted to provide additional resources and/or assume control of the response.
- Catastrophic disasters may affect large areas of the County and medical resources may be damaged, destroyed, or unavailable.
  Standard operating guidelines will be developed to guide emergency medical

responders in the treatment of patients and personnel involved with hazardous materials incidents.

III. CONCEPT OF OPERATIONS

A. Emergency operations for EMS services will be an extension of normal agency operations.

B. Coordination between EMS providers is necessary to ensure emergency operational readiness.

C. EMS will provide field medical care as needed during emergency situations and coordinate necessary medical transportation.

D. During mass casualty incidents, EMS will establish patient triage, holding, and treatment and transportation areas.

E. When necessary, an EMS official will be located at an established command post to coordinate responding medical units and establish communication links with hospitals and the Communications Center.

F. Transfer of authority on-scene will be in accordance with established procedures.

G. Within the National Response Framework, medical services (including emergency medical services) is an emergency support function. (ESF#8).

IV. DIRECTION AND CONTROL

A. The EMS director and/ or manager will direct and control EMS operations. For on-scene incidents, the senior officer will assume direction and control.

B. The EMS director and /or manager will maintain communications with their field forces and will keep the EOC informed of activities performed along with personnel and equipment needed to maintain adequate response and recovery efforts.

C. The EMS director and/ or manager will coordinate efforts between the County EMS and other medical response units in the event of an emergency situation.

V. CONTINUITY OF GOVERNMENT

Line of Succession:

1. Emergency Medical Services Director
2. Emergency Medical Services Paramedic in charge as designated by Director
3. Emergency Medical Services Paramedic

Attachment 1
Emergency Medical Service Checklist

Emergency Medical Services Director:

- ☐ Upon notification report to the Emergency Operations Center to serve in the Operations group.
- ☐ Receive a situational briefing from the EOC. Ask questions and address concerns during the briefing.
- ☐ Brief the EOC and/or the Incident Commander regarding:
  - ☐ Number of BLS and ALS units available
  - ☐ Number of personnel available to operate both BLS and ALS units
  - ☐ Status of hospitals and number of beds available or total persons that may have to be evacuated by EMS
  - ☐ Status of other medical or care facilities that may require EMS
  - ☐ Status and number of medical personnel that may be on call (EMS/First Responders, etc.)
- ☐ Based upon briefing anticipate the number of units that will be necessary to carry out the EMS mission.
- ☐ Request mutual aid assistance if warranted.
- ☐ If mutual aid is not available from surrounding jurisdictions, request additional resources through the Emergency Management Coordinator/Incident Commander.
- ☐ Brief EMS supervisors.

Emergency Medical Services Supervisors:

- ☐ Receive a situational briefing from the EMS Director and/or Incident Commander. Ask questions and address immediate concerns.
- ☐ Prepare a briefing for BLS and/or ALS personnel and include:
  - ☐ Number of BLS and ALS units available
  - ☐ Number of personnel available to operate both BLS and ALS units
  - ☐ Status of hospitals and number of beds available or total persons that may have to be evacuated by EMS
  - ☐ Status of other medical or care facilities that may require EMS
  - ☐ Safety
  - ☐ Location of replacement medical supplies if different from normal locations
  - ☐ Special instructions, maps, charts or other information (i.e. evacuations are occurring or about to occur)
  - ☐ Current and forecasted weather

- [ ] Inspect units and ensure they are properly equipped and supplied at the beginning of each shift.
- [ ] Carry out other duties that are "normal" day-to-day functions of a supervisor.
- [ ] Ensure accurate mileage records and personnel time records are kept, and during a disaster ensure copies are made and appropriate reports filed regarding overtime.
- [ ] Prepare and submit required or necessary reports to the Director in a timely manner.
- [ ] Immediately report any death or injury of personnel to the Director.
- [ ] Immediately report any unit damaged or in need of repair that may take it out of service.
- [ ] Establish and maintain communications with all units at all times.
- [ ] If not already established, prepare a staging area for EMS units that will be coming to assist and appoint a staging officer if one has not already been appointed.
- [ ] If staging has been established maintain communications with the Staging Officer and dispatch relief or additional units from the staging area as required.
- [ ] Ensure you or the Staging Officer briefs all units that will be coming to assist, and that they have a clear understanding of their mission assignments.
- [ ] Do not hesitate to inspect credentials of assisting personnel and/or equipment and supplies. Relieve any personnel that are not properly trained for the assignment or remove any unit from service that does not meet BLS or ALS standards.
- [ ] If, upon arrival at the scene of any emergency where multiple agencies are involved and Incident Command *has not* been established, establish Incident Command and assume the command function until relieved or the circumstances no longer require Incident Command.
- [ ] Carry out other functions as the circumstances dictate or by instruction of the Director and/or Incident Commander.

EMERGENCY OPERATIONS CENTER

Hertford County Emergency Operations Plan

Updated/Reviewed June 7, 2013

Responsible Agency: Emergency Management

Attachments	
Attachment 1	Key Alert List
Attachment 2	EOC Telephone Numbers
Attachment 3	EOC Activation Checklist
Attachment 4	EOC Command Flow
Attachment 5	EOC to Field Incident Command Flow
Also see	
Annex	Direction and Control
	Incident Command System Forms
Checklists	Hazard Specific Checklists

I. GENERAL

A. Purpose

The purpose of this SOG is to establish standard procedures for the activation and operation of the Hertford County Emergency Operations Center (EOC). Also see Direction and Control for continuity of government and lines of succession in overall operations, including the Emergency Operations Center.

B. Scope

1. This SOG includes organizational and functional procedures necessary to activate and operate the EOC quickly and efficiently.

2. This SOG will apply except when modified as needed to meet specific conditions and situations. Modifications will be carried out by the Emergency Management Coordinator or his/her designee.

3. State and Federal agencies responding to or coordinating with Hertford County will operate through and within the direction and control of the Emergency Operations Center of the County. Only when direction and control has been relinquished to the State will EOC operations be subordinate to State or Federal direction and control.

C. Facility

The EOC is located in the Hertford County Emergency Services building, at 102 Industrial Park Road, Winton, North Carolina. The alternate EOC facility will be the Hertford County Office Building at 704 North King Street in Winton.

D. Function

The Emergency Operations Center provides necessary space and facilities for the

centralized direction and control of the following functions:

1. Direction of emergency operations.

2. Communications and warning.

3. Damage assessment and reporting.

4. Containment and/or control of hazardous material incidents/emergencies.

5. Dissemination of severe weather watches and warnings.

6. Actions to protect the health and safety of the general public, to include:
    - Public Information, instructions, and directions
    - Evacuation and/or sheltering

E. **Manning**

The Hertford County EOC will be manned by representatives of county and city governments involved in emergency operations and volunteers from civic organizations as appropriate. Personnel are listed in Attachment 1 of this document.

II. ACTIVATION OF EOC

A. **Warning/Alerts**

1. *Source and Means of Receipt*

   Warnings/alerts may be received from any source and by any means. The more likely sources and means are shown below. Warnings or directed messages will be verified according to developed procedures to preclude unnecessary reaction to possible prank notification.
    - On-the-scene personnel
    - Weather Service
    - State Highway Patrol
    - Division of Criminal Information (DCI)
    - EM Coordinator, EBO
    - News Media
    - Hazardous materials fixed facilities in City / County

2. *Persons to Receive Messages*
    - Warning may be received by Hertford County Communications Center.
    - Warning/alerts may also be received by Hertford County Emergency Management Coordinator or their representative.

B. **Alerting Procedures**

Upon receipt of an authentic warning message, the Emergency Management Coordinator will:

1. Consult with the appropriate county and/or city officials and make recommendations for the activation of the EOC.

2. Initiate alerting/notification procedures to extent directed in the manner prescribed in this SOG.

3. Officials alerted by the action prescribed above will alert those individuals and/or departments for which they are responsible.

C. **Activation**

1. The EOC will be considered activated when sufficient personnel for operational activities are physically present.

2. Reporting - All personnel reporting for duty in the EOC will make their presence known to the Emergency Management Coordinator or their section leaders.

3. When the EOC is activated, space will be utilized as suits the operation and designated by the Emergency Management Coordinator.

4. The initial situation briefing will be provided by the Emergency Management Coordinator when the EOC is activated. Subsequent briefings will be held as needed.

III. ORGANIZATION

A. **Staffing**

1. Full Activation

2. Limited (Partial) Activation - Sections will be represented as directed by the Emergency Management Coordinator.

B. **Operations groups will be composed of the following:**

1. ***Command***
   - Chief executives (i.e., County Commission, County Manager)
   - Emergency Management Coordinator
   - Public Information Officer
   - Safety Officer
   - S.E.R.T. (State Emergency Response Team) Representative

2. ***Operations***
   - Operations Director / Manager
   - Law Enforcement
   - Fire Services / Fire Marshal
   - Public Works / Maintenance
   - Social Services
   - Emergency Medical Services
   - Public Health Authority

3. ***Planning***
   - Hazardous Materials safety
   - Mental Health
   - Cooperative Extension
   - Data Center

- Damage Assessment * As required
- Animal Control * As required
- Other technical support services

4. ***Logistics***
   - Communications
   - School System
   - A.R.E.S. (Amateur Radio)
   - Salvation Army / Other volunteer agencies or organizations
   - Hertford County Interfaith
   - Other volunteer or support agencies

5. ***Finance***
   - Finance Officer
   - Purchasing

IV. OPERATIONAL PROCEDURES

A. General Duties and Responsibilities

1. ***Command Group***

- **Chief Executives**

  The Chief Executives are responsible for the formulating of policy and operational guide lines for the conduct of emergency operations. They are also responsible for the overall management of survival and recovery efforts.

- **Emergency Management Coordinator**

  The County Emergency Management Coordinator is charged with planning, organizing, directing and supervising emergency operations conducted within the County, and in addition to responsibilities outlined in the Basic Plan, shall have the following duties:
  - § Assign and where necessary, train personnel to accomplish required tasks in the operation of the EOC.
  - § Ensure that the EOC SOG and appropriate Annexes are periodically Updated/Reviewed.
  - § Maintain sufficient supplies and equipment to ensure the operational capability of the EOC.
  - § Supervise and coordinate the functions during operations.
  - § Provide briefings as needed.
  - § Such other tasks as may be required to safeguard property and protect the people of Hertford County in emergencies.
  - § Locate and coordinate resources and resource requests.

- **Public Information Officer** (PIO)

  The Public Information Officer is responsible for overall coordination of public information activities, and in addition to responsibilities outlined in the Basic Plan shall have the following duties:
  - § Establish procedures for the dissemination of information.
  - § Provide the public with educational-type information for their

safety and protection.
    - § Disseminate public instruction and direction.
    - § Act as the government's point-of-contact with the news media.
    - § Serve under the direction of the County Manger or designee.

- o **S.E.R.T.** (State Emergency Response Team)

  The SERT representative is responsible for overall coordination of state and federal response resources and obtaining such resources from appropriate state and/or federal agencies. This person shall have the following roles:
    - § Forward requests for assistance and/or resources to the appropriate state agencies.
    - § Keep local officials briefed on the activities of the state.
    - § Carry out other duties assigned by the state.

2. ***Operations Group***

- o **Operations Director/Manager**

  The Operations Director controls the activity of those agencies making a direct response in the containment and reduction of the emergency. This person shall have the following roles:
    - § Be the recipient of all incoming information concerning the emergency situation.
    - § Have available the most current status of resources (i.e., manpower, equipment and supplies), in and out of government.
    - § Establish a priority of effort based on the two preceding items of information.
    - § Be supported within the EOC by the Administrative Department of county government which will:
        - Maintain a complete record of activities in chronological order.
        - Provide personnel for secretarial and clerical activities as needed within the EOC.
        - Provide personnel for posting the operational status and activities on EOC display boards, charts, maps, etc.

- o **Law Enforcement**

  The Law Enforcement section is headed by the County Sheriff, or their representative. The Sheriff is supported as needed by the Municipal Law Enforcement Departments and the auxiliary forces of those departments, and the North Carolina Highway Patrol. In addition to normal law enforcement activities, the Sheriff is charged in Emergency Operations with providing assistance in warning and evacuation, EOC Security, escorts for school buses, traffic control, and security for evacuated areas.

- o **Fire Service/Fire Marshal**

  Fire Service within the County is represented in the EOC by the Hertford County Fire Marshal and (as necessary) the Chiefs of

various city/town Fire Departments, as appropriate. Additional duties assigned to the Fire Service are many and varied. These duties are contained in current plans, particularly those involving hazardous material incidents/emergencies including radioactive material.

- **Public Works**

  Public Works for the County will be made up of the personnel and equipment from the County Maintenance Department as well as the Water Department. It will be under the direction and control of the Public Works Director. This group will provide such emergency service as debris clearance, soil removal, refuse collection and other similar services as needed for the safety and protection of the population.

- **Social Services**

  In addition to the services provided by these organizations on a routine basis, they are tasked in emergencies with support operations of Congregate Care Centers if required. Facilities to be used as Congregate Care Centers are identified in appropriate plans. Supporting Congregate Care includes the entire spectrum of mass care from registering through feeding, bedding, physical hygiene, care of sick, aged, infirm and children, to returning the facility to its pre-shelter condition. The Health Department and Social Services are responsible for coordinating Congregate Care to the Special Needs population.

- **Emergency Medical Services**

  The Emergency Medical Service is represented in the EOC by the Director of Emergency Medical Services. Resources for the service are those of the Health Department, and the Emergency Medical Service. In addition to services which would be required of this group in emergencies, they will support the medical and health requirements of Shelter and Mass Care.

- **Communications and Warning**

  - Communications within the County are under the operational control of the Office of Emergency Communications Operations and Management. All emergency service agencies utilized within the County are terminated in the center station located at the EOC. Additional communications which could be placed in service are identified in the Resource Manual.

  - Warning within the County is provided by EAS and is supplemented by public address systems mounted in emergency service vehicles. Warning is an assigned responsibility of the County Warning Point (EOC) and supplemented by the various emergency service agencies. The direction and control of the warning system is by the Emergency Management Coordinator.

- **Public Health**

  Public health is represented in the EOC by the Health Director. The Director is supported by members of their staff as needed or required, based upon the nature of the incident. In addition to normal duties, the Health Director will be responsible for directing staff to assist in issues dealing with public health concerns with a specific focus on radiation contamination. The Health Director will also address specific issues concerning food products, sanitation and population exposure to diseases that may manifest themselves in times of disaster..

3. ***Planning Group***

- **Hazardous Materials (RRT)**

  A Regional Response Team (RRT) is located in Williamston and will serve as the Hazardous Materials Safety Section. They are responsible for the receipt, evaluation, and reporting of hazardous materials data. The RRT is also responsible for working with the Health Director in making recommendations for Emergency Workers. The RRT shall be assisted by the head of Environmental Health Division of the Hertford County Health Department. *Note: Regional Response Teams are considered a State resource and may not always be available. In the event the RRT is not available, the Emergency Management Coordinator shall appoint a qualified individual to serve in this position.

- **Cooperative Extension**

  Agriculture is represented by the Cooperative Extension Service Director and is responsible for all issues concerning agriculture including assessing crop, livestock and their product damages that may result from losses suffered in a disaster. This person will keep the EOC advised regarding agricultural losses or the potential of such losses. This person is also responsible for the coordination of the removal of dead farm animals and/or the decontamination of such animals. This person will be responsible for issuing proper authority to farmers to reenter stricken areas in coordination with the Sheriff and/or appropriate law enforcement agency. Also this person coordinates assistance to the public by means of public information concerning the consumption of food products or the preparation of same. This activity is conducted in a coordinated manner with the Health Department and the Public Information Officer

- **Animal Control**

  The Animal Control Section will be manned by the Director of Animal Control and/or their appointed representative. Animal Control will coordinate all issues dealing with domestic companion animals and assist Cooperative Extension as much as possible with livestock issues. These include issues of companion animals at shelters. The Animal Control Section may draw upon whatever resources are necessary and available to assist them.

- **Damage Assessment**

Damage Assessment is represented by the Tax Supervisor and is responsible for the coordination of all damage assessment teams. This person is also responsible to ensure that the teams are equipped and dispatched to the appropriate areas to conduct damage surveys. Collections of these surveys and compiling the information for accurate reporting to the Emergency Management Coordinator. Additional duties are found in the plan annex dealing with damage assessment.

- **Mental Health**

  Mental Health is represented in the EOC as required or requested by the EOC staff and/or the Emergency Management Coordinator. Mental Health will be represented by the local Director, or the chief of a mental health agency should a public agency not be available. The primary function of this person will be to provide assistance in the way of personnel to shelters when it is determined that mental health personnel are needed. They will support the Health Department, Social Services and the other volunteer organization. The mental health position is also responsible for arranging and coordinating CISD (critical incident stress debriefing) teams for emergency services personnel.

- **Other Technical Support Services**

  Other technical support services may be necessary such as representatives of utilities, chemical manufactures, radiation specialists, data center or other specialists. These persons serve as technical advisors and liaisons within the scope of their expertise.

4. ***Logistics Group***

The Logistics Group is headed by the Emergency Management Coordinator. This group is responsible for maintaining a display within the EOC of the current status of available government resources. Additionally, they must be knowledgeable of those resources available within the county but not under government control. This information will be assembled and frequently Updated/Reviewed in a resource manual by the Department of Emergency Management. The Logistics group, may be established to coordinate the acquisition of supplies, equipment and other resources (public and private) necessary and approved to resolve/recover from the emergency or disaster situation. Logistics also is responsible for mass care and feeding and shelter operations.

- **School System**

  The Hertford County Schools District is represented in the EOC by the Superintendent of same, or their respective appointed representative who has the authority to act on behalf of the schools. The primary function of this person is to coordinate school related issues such as student evacuations, transportation and the use of school facilities as shelters by the . This person works closely with other volunteer organization and the Department of Social Services to ensure facilities are adequate and that the needs of both the public and the schools are met in times of disaster. This person serves as

the primary liaison between the County and the School system.

- **Volunteer organizations**

  In addition to the services provided by these organizations on a routine basis, they are tasked in emergencies with operations of Congregate Care Centers (shelters) if requested. Facilities (schools) to be used as Congregate Care Centers are identified in appropriate plans. Congregate Care includes the entire spectrum of mass care from registering through feeding, bedding, physical hygiene, to returning the facility to its pre-shelter condition. The Health Department and Social Services are responsible for coordinating Congregate Care to the Special Needs population. Red Cross may provide additional services such as food for emergency workers and persons in shelter. Cots, blankets and comfort kits are also available from other volunteer organization at no cost to the County.

- **A.R.E.S.**

  A.R.E.S. or the Amateur Radio Emergency Service is represented by a volunteer, licensed Amateur radio operator and part of the amateur radio emergency service network. A liaison is assigned by Hertford ARES to the EOC. This liaison is responsible for all ARES operations and staffing regardless of the location of ARES operators. The primary function is to perform back up communications via radio with shelters and messaging from the EOC to outlying emergency operations and serve as the link between shelter operations and the other volunteer organization liaison at the EOC. This person also ensures that all amateur radio equipment used is functional and within the standards of the service and that all amateur radio personnel are licensed and members of ARES. ARES is also responsible for updating weather information in a timely manner, using whatever tools are available and maintaining contact with NWS (National Weather Service) and keeping the EOC advised accordingly.

- **Salvation Army / Interfaith**

  The Salvation Army / Interfaith provides services for feeding of disaster victims and assists, when requested, in Donations Management.

5. ***Finance Group***

This group is under the direction of the County Finance Officer. This group may be established to:

- compile and maintain documentation of purchases, acquisition and utilization of emergency supplies, equipment and other services;
- perform financial and cost analysis to develop conclusions on efficient methods of resolving and recovering from the emergency/disaster situation.
- track and maintain appropriate time personnel sheets/records
- complete necessary forms or documentation to provide to state / federal agencies regarding costs of materials and/or damages and repairs to public facilities.

- file insurance claims.

B. **Message Control**

1. Radio communications received in the EOC will be via the County Communications Center. All traffic through the center is recorded on digital format and in the Computer Aided Dispatch System.

2. Incoming information will be passed to the Operations Group Chief for his information and disposition as he deems appropriate.

3. Actions taken as a result of incoming information will be made as an entry in a log.

4. Outgoing Messages: Copies of messages directing the commitment of resources or personnel will be made available to the Operations Officer and the information passed on to the Emergency Management Coordinator by the agency directing the action.

V. ADMINISTRATION

A. **Registration**

A register will be maintained by Emergency Management for all personnel engaged in operational activities in the EOC. Name, title, agency, and time in and out will be required for record purposes. This will be recorded as set forth in the operations manual.

B. **Manpower**

EOC Group Chiefs or their designated representatives will be responsible for notifying members of their staff and providing alternates as required.

C. **Staff Support**

Administrative and logistical support of staff members within the EOC will be provided by the County Administration Department.

D. **Housekeeping**

1. Bedding is available within the EOC and will be provided as needed during prolonged operations by the staff of Emergency Management, or Red Cross.

2. Meals
   - With exception of special diets which are the responsibility of the individuals, meals will be provided within the EOC when circumstances dictate or outside travel is restricted or curtailed.
   - The procurement of food supplies will be the responsibility of the Emergency Management Coordinator, or a designated volunteer organization.
   - Preparation of meals within the EOC will be accomplished by either EOC Personnel or the American Red Cross. Austere meals (soup, sandwich and beverage) will be provided in other than prolonged operations.

3. Personal Items
    - Each individual reporting to the EOC for duty will make provisions for their own personal hygiene requirements, clothing, and any special dietary needs or prescription drugs.

E. **Office Supplies**

An initial supply of essential items will be furnished by the Department of Emergency Management. Subsequent supplies will be made available from county or retail stocks.

F. **Transportation**

Transportation to and from the EOC is the responsibility of the individual. Should inclement weather or other conditions prelude vehicle movement, the Emergency Management Coordinator should be notified for whatever assistance he can provide.

G. **Status Information**

The following status information will be maintained up-to-date in the EOC by the Operations Section in an appropriate manner.

- Operations Log
- Shelters (capacity, name)
- Weather Information
- Traffic Control points/road blocks
- Personnel assignments and location of personnel.

H. **Maps**

Maps that depict the area of the emergency will be posted and maintained. Such maps should depict demographic features and threats to the safety of people and property.

I. **EOC Security**

Security will be provided by Hertford County Sheriff's Department. Security will carry out the following:

- Ensure picture IDs are worn or carried at all times and only those persons with proper identification are admitted to the EOC during operational hours.
- Ensure any other security credentials required are issued and worn at all times by all persons involved in the operation.
- Ensure an accurate log is kept of all persons entering or exiting the EOC.
- Ensure authorized visitors are escorted at all times in the EOC.
- Perform perimeter security checks and ensure appropriate doors are locked or otherwise secured.

J. **Briefings**

The Emergency Management Coordinator will ensure situational briefings are given at appropriate times, but not less than twice daily. Briefings should include, but not be

limited to the following:

1. Overall situation, including damages, injuries and deaths, areas of the county that are impacted the greatest and resources currently impacted.

2. Each agency represented in the EOC should be allowed and encouraged to brief all others, during these briefings, regarding the activity of their respective agency or organization.

VI. METHOD USED TO ALERT E.O.C. STAFF

A. The staff of the Department of Emergency Management, following receipt of alert from the Hertford County Communications Department, or other valid alert notification will alert the Emergency Operations staff.

B. As each employee arrives, they will be provided an alert list and be directed to alert certain persons remaining to be called.

Attachment 1
EMERGENCY OPERATIONS CENTER
KEY STAFF ALERT LIST
Updated/Reviewed -
(Area Code 252, unless otherwise noted)

Because personal contact information such as home phone numbers and home addresses is contained in the Key Alert Roster, it is maintained as a separate document by Emergency Management and Communications and contact information is maintained in a database.

******** Numbers are not to be released ********

Attachment 2
HERTFORD COUNTY

LIST OF TELEPHONE NUMBERS ASSIGNED TO HERTFORD COUNTY E.O.C.

* Numbers that are changed will be posted at EOC activation by EMC/Operations

Public Information Officer/Rumor Control	TBD
Director of Public Health	252-358-7833
Law Enforcement (Sheriff)	252-358-7800
Superintendent of Schools	252-358-1761
Congregate Care/other volunteer organization	800-737-9603
Department of Social Services	252-358-7830
Communication Center	252-358-7800
Message Control	252-358-7861
E.M. Coordinator/Operations	252-358-7861

EMS	252-358-7861
Cooperative Extension	252-358-7822
Chairman of Commissioners	252-358-7805
Public Works	252-358-7820
County Manager	252-358-7805
Emergency Management Office (EBO)	252-344-2351
Fax	252-520-4927
NCDEM EOC	800-858-0368

Attachment 3

EMERGENCY OPERATIONS CENTER CHECKLIST

Initial Activation

- ☐ Upon receipt of a confirmed/valid warning message or by being made aware of an incident, emergency, or impending event that may necessitate the activation of the Emergency Operations Center, the Emergency Management Coordinator will gather as much information about the event as possible and determine if he needs to recommend activation.

- ☐ If the incident or situation warrants it, recommend to the County Manager and/or Chairman of the Board, the issuance of a Proclamation of a State of Emergency.

- ☐ Make or cause to make contact with all appropriate EOC staff and/or all persons that should report to the EOC.

- ☐ Prepare an initial briefing to include, but not be limited to:

    - The scope and known specifics of the incident that has caused the EOC to be activated.
    - The names and locations of Incident Commanders and Incident Command Posts.
    - Location of the incident(s) (i.e. countywide, area, specific location, etc.).
    - Number of units or personnel currently assigned or dispatched to the incident(s).
    - Number of currently known injured or dead.
    - Weather conditions.
    - Initial personnel that will man the EOC.
    - The expected time period of activation.
    - Security / Safety
    - Sign in and sign out process.
    - Messaging
    - Communications (i.e. telephone number assignments, radio assignments, etc.).

- ☐ Establish EOC Incident Command.

- ☐ Ensure that personnel are assigned to and understand their assignment to one or more of the five groups.

    - Command (Executive)
    - Operations
    - Logistics
    - Planning
    - Finance

- ☐ Turn on all electronic displays.

- ☐ Turn on and ensure operation of all computer equipment and software.

- ☐ Activate all telephones and place telephone books at work areas.

- ☐ Ensure sufficient workspace and work equipment is on hand and in good working condition.

    - Pens
    - Paper
    - Computers
    - Forms
    - Appropriate security credentials
    - Other materials

- ☐ Start an EOC event/incident log (major events).

- ☐ Prepare an Incident Action Plan (IAP).

- ☐ Contact the State EOC or State Operations and submit initial Situation Report or SitRep to the State.

- ☐ Appropriate/authorized personnel log in to State WebEOC.

Full / Partial continued activation

- ☐ Conduct a full briefing when EOC staff have arrived.

- ☐ The briefing should include but not be limited to:

    - The scope and known specifics of the incident that has caused the EOC to be activated.
    - The names and locations of Incident Commanders and Incident Command Posts.
    - Location of the incident(s) (i.e. countywide, area, specific location, etc.).
    - Number of units or personnel currently assigned or dispatched to the incident(s).
    - Number of currently known injured or dead.
    - Weather conditions.
    - The expected time period of activation.
    - Security / Safety.
    - Sign in and sign out process.

- Messaging.
- Communications (i.e. telephone number assignments, radio assignments, etc.).
- "House keeping".
- Maps.
- Group assignments.
- Likelihood of a "second shift" requirement.

☐ Continue briefings as often as necessary, but at least every two hours to update staff on new information and to be Updated/Reviewed by them on their activity.

☐ Establish and maintain contact with State Emergency Management, either the Branch Office, or the State EOC, whichever is appropriate or dictated by NCDEM.

☐ Receive and process resource requests.

☐ Establish and maintain communications with:

- On scene incident commanders / command posts.
- State / Federal agencies as appropriate.
- Communications Center.
- Utilities / NCDOT as appropriate.
- Media (through the Public Information Officer)

☐ Maintain the level of EOC activation as appropriate or until the incident is terminated.

☐ Prepare IAP for each shift.

☐ Submit follow-up reports (Situation Reports or SitReps) to the State in a timely manner.

☐ As necessitated by the incident as it progresses, contact additional personnel for activation or possible activation. Such as:

- Damage Assessment
- Shelter and mass care
- Debris Management
- Animal Control
- Transportation

Closing or deactivating the EOC

☐ When it is determined that closure of the EOC is imminent, prepare and hold a final briefing / debriefing. This debriefing should allow each EOC staff member to make comments, suggestions and offer a "thumbnail" critique of specific actions or inactions.

During the debriefing you may wish to include:

- Return of equipment.

- Reports that are due or need to be collected.
- Final reminders of safety or security.
- Overall EOC performance.
- Success stories (or not so successful stories).
- Lessons learned.
- Date and time of the incident/emergency/disaster response critique.

☐ Only close or deactivate the EOC if the incident or incidents that caused it to open have been terminated or all actions have successfully been concluded.

☐ If a Proclamation of a State of Emergency has been issued, ensure that a proclamation to terminate the emergency is also issued. It is recommended that such a proclamation terminating the emergency not be issued until all activity regarding the incident(s)/emergency/disaster have concluded, including debris management. You may wish to consult with State Emergency Management prior to formally terminating an emergency.

☐ Make backups or archives of all computer records.

☐ Print copies of reports or other documents that will be necessary to present to state/federal agencies.

☐ Collect all damage assessment reports or reports from other agencies relative to the incident(s)/emergency/disaster.

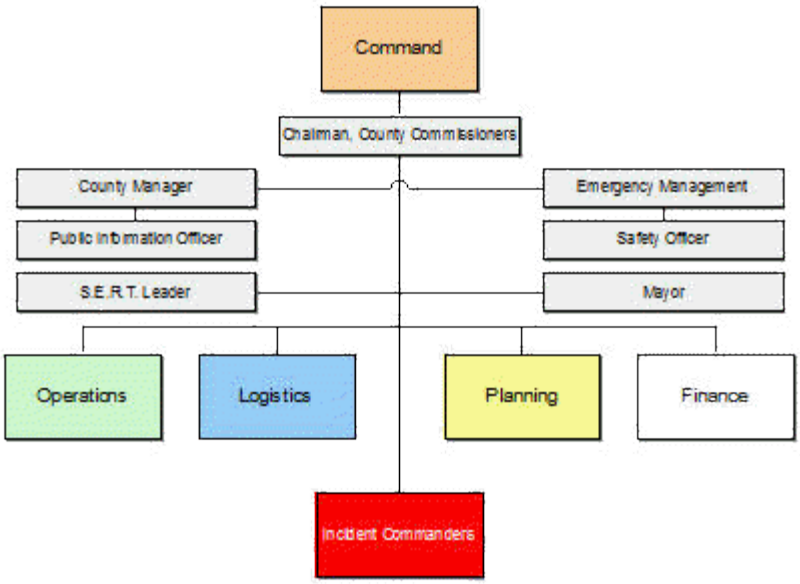
☐ Gather and return all rented or borrowed equipment.

☐ Turn off displays.

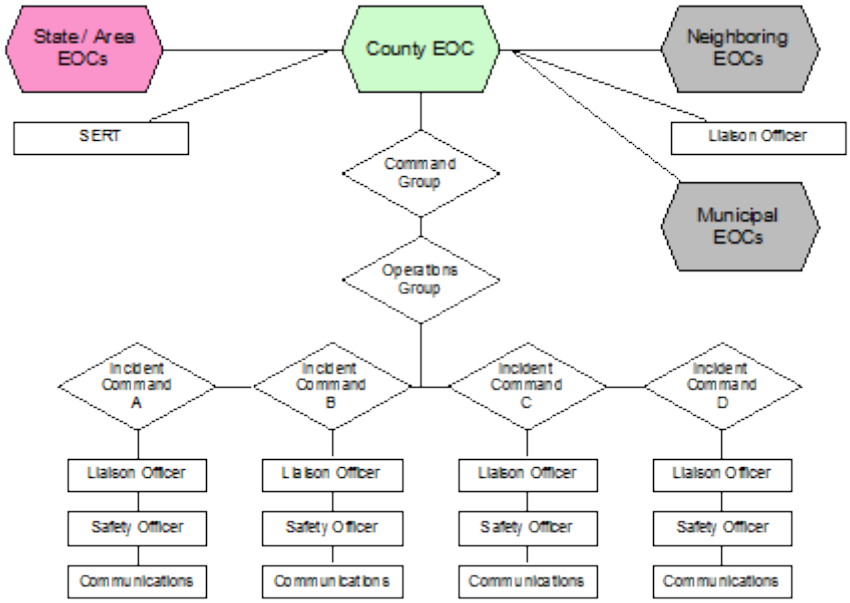
☐ Return telephones and telephone books and other supplies to their storage locations.

☐ Clean or have the EOC cleaned and ready for the next event.

Attachment 4
Incident Command - Direction and Control Flow



Attachment 5
EOC to Field Command and Control Flow



EVACUATION AND TRANSPORTATION

Hertford County Emergency Operations Plan

Updated/Reviewed June 7, 2013

Responsible Agency: Administration / Incident Commander

Attachments	
Attachment 1	Preparedness/Response Checklist
Also see	
Annex	Shelter and Mass Care

I. PURPOSE

This annex provides for an orderly, coordinated evacuation of the county population during emergencies, while outlining the organization and direction of transportation resources.

II. SITUATION AND ASSUMPTIONS

A. **Situation**

1. Several emergency situations may require evacuation of all or part of the County. Small-scale, localized evacuations may be needed as a result of a hazardous materials incident, major fire, or other incident. Large-scale evacuations may be needed in the event of a county-wide disaster.

2. A hazard analysis has been completed which attempts to identify the types of threats and the areas and population in the County that are most vulnerable to these threats.

3. A demographic analysis has been completed. Facilities and populations within the County that pose special evacuation problems have been identified.

4. An evacuation may require substantial physical resources for transportation, communication and traffic control. Available public and private resources are identified on a continual basis.

5. Large scale disasters may necessitate the rapid evacuation of hospitals, nursing homes and non-ambulatory populations.

B. **Assumptions**

1. Sufficient warning time will normally be available to evacuate the threatened population.

2. The principal mode of transportation will be private vehicles.

3. Particular areas of the County, or special populations within the County, will need additional time to accomplish an evacuation.

4. The public will both receive and understand official information related to

evacuation. The public will act in its own interest and will evacuate dangerous areas promptly when advised to do so.

5. If there is sufficient advanced warning, some residents will evacuate prior to being advised to do so by public officials.

6. Most evacuees will seek shelter with relatives or friends rather than accept public shelter.

7. Some residents may refuse to evacuate regardless of warnings.

8. Some people will lack transportation. Others who are ill or disabled may require vehicles with special transportation capabilities.

III. CONCEPT OF OPERATIONS

A. General

1. The ultimate responsibility for ordering an evacuation rests with local government. If a municipality is to be evacuated, the Mayor will issue the order. If the evacuation involves more than one jurisdiction, or an area outside of a municipality, the order will be issued on a county level by the Chairman of the County Commissioners, or his/her designated elected/appointed representative.

2. By monitoring the progress of the evacuation, any impediments to the evacuation can be recognized and contingency options can be implemented.

3. The Sheriff will be responsible for providing security to areas of the county that have been or are being evacuated. Each municipal police department will provide security to areas of their respective jurisdiction that have been or are being evacuated. Support for security may be provided by State law enforcement agencies as required or requested.

4. When local, State and federal transportation resources are used in joint operations, the National Response Framework considers transportation and emergency support function (ESF). ESF1 describes the federal agencies that are likely to be involved in a joint response.

B. Specific

1. **Movement Control and Guidance**

   - The size of the threatened area to be evacuated will be determined by conditions at the time of the emergency.

   - Traffic movement during evacuation will be controlled by use of designated routes and traffic control points. The evacuation area will identify at least two routes of egress. One lane of each route will be kept open to permit ingress of emergency vehicles.

   - Traffic movement is directed to designated reception areas and shelters within the County and in adjacent counties if needed.

   - Vehicles experiencing mechanical problems during the evacuation will

be moved off the roads. Stranded evacuees will be picked up by other evacuating vehicles, or by emergency response personnel.

2. **Staging Areas and Pick-up Points and Routes**

   - The County will determine designated staging areas as mobilization points to organize the emergency response personnel and equipment entering from areas outside the County.

   - Pick-up points and/or routes will be established as needed. Evacuees without vehicles will be instructed to go to the nearest pick-up point. Pick-up routes will be designated for the rural areas. Emergency vehicles will travel these routes at least twice during the evacuation to assure all evacuees without vehicles are assisted.

3. **Evacuation of Special Populations (Institutions, Facilities and Special Care Individuals)**

   - Institutions within the county are responsible for developing their own procedures for evacuation of their facilities.

   - Ambulatory patients and staff of medical facilities will be evacuated by buses. Ambulances and vans will be provided for evacuation of non-ambulatory individuals. Procedures for rapid evacuation and/or in-place sheltering should be included for facilities in the danger zone from hazardous materials spills or incidents.

   - Schools will develop evacuation procedures. Designated buses will be utilized for students without their own vehicles. Schools within the danger zone for hazardous materials spills/incidents will develop procedures for in-place sheltering and "walk-away" evacuations. Parents will be advised of the location of reception centers.

   - The public will be given a telephone number for handicapped or disabled persons without transportation. The Emergency Management Coordinator will arrange pick-up of these individuals by available resources. The County Department of Social Services, Home Health Agencies, Health Department and others will advise the Emergency Management Coordinator of individuals known to need transportation assistance.

   - Each prison and detention center within the county will develop procedures for the relocation of prisoners to jails outside of the threatened area. The Sheriff is responsible for development of evacuation of the local detention facility (jail) and transporting or transfer of prisoners.

   - Evacuation from county parks and recreation areas will be coordinated by the Hertford County Sheriff's Department or municipal police department as appropriate. Evacuation of State parks and recreation areas in the County will be coordinated by the local field staff of the State Park, and State Park representatives will advise the Emergency Management Coordinator of the progress of any evacuations.

   - Large employers within the County have procedures for evacuation of their employees. These procedures include, if needed, the temporary

shut-down of their facilities. Copies of such plans are on file in the Hertford County Office of Emergency Management.

4. **Emergency Public Information Brochures**

   - For hazardous materials emergencies, public information materials have been prepared. They identify staging areas for people requiring transportation to reception areas and provide movement guidance.

   - For other emergencies, warnings to the public and information concerning evacuation will be broadcast over the EAS network and/or by emergency vehicles equipped with sirens, warning lights, and/or loud-speakers moving through the threatened areas. For localized evacuations, warning and evacuation instructions may also be given door-to-door.

IV. DIRECTION AND CONTROL

A. Direction and control of evacuation is the responsibility of the Chairman, County Board of Commissioners. In the Chairman's absence, the commissioner next in line of succession will serve as replacement representative. The Chairman may delegate this duty to the County Manager or the Emergency Management Coordinator as appropriate.

B. During large scale evacuations involving the relocation of the population from an entire municipality, county, or several counties, the Governor may declare a State of Emergency. At that point the Governor assumes direction and control of the situation and evacuation operations will be coordinated by the State Emergency Response Team (SERT) upon activation of the State EOC.

C. When an emergency situation requires timely evacuation and before the Emergency Operations Center can be activated, the "on-scene" commander can call for evacuation in accordance with the County's State of Emergency Ordinance.

V. CONTINUITY OF GOVERNMENT

A. Evacuation

The line of succession is:

1. Chairman of the Board of County Commissioners
2. County Manager
3. Emergency Management Coordinator

B. Transportation

The line of succession is:

1. Superintendent of Hertford County Schools
2. School Bus Garage Supervisor

3. Chairman of the Board of Education

C. Continuity of government will be maintained by relocating government operations. Lines of succession to all key positions will be established and all essential records will be protected.

D. When evacuees are relocated outside the County, a representative will be appointed to act as liaison between the County and the reception area government. The evacuees will be subject to the laws of the reception area for the duration of their stay.

E. Lines of succession to each agency that supports the evacuation/transportation operation are in accordance with the agency's established policy.

Attachment 1
Evacuation / Transportation Checklist

Chairman of the Board, or his/her designee, *or* Incident Commander:

- ☐ When notified, report to the Emergency Operations Center or command post. Serve in the Executive group and assume direction and control.
- ☐ Receive a situational briefing.
- ☐ Determine if an evacuation is warranted and, if so, to what extent (localized or countywide, voluntary or ordered).
- ☐ Determine if a declaration of a state of emergency is necessary and, if so, to what extent (localized or countywide, voluntary or ordered).
- ☐ Examine the ramifications of ordering evacuation:
  - ☐ Security of evacuated area.
  - ☐ Weather conditions (i.e., Is it safe to drive?).
  - ☐ Potential traffic congestion and traffic control issues.
  - ☐ Available sheltering/mass care and shelter/mass care resources (i.e., shelter managers, staff, bedding, food supplies).
  - ☐ General public guidelines (rules) for evacuation.
  - ☐ Informing the public.
  - ☐ Transportation availability.
  - ☐ Other concerns brought out during the briefing.
  - ☐ Special needs/special medical needs/special transportation needs (i.e., elderly, non-ambulatory, etc.).
- ☐ If an evacuation is ordered determine which agencies will carry out the evacuation.
- ☐ Prepare necessary documentation.

Superintendent of Schools or designee:

- ☐ When notified, report to the Emergency Operations Center or command post. Serve in the Logistics group.
- ☐ Receive a situational briefing.
- ☐ Determine what transportation resources are available (i.e., vehicles, personnel, fuel supplies, railroad, aircraft, etc.).
- ☐ Determine transportation needs of the public (i.e., special medical needs/special transportation needs).
- ☐ Assess weather and related road conditions to determine the ability to safely move people and/or supplies.
- ☐ Determine the availability of fuel and emergency vehicle repair.
- ☐ Ensure drivers are appropriately licensed and adequately trained.
- ☐ Determine additional insurance needs.
- ☐ Determine potential legal ramifications. Be familiar with emergency ordinance, declaration of emergency and NCGS 115C-242 (use of school buses) and other transportation concerns.
- ☐ Determine or designate pickup points.
- ☐ Communicate pickup point locations, times or schedules to the Public Information Officer and the Emergency Management Coordinator.
- ☐ Dispatch or cause to be dispatched, appropriate transportation to predetermined or designated pickup points.
- ☐ Brief drivers.
  - ☐ Safety.
  - ☐ Security.
  - ☐ Mission assignments and maps.
  - ☐ Weather conditions (i.e., Is it safe to drive?).
  - ☐ Potential traffic congestion and traffic control issues.
  - ☐ Available sheltering/mass care and shelter/mass care locations.
  - ☐ General public guidelines (rules) for evacuation.
  - ☐ Location of fuel and maintenance.
  - ☐ Location of emergency worker food.
  - ☐ Other concerns brought out during the briefing.
  - ☐ Special needs/special medical needs/special transportation needs (i.e., elderly, non-ambulatory, etc.).
- ☐ Communicate with and maintain communications with drivers.

- ☐ Make sure drivers maintain a mileage and time log and return their logs at the end of their shift or assignment.
- ☐ Communicate and maintain communications with fuel suppliers and maintenance personnel.
- ☐ Develop an ongoing staffing and vehicle availability plan and be prepared to brief the EOC and/or Incident Commander when called on to do so.
- ☐ Carry out other functions necessary to provide transportation in emergency situations.

FIRE PROTECTION

Hertford County Emergency Operations Plan

Updated/Reviewed June 7, 1013

Responsible Agency: Fire Marshal / Jurisdictional Fire Department

Attachments	
Attachment 1	Preparedness/Response Checklist
Also see	
Checklist	Major Fires Hazard Specific Checklist
	Other Hazard Specific Checklists
Annex	Hazardous Materials
	Direction and Control

I. PURPOSE

This annex provides for the coordination of fire and rescue activities to ensure the safety of life and property within the County during emergency situations.

II. SITUATION AND ASSUMPTIONS

A. **Situation**

Fire prevention, control and rescue operations are daily problems faced by fire service personnel. Several hazards become more significant during emergency situations including civil disturbances and hazardous materials accidents.

B. **Assumptions**

Existing fire and rescue personnel and equipment will be able to cope with most emergency situations through the use of existing mutual aid agreements. When additional support is required, assistance can be obtained from state and federal agencies.

III. CONCEPT OF OPERATIONS

A. During emergencies, the fire and rescue service must be prepared to support operations utilizing available expertise, equipment and manpower.

B. In an emergency which requires a number of emergency services (e.g., fire, law enforcement) to respond, all units, regardless of service, will be coordinated by an Incident Commander.

C. If fire or threat of fire is involved, the Fire Chief or designee of the district in which the fire or threat has occurred, is the Incident Commander and will coordinate their activities with the Emergency Operations Center when activated. The exception to this is when a woodland fire is occurring and the N.C. Forest Service maintains Incident Command. Unified Command will take place when a woodland fire threatens structures.

D. If no fire or threat of fire exists, the Incident Commander will be determined by prior mutual consent of the chiefs of emergency services on the scene and will be dependent upon the agency with the most involvement.

E. Under the North Carolina Hazardous Material Right to Know Law, the Fire Chief should survey facilities within his jurisdiction to identify types and volumes of hazardous materials located within the County. He should consider this information when developing response plans for hazardous materials accidents within the district. Coordination of facility emergency response plans with the local Emergency Operations Plan will be included in fire service planning. The Hertford County Local Emergency Planning Committee or the Emergency Management Coordinator has the responsibility for the development of the county response plan in addition to development of site specific plans for industries that pose a significant hazard to the community because of the materials on site.

F. When responding to a situation involving hazardous materials the fire departments will observe standard operating procedures set up by their individual department and dependent on their level of training.

G. Determining that a release of hazardous materials has occurred will be dependent on the information received by the Emergency Communications Center from a facility or transportation incident. Upon arrival of the emergency responders further determination will be made as to the extent of spread and amount of release as well as confirmation of the name of the product.

H. When coordinating firefighting operations with local, State and federal resources, the National Response Framework determines that firefighting is an emergency support function (ESF). In joint operations firefighting is referred to as ESF4.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. **Organization**

1. Fire departments in Hertford County are made up of organized and trained units utilizing paid or volunteer personnel and serve a specific geographical area, providing service to local governments. The primary concern of these departments are structural fires within their jurisdictions. Some fire departments include rescue personnel.

2. The control and prevention of forest fires is the responsibility of the State Division of Forest Resources. Through mutual aid agreements, local fire departments support the State Division of Forest Resources in this responsibility.

B. **Responsibilities**

1. *Fire Marshal* (or Leader of Fire Service)
    - Analyze fire potential and identify fire service requirements.
    - Prepare fire annex and SOPs for coordination of fire fighting during emergencies.
    - Develop mutual aid agreements.
    - Prepare inventories of all fire equipment and personnel resources.
    - Report to EOC upon activation and direct and control fire fighting operations.
    - Assist in warning and notifying the affected population of an existing or

impending emergency.

- Deploy fire/rescue personnel and equipment during emergencies.
- Provide for protective equipment, instruments, antidotes and clothing to perform assigned tasks in a hazardous chemical or radiological environment.
- Provide fire equipment and personnel to supplement reception areas fire service.
- Designate staging areas for mutual aid and volunteer forces responding from other areas.
- Alert all emergency support services to the dangers associated with technological hazards and fire during emergency operations.
- Advise decision makers on the hazards associated with hazardous materials.
- Support rescue operations.
- Provide radiological and hazardous material decontamination and monitoring support.
- Provide fire protection for emergency shelters.
- Provide for maintaining exposure records and ensure that dosimeters are read and reported at appropriate frequencies.
- Assist in handling inquiries and informing families on the status of individuals injured or missing due to a disaster event.
- Provide support personnel to assist in traffic control and damage assessment operations.
- Conduct fire inspections during recovery.

V. DIRECTION AND CONTROL

A. Direction and Control of local fire departments is exercised by the executive branch of government under the supervision of the Fire Marshal. Each fire department exercises control over its personnel through a board of directors who uses an officer system for management.

B. Coordination of fire service in an emergency is accomplished by the Fire Marshal, utilizing mutual aid agreements developed with local units; and statewide, through the State Emergency Response Team.

C. When the EOC is activated, the County Fire Marshal will normally be located in the Emergency Operations Center to support the coordination of fire fighting forces.

VI. CONTINUITY OF GOVERNMENT

A. The line of succession for fire is:

1. Fire Marshal
2. Ahoskie Fire Chief
3. Murfreesboro Fire Chief

VII. ADMINISTRATION AND LOGISTICS

A. A listing of the personnel, equipment and supplies for fire and rescue services located in the County will be found in the County Resource Manual.

B. Reports and records of fire services activities during an emergency/disaster will be collected and maintained by the Fire Marshal.

C. Agreements between fire and rescue services organizations and between related organizations will be kept on file in the County Emergency Management Office.

D. Fire/rescue services will maintain current maps and charts and current notification/recall rosters.

VIII. PLAN DEVELOPMENT AND MAINTENANCE

A. Each fire organization will maintain procedures that reflect their operational capabilities.

B. This Annex will be reviewed on an annual basis.

IX. AUTHORITIES AND REFERENCES

See Basic Plan - Authorities and References

Attachment 1
Fire Department Disaster Preparedness/Response Checklist

Fire Commission Chair

- ☐ When notified, report to the Emergency Operations Center and serve in the Operations group, until relieved or the incident is terminated.
- ☐ Receive a situational briefing. Ask questions and address concerns.
- ☐ Advise the EOC of the availability of fire fighting and fire department response resources, including the number of personnel and apparatus that may be available.
- ☐ Advise the EOC of any special apparatus or personnel needs that are immediately known.
- ☐ Review mutual aid agreements to ensure such agreements are formalized.
- ☐ Implement mutual aid as necessary, requested or required.
- ☐ Be familiar with the process to request RRTs (Regional Response Team) and make such requests as needed.
- ☐ Ensure Incident Command is implemented at each incident. If appropriate, Fire Department Incident Commanders should report their situations and special requests for assistance to the Fire Marshal who is also the county Fire Department liaison in the Emergency Operations Center. "Normal" requests for assistance (i.e. additional personnel, additional equipment, etc.) will be made through the Communications Center.
- ☐ Establish and maintain communications with Fire Department Incident Commanders.

Incident Commanders

- [ ] Receive a situational briefing from the Fire Marshal or Fire Department Emergency Operations Center liaison. Ask questions and address concerns.
- [ ] Advise the Fire Marshal of the availability of department response resources, including the number of personnel and apparatus that may be available.
- [ ] Advise the Fire Marshal of any special apparatus or personnel needs that are immediately known.
- [ ] Hold a situational briefing with all response personnel and include in the briefing:
  - [ ] Ensure the primary functions of the department are carried out (i.e. fire suppression, protection of lives and property, etc.).
  - [ ] Overall situation (i.e. impending hurricane, severe weather, damages, power lines down, roads blocked, etc.).
  - [ ] Maps of area as necessary.
  - [ ] Specific mission assignments (i.e. damage assessment, search operations assistance, debris clearance, etc.).
  - [ ] Current weather and forecast weather reports.
  - [ ] Safety.
  - [ ] Specific personnel assignments (who will serve as Incident Commander, communications, safety, liaison, etc.).
  - [ ] Location of staging areas, check points, fuel supplies, food, etc.
  - [ ] Advise personnel to log mileage of all vehicles used and the amount of time (in hours) that all equipment was used, including but not limited to *all* apparatus, chainsaws, fuel, hose, pumps, lighting equipment, etc.
  - [ ] If department is a "paid" department, advise personnel to track and record all overtime and report this to their supervisor in writing at the end of each shift.
- [ ] Be prepared to conduct damage assessment of the area and report findings to the Emergency Operations Center.
- [ ] Request, as necessary, assistance through the EOC.
- [ ] If first on the scene and incident command has not been established, establish incident command and utilize the appropriate Incident Command Forms to assist you. Assume the role of Incident Commander until relieved.
- [ ] Establish and maintain communications with:
  - [ ] Personnel on the scene
  - [ ] Communications Center
  - [ ] Emergency Operations Center
  - [ ] Staging area
- [ ] See Hazard Specific Checklists that are attachments to the County Emergency Operations Plan, for assistance in determining potential/necessary actions for your department.

- [ ] File reports with the Fire Marshal and/or designated EOC representative when requested or required.

HAZARDOUS MATERIALS / L.E.P.C.

Hertford County Emergency Operations Plan

Updated/Reviewed June 7, 2013

Responsible Agency: LEPC /Fire Service /Incident Commander

Also see	
Annex	Notification and Warning
	Fire Protection
	Communications
List	Extremely Hazardous Substance List
Checklist	Hazardous Materials - Transportation Checklist
	Hazardous Materials - Fixed Facility Checklist
Guide	DOT Guidebook

I. PURPOSE

This annex provides additional information to the basic plan for response to hazardous materials emergencies and to meet the jurisdiction's responsibilities pursuant to the Emergency Planning and Community Right-to-Know Act (EPCRA) of 1986, Title III of the Superfund Amendments and Reauthorization Act (SARA) of 1986. Applicable legislation, regulations, statutes and standards are located in the "Authorities and References" section of the Basic Plan, or online at the website for the EPA.

II. SITUATION AND ASSUMPTIONS

A. Situation

1. The specific facilities involved with hazardous materials subject to the emergency planning requirements of Section 302 of SARA, identified by the LEPC during the hazard analysis process, are listed in the facility files.

2. The routes for the transportation (highways, railroads, pipelines, etc.) of hazardous materials, identified by the LEPC during the hazard analysis process, are listed in the "Commodity Flow Study" notebook and the facility files.

3. The threat of a major disaster involving hazardous materials has increased in everyday use and transportation of chemicals by the various segments of our population.

4. The results of a hazardous material incident could include the death or serious injury of persons exposed to the material, the spread of contaminants in varying degrees throughout the County, and the destruction of property from fire, explosion or exposure.

5. Evacuation, a protective measure, could isolate evacuees from their homes for an indefinite period of time.

6. Victims of a hazardous material incident may require unique or special medical care not typically required in other types of emergencies.

7. The release of hazardous materials may have short and/or long term health and environmental effects depending upon the chemical composition of the substance.

8. A hazardous material incident may affect hundreds of people within the jurisdiction without warning.

9. A hazardous material incident may require the public to shelter-in-place or to evacuate, depending upon conditions at the time of the emergency.

B. **Assumptions**

This annex can be effective if the following assumptions prove true:

1. Most, but not all, people affected by a hazardous material incident will follow instructions and shelter-in-place or relocate to designated shelters.

2. Public notification/warning and evacuation, if required, will be in accordance with the standard operating guidelines developed to implement Notification and Warning and Evacuation.

3. The local jurisdiction must respond to the incident in the initial phase without assistance from outside the jurisdiction. It is assumed that emergency response agencies will, based on their standard operating guidelines, take appropriate actions to prevent or minimize the spread of the material, provide first aid as necessary, and manage the incident scene with emphasis toward safety of the public and responding personnel.

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

5. The hazardous material involved in an incident can be identified within a reasonable period of time by the owner of the facility or the vehicle, by shipping documents, by the properties of the material itself, or by information provided pursuant to SARA, Title III or the North Carolina Right-to-Know Act.

6. A facility involved in a hazardous material incident will provide all information required by Section 304 of SARA on a timely basis.

7. Emergency response personnel are knowledgeable in the use of available resources.

III. CONCEPT OF OPERATIONS

A. There are two types of incidents involving hazardous materials: (1) incidents at fixed facilities; and (2) transportation incidents.

B. Incidents are classified according to the level of risk as determined by the Emergency Management Coordinator's assessment.

1. **Level I (Potential Emergency Condition)** is an incident which can be controlled by the first response agencies, does not require evacuation of other than the involved structure or immediate outdoor area (as defined in the guide pages of the United States Department of Transportation Emergency Response Guidebook), and does not suggest that major environmental damage will occur.

2. **Level II (Limited Emergency Condition)** is an incident that involves a critical hazard with a potential threat to life or property, requires a limited evacuation of the surrounding area, or suggests that major environmental damage could occur. Initial response to the incident may not be adequately handled by the jurisdiction's resources. The response of a mutual aid hazardous materials team or a North Carolina Regional Response Team may be required. Resource assistance from the North Carolina Division of Emergency Management may be required. A limited activation (as defined in the EOC standard operating guidelines) of the Hertford County Emergency Operations Center will be accomplished.

3. **Level III (Full Emergency Condition)** is an incident that involves a severe hazard or large area, poses an extreme threat to life and property, and will probably require a large-scale evacuation. Level III includes an incident requiring a combination of expertise and/or resources from local, state, federal and private agencies/organizations. A full activation (as defined in the EOC standard operating guidelines) of the Hertford County Emergency Operations Center will be accomplished.

C. All response agencies standard guidelines for each level of incident will be according to local policies/procedure and in compliance with 29 CFR 1910.120(q).

D. This annex recognizes that a hazardous material incident can change with time, and necessitate escalating the response to a higher level, or down-grading the response to lower levels as the situation is controlled.

E. A Local Emergency Planning Committee (LEPC) has been established at the County level to identify the magnitude of the local hazards, assess the vulnerability of the community to the hazards, and provide planning guidance for emergency response.

F. Notification of a release of a hazardous material will be in accordance with Section 304 of SARA, 29 CFR 910.120(q)(6)(i)(F), NFPA 471, applicable agency standard operating guidelines and the Notification and Warning Annex. Guidelines for notification/warning that have been developed for the hazard zones surrounding identified fixed facilities supersede the provisions of the Annex .

G. Within the National Response Framework, fire fighting is an emergency support function (ESF#4). Hazardous materials response is also an emergency support function (ESF#10).

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. **General:** The head of each agency involved in hazardous material response is responsible for the safety of his/her personnel. Training, standard operating guidelines and medical surveillance shall be in compliance with the United States Occupational Safety and Health Administration's, Hazardous Waste Operations and

Emergency Response Standard, 29 CFR 1910.120(q). In this regard, the head of each agency is, therefore, responsible for developing, maintaining and updating training programs and standard operating guidelines.

B. **Jurisdictional Responsibilities:**

1. *Chairman, County Commissioners*: In addition to specific assignments of responsibility identified elsewhere in this plan, the Chairman of the County Commissioners shall have the following roles:
    - Nominate a Local Emergency Planning Committee (LEPC) as identified in Section 301 of SARA and in accordance with the North Carolina Emergency Response Commission (NCERC). The LEPC will be appointed by the NCERC.
    - Encourage cooperation between the LEPC, local government agencies, facilities and other applicable organizations.

2. *County Manager*: In addition to specific assignment of responsibilities identified in this plan, the County Manager shall have the following roles:
    - Ensure, through the Chairperson of the LEPC, that county facilities with hazardous materials are properly identified, are reporting as required, and have appointed a Facility Emergency Coordinator to represent them to the LEPC.
    - Provide administrative support to the LEPC as required.
    - Ensure, through the appropriate agency heads, that each agency under the control of, or under contract to, the County, is prepared to fulfill their agency's roles and responsibilities included in this plan.

3. *Emergency Management Coordinator*: In addition to other duties and responsibilities shall have the following roles:
    - Coordinate exercises and tests of this plan in accordance with current federal and state requirements and in concurrence with the LEPC.
    - Ensure a critique of incident responses to assess and update procedures as needed.
    - Coordinates notification procedures with adjoining counties that may be affected by a release of hazardous materials within Hertford County.

4. *Incident Commander*: Shall have the following roles:
    - Lead Agency - Fire Department having jurisdictional authority.
    - Implement the necessary steps (including decontamination of responders, victims, patients and equipment) to safeguard human life, property and the environment in accordance with standard operating guidelines.
    - Activate the Site Specific Plan for a fixed facility incident.
    - Implement the jurisdictions Incident Command System.
    - Develop strategic goals and tactical objectives and implement tactical methods with regard to available resources and capability of personnel.

5. *Emergency Medical Services Director:* In addition to other responsibilities in this plan, the Emergency Medical Services Director shall develop procedures with assistance from facility owners and operators, in accordance with local protocols, for:
    - Treatment of contaminated patients.
    - Direction and control of mass casualty incidents as a result of the

release of hazardous materials.

C. **Local Emergency Planning Committee (LEPC) Responsibilities:**

1. Ensure fulfillment of responsibilities for local emergency planning pursuant to Section 301 of SARA and the policies of the NCERC.

2. Continually assess the current level of prevention, preparedness, and response capability within the County.

3. Review existing plans for overlap, useful information and ideas.

4. Conduct an analysis of hazardous materials within the County to identify the hazards, vulnerability and risk.

5. Develop procedures to ensure the perpetual chemical hazard identification and risk assessment program within the County.

6. Review this Annex and ensure the development of guidelines to protect the public during a hazardous material incident.

7. Ensure the development and distribution of public awareness programs.

8. Ensure public access to information and the emergency operations plan regarding hazardous materials within the County.

9. Ensure the development of procedures for notification and warning in the event of an incident involving hazardous materials.

10. Identify individuals and groups within risk areas who have special needs such as transportation, advanced medical care, and special warning (sight or hearing impaired).

11. Ensure that training for all responders to a hazardous material incident (including management) is in accordance with the duties to be performed by each responder and is in accordance with applicable policies, procedures and standards.

12. Ensure that agencies develop and maintain Standard Operating Guidelines for hazardous materials response operations.

13. Identify resources needed for response to a hazardous materials incident from public and private sources and make recommendations to the county officials about emergency response matters.

14. Ensure an ongoing program for plan implementation, maintenance, training, and exercising. (Training programs for emergency responders of the county will be through individual agency in-service training, community college courses, North Carolina Fire and Rescue Commission courses, and other offerings related to training. A schedule of these programs is maintained and distributed by the Emergency Management Coordinator). (Exercise schedules for this annex are developed and maintained by the Emergency Management Coordinator.)

15. Ensure compliance with the provisions of Title III, Superfund Amendments and

Reauthorization Act of 1986.

16. Assure coordination of planning efforts between jurisdictions (municipalities, counties, facilities, etc.) including the development of notification/warning, response, and remediation procedures for covered facilities.

V. DIRECTION AND CONTROL

A. The overall direction and control of emergency activities in a disaster situation is vested with the Chairman of the County Commissioners. Onsite management will be established by the Incident Commander.

B. The senior officer of the Fire Department having jurisdictional authority will be responsible for the direction and control (Incident Commander) of the hazardous materials response activities during emergencies. (A Unified Command Structure will be utilized during large scale incidents.)

VI. CONTINUITY OF GOVERNMENT

Lines of succession for agencies and officials involved in a hazardous materials incident are in accordance with established agency command structures, standard operating guidelines and any other applicable annex of this plan.

LAW ENFORCEMENT

Hertford County Emergency Operations Plan

Updated/Reviewed June 7, 2013

Responsible Agency: Sheriff / Municipal Police Chief

Attachments	
Attachment 1	Vehicle Passes
Attachment 2	Preparedness/Response Checklist
Also see	
Annex	Evacuation
	Emergency Operations Center
	Terrorism Response
Checklist	Hazard Specific Checklists

I. PURPOSE

This annex provides for crime prevention, maintenance of law and order and traffic control during emergency situations.

II. SITUATION AND ASSUMPTIONS

A. Situation

During emergencies, law enforcement agencies must expand their operations to provide the increased protection required by disaster conditions. Numerous federal, state and county law enforcement agencies are available to support local law enforcement agencies within Hertford County.

B. Assumptions

Activities of local law enforcement agencies will increase significantly during emergency operations. Adequate law enforcement resources and services will often be available through existing mutual aid agreements. If local capabilities are overtaxed, support will be obtained from state and federal law enforcement agencies.

III. CONCEPT OF OPERATIONS

A. Emergency law enforcement operations will be an expansion of normal functions and responsibilities. These responsibilities will include maintenance of law and order, traffic control, crowd control and security.

B. Law enforcement activities will remain under the control of the senior law enforcement officer for the jurisdiction in which the emergency operation is taking place. Absent a senior law enforcement official in the jurisdiction, the Sheriff is the chief law enforcement officer.

C. Law enforcement agencies will have a responsibility for warning the public and for traffic control in and near an evacuated area and in other areas of emergency

operations.

D. During technological, natural or civil disturbance threat or actual occurrence the Sheriff or designee will coordinate law enforcement operations from the County Emergency Operations Center, if needed. At the same time, municipal law enforcement agencies will be responsible for directing law enforcement activities within their local EOCs. Coordination among law enforcement agencies will ensure security for vacated hazard areas, essential industries, prisoners, evacuating populations and congregate care facilities and will establish road blocks, checkpoints and traffic control points and parking areas as needed.

E. In joint local, state and federal operations and under the National Response Framework, law enforcement is considered an emergency support function. Emergency Support Function 13 (ESF#13) is Public Safety and Security. When conducting joint disaster operations, this common function will be referred to as ESF13.

F. The Sheriff and municipal chiefs of police are responsible for providing access control to damaged areas and for providing security in those areas. Temporary or permanent passes authorizing access may be provided by law enforcement or by the Emergency Operations Center. All persons will be required to show proper identification at security check points as well as any other security credentials required.

G. The Sheriff is the designated search coordinator for the County. Search for missing persons, endangered persons, lost persons, etc. will be coordinated by the Sheriff in cooperation with Emergency Management and other search organizations that may be required or requested to assist.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. Organization

1. The Hertford County Sheriff is responsible for coordinating law enforcement operations within the county.

2. Other law enforcement agencies will support emergency law enforcement activities.

3. Routine law enforcement procedures will be followed during emergency situations if feasible.

4. The Chief of Police in the Towns of Ahoskie, Murfreesboro, and Winton shall be responsible for coordinating law enforcement operations during emergencies within their jurisdiction.

B. Responsibilities

1. *Sheriff* (also see Basic Plan)

   - Develop and update on an annual basis Law Enforcement Annex and SOPs.
   - Obtain mutual aid agreements with other law enforcement agencies.
   - Maintain current internal notification/recall rosters and communications systems.

- Provide direction and control for law enforcement operations outside the Ahoskie, Murfreesboro and Winton jurisdictions.
- Assist in warning and notifying the affected population of an existing or impending emergency.
- Provide traffic control during emergencies.
- Assist in evacuation of the disaster area and movement to shelter.
- Provide security and protection for the damaged area and critical facilities and control access to affected areas.
- Provide security in the EOC, reception centers, shelters, lodging and feeding facilities during emergency operations.
- Relocate and house prisoners when necessary during periods of evacuation.
- Coordinate additional law enforcement support with State Highway Patrol and other counties and/or municipalities during response activities.
- Deliver radiological monitoring kits when requested.
- Limit access to the evacuation area during response and recovery operations.
- Provide support to local jurisdiction during emergencies within a local jurisdiction.
- Act as an assistant coordinator to the Chief of Police during an emergency within a local jurisdiction.

2. *Municipal Law Enforcement Agencies* (also see Basic Plan)

- Maintain law and order within local jurisdictions.
- Provide mobile units for warning operations.
- Provide security for essential facilities.
- Provide vehicle security in reception center parking areas.
- Provide direction & control for law enforcement operations within a jurisdiction having a municipal law enforcement.

V. DIRECTION AND CONTROL

A. The Sheriff is responsible for the direction and control of law enforcement activities during emergencies, outside the Ahoskie, Murfreesboro, and Winton jurisdiction.

B. Assist coordinators for Law Enforcement activities during a emergency outside of their jurisdiction shall be the Chief(s) of Police in their respective municipality(ies).

VI. CONTINUITY OF GOVERNMENT

A. The chain of command within an organized law enforcement organization is established by senior rank and position to ensure continuous leadership and does not change during emergency operations.

B. The line of succession is:

1. Sheriff

2. Chief Deputy

3. On duty patrol supervisor

C. The Line of Succession (Municipal):

1. Chief of Police
2. Captain
3. On duty patrol supervisor

D. Records vital to the law enforcement function will be protected during emergency situations by the individual agency. Assistance may be provided by Emergency Management.

E. The Sheriff and Chiefs have developed deployment and support plans and will implement those plans in accordance to the situation and in coordination with the Emergency Management Coordinator and the Emergency Operations Center.

VII. AUTHORITIES AND REFERENCES

See Basic Plan - Authorities and References

Attachment 1
VEHICLE PASSES

This permanent pass may be used by persons assigned duties within governmental or private agencies. For a MS Word version of the pass, click here.

PERMANENT PASS

_____

(Print Name)

The Driver of this vehicle is

AUTHORIZED to enter the restricted

areas designated

Issued by: _____

Renewable: _____ (date)

The pass below may be renewed weekly or monthly in order to provide a method of phasing out those passes no longer valid. For a MS Word version of the pass, click here.

TEMPORARY PASS

_____

(Print Name)

The Bearer of this pass is

authorized to pass in connection with

Official Business

Valid Until: _____

Date Issued: _____

Issued By: _____

Attachment 2
Law Enforcement Disaster Preparedness/Response Checklist

Sheriff or Law Enforcement EOC designee

- ☐ When notified, report to the Emergency Operations Center and serve in the Operations group, until relieved or the incident is terminated.
- ☐ Receive a situational briefing. Ask questions and address concerns.
- ☐ Advise the EOC of the availability of local law enforcement response resources, including the number of personnel and units that may be available.
- ☐ Advise the EOC of any special units or personnel needs that are immediately known.
- ☐ Advise the EOC of the need to request or deploy municipal/state and/or federal law enforcement personnel.
  - ☐ If state and/or federal law enforcement is deployed have a representative report to the EOC to provide coordination under unified command.
  - ☐ Ensure communications are available for any municipal/state and/or federal law enforcement personnel.

- [ ] Ensure Incident Command is established with field personnel.
- [ ] Establish and maintain communications with field commanders/supervisors.
- [ ] Coordinate law enforcement actions from the EOC and coordinate with other response emergency services (i.e. fire service, EMS, etc.).
- [ ] Provide security personnel for the EOC.
- [ ] Provide security at staging areas.
- [ ] Give a situational briefing to law enforcement supervisors.

Chief Deputy / Supervisor / Chief of Police

- [ ] Receive a situational briefing from the Sheriff or designated EOC law enforcement representative. Ask questions and address concerns.
- [ ] In turn, give a situational briefing to all departmental personnel, including support personnel, such as records, jail, civil division, courts, etc.
- [ ] During the situational briefing include:
  - [ ] Ensure the primary functions of the department are carried out (i.e. the protection of lives and property, enforcement of laws, ordinances, curfews, etc.).
  - [ ] Maps of areas.
  - [ ] Mission specific assignments (i.e. security, patrol, checkpoints, roadblock, traffic control, etc.).
  - [ ] Safety issues or concerns (i.e. power lines down, roads blocked, flooding, etc.).
  - [ ] Location of to-be-established checkpoints.
  - [ ] Location of staging area.
  - [ ] Current weather and forecast weather reports.
  - [ ] Incident command structure and incident commander.
- [ ] Ensure personnel are advised to track and record all vehicle mileage and use (in hours) as well as all overtime hours and to file reports with supervisor.
- [ ] Establish and maintain communications with:
  - [ ] Field supervisors and/or on scene personnel.
  - [ ] Incident Commanders.
  - [ ] Communications Center.
  - [ ] Emergency Operations Center.
  - [ ] Municipal/state/federal law enforcement agencies that are involved in the incident.

- ☐ Request, as necessary, assistance through the EOC.
- ☐ Carry out other functions assigned by the Sheriff.
- ☐ Collect and/or develop and maintain accurate records of personnel, expenditures, damages, injuries to personnel, etc.
- ☐ File reports with the Sheriff and/or designated EOC representative when requested or required.
- ☐ See Hazard Specific Checklists that are attachments to the County Emergency Operations Plan, for assistance in determining potential/necessary actions for your department.

MEDICAL DEBRIS

Hertford County Emergency Operations Plan

Updated/Reviewed June 7, 2013

Responsible Agency: Emergency Management

Attachments	
Attachment 1	Medical Waste and Hazardous Material Collection

I. PURPOSE

This Appendix provides information to respond to emergencies involving medical debris that poses a threat to the health and safety of local jurisdictions.

II. SITUATION AND ASSUMPTIONS

A. Situation

1. Medical debris has been found in numerous locales in the state. This debris could possibly result in biological contamination of local jurisdictions.

2. Victims of accidents with medical debris may require special medical care not typically needed in other types of emergencies, due to the possible presence of biological contamination.

B. Assumptions

1. An incident involving medical debris could result in serious injury to affected parties.

2. The appearance of medical debris could result in the closing of involved areas.

3. Citizens affected by medical debris will normally follow instructions and avoid contaminated areas.

4. The jurisdiction's emergency response personnel are aware of the resources and materials available to them in a medical debris incident.

III. CONCEPT OF OPERATIONS

A. General

There are two basic situations involving medical debris:

1. The discovery of individual items of medical debris, for example, a single syringe.

2. The discovery of a large quantity of medical debris that is found in a cluster.

B. **Specific**

The level of the State's response will be dictated by the amount of medical debris found and the expected danger therefrom. Depending upon the seriousness of the incident, protective responses for the public could include isolation of small sections of an area, closing of a complete or particular area and/or a complete ban on any activity, recreational or commercial, in any part of a community.

C. **Levels of Emergency**

1. *Level 1 (Potential Emergency Condition)* An incident which can be controlled by the local law enforcement agency, and will not require evacuation of an affected area.

2. *Level 2 (Limited Emergency Condition)* An incident involving a greater hazard or larger area which poses a potential threat to life or property and which may require limited closing of an area. Initial response to the incident can be adequately handled by the responding law enforcement agency's personnel and resources.

3. *Level 3 (Full Emergency Condition)* An incident involving a severe hazard or involving a large area which poses a potential threat to life or property, requiring an indefinite closing of an area and prohibition of certain activities.

D. **Standing Operating Instructions Considerations**

1. This plan recognizes that the level of a medical debris incident can change with time and may necessitate escalating the specific response to a higher level or down-grading that response to a lower level as the situation may dictate.

2. When responding to a medical debris incident, responders will assume the involvement of biologically hazardous medical substances unless otherwise predetermined.

3. Public information officials should prepare warning advisories for the general public which will include instructions for avoiding the medical debris and provide a means for notifying the proper officials.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. **General**

Each local department involved in medical debris response is responsible for the safety of its own personnel, including training in the danger of medical debris, emergency response techniques, protective measures, the provision of protective clothing and equipment, and medical monitoring of personnel if necessary. In this regard, each agency is responsible for developing, maintaining, and updating training programs and standard operating procedures for handling medical debris.

B. **Citizen Responsibilities**

When a private citizen discovers medical debris, the individual discovering the material should:

1. Leave the material untouched.

2. Place some type of marker near the material so that it may be easily found.

3. Immediately contact the local Police Department or the County Sheriff's Office.

C. **County and Municipal Responsibilities**

Under the North Carolina Emergency Management Act, elected officials have specific responsibilities to their constituents concerning preparation for, response to, and recovery from disasters. Under these guidelines the following processes are established:

1. *Chairman, County Commissioners*: The Chairman should provide whatever direction and control is needed in dealing with a medical debris incident that occurs in an area where the County has jurisdiction and responsibility.

2. *County Manager:* The County Manager should provide administrative support for the emergency response agencies involved when dealing with an incident involving medical debris where the County has jurisdiction and responsibility.

3. *Mayor of Affected Town/City:* The Mayor should provide whatever assistance is required in dealing with a medical debris incident that occurs in an area where the Town/City has jurisdiction and responsibility.

4. *Town/City Manager:* The Town/City Manager should provide administrative support for the emergency response agencies when dealing with an incident involving medical debris where the Town/City has jurisdiction and responsibility.

5. *County Sheriff/Local Police Chief:* The senior Local Law Enforcement Official should assume responsibility for the coordination, direction and control of the medical debris identification and cleanup. In this position he should:
    - Call the County Emergency Management Office.
    - Implement the necessary steps to safeguard human life, property, and the environment.
    - Cordon off and secure the affected area as required.
    - Identify the material involved without undue risk of exposure.
    - Remove the material.
        - The removed material should be treated as though it were evidence in the event prosecution becomes possible in the future.
        - Copy *Medical Waste and Hazardous Material Collection Form,* enter the requested information, and attach the completed form to the medical debris.
        - Take full responsibility for maintaining the continuous chain of receipts and custodial safeguards required of all potential evidence.
    - Call the State Warning Point and ask the Telecommunicator to page the Duty Officer for the Division of Emergency Management, Department of Crime Control and Public Safety. The Telecommunicator must be given a contact name and telephone number so that a return call can be established.

6. *County Emergency Management Office* will:
    - Notify appropriate county officials.
    - Notify the State Area EM Coordinator.
    - Take all steps necessary to inform all concerned of potential hazards.

7. *County Health Department:* In addition to other responsibilities normally required and performed, the County/City Health Department will:
    - Promulgate applicable health information and regulations appropriate to the medical debris incident.
    - As requested by local Law Enforcement, assist with the technical information that may be required to safely remove or store the material and prepare it for shipment to the Health Services Lab located in the Bath Building, Raleigh, NC, as necessary and appropriate.
    - When local disposal of the medical debris is deemed appropriate, the local official having custody of the material must first obtain permission from the assigned SBI investigator in order to do so.

8. *Public Works/Engineering* will train and equip medical debris cleanup teams to assist the senior law enforcement officer as required.

D. **State Responsibilities *(For Informational Purposes Only)***

1. *Division of Emergency Management* is responsible for support in accordance with State Statutes, when requested, by local jurisdictions.

2. *The Area Coordinators* for the Division of Emergency Management have been empowered by the Secretary of Crime Control and Public Safety to act on his behalf as prescribed in G.S. 166A and are responsible for local assistance, when requested, during an incident. They will be single on-scene coordinator of the State's response as requested by County and Municipal officials.

3. *The State Warning Point,* the State Highway Patrol's communication center in Raleigh, will provide the first notification to the Division of Emergency Management when the Division's Duty Officer is paged.

4. *Department of Justice* (DOJ). If the responsible party is identified, and if North Carolina law has been violated, (DOJ) will determine if prosecution is warranted and proceed as deemed necessary.

V. DIRECTION AND CONTROL

A. The overall direction and control of emergency activities in a crisis situation is vested with the Chairman, County Commissioners.

B. On site management of all direction and control will be established by the Senior Local Law Enforcement official.

C. It is presumed that activation of the entire county emergency response force, including activation of the EOC, may not be required in each and every type of emergency involving medical debris.

VI. CONTINUITY OF GOVERNMENT

Lines of succession for agencies and officials responsible in a medical debris incident are in accordance with established procedures and as stated in the County/City Emergency Operations Plan.

VII. PUBLIC INFORMATION

A. Overview

1. A statement concerning Medical Debris is contained in Attachment 2 to this Appendix. These are comments from the State Emergency Management Director concerning the overall problem and are suitable for a public information release.

2. Public Information Contact Point. Contact the State Emergency Management Office PIO for further information on Medical Debris.

B. Medical Debris Handling Guidelines

When the material is retrieved, the following safeguards will be employed:

1. Wear rubber gloves, similar to regular "dish washing gloves".

2. If the material appears to be broken, has sharp edges, or needles, in addition to the rubber gloves above, also wear heavy leather gloves.

3. A shovel may be used in lieu of gloves.

4. The items should be placed into a plastic trash bag. The bag should be tied closed and placed into another plastic bag which will also be tied closed. These will then be placed into a cardboard box which should be sealed as though it may become evidence in a trial.

5. The gloves should be stored in a "zip-lock" type bag in the event they are needed again during the same incident. When it is determined that the gloves will no longer be needed, they should be disposed of properly.

6. When in doubt, in dealing with situations not covered herein, use extreme caution and a procedure which will maximize the safety and well being of the person handling the medical debris.

C. Citizen Protection Plan Overview

1. There have been frequent instances where medical debris has been found on the shores of North Carolina. Because these debris pose a serious threat to our citizens, our ecology and our economy, a plan has been developed that addresses this problem, both now and in the future.

2. The plan acknowledges that debris has been found. There are two types of events involving medical debris. The first involves small quantities of material such as an individual syringe. The second involves the discovery of significant amounts of debris. Both of these can trigger any one of three levels of response. The first is where there may be a potential emergency condition, the second may entail closing portions of a beach and the third is the most serious and would have wide-spread economic impact because whole areas of the beach may be closed indefinitely.

3. The plan identifies the specific roles that will be expected of officials at all levels. Local law enforcement officials will have to run the risk of removing these materials from our shores. City and Town Managers will, as they have done in the very recent past, provide needed support to local law enforcement officials to

recover these materials and to remove the threat to our citizens. County officials must also provide this same kind of support except that their areas of responsibilities are much larger.

4. The State agencies that will become involved include the Division of Emergency Management which will coordinate the state's response. The Division of Marine Fisheries will be responsible for detecting this material in the waters and on the shoreline. The Division of Health Services will determine what, if any, threat there is to human health as a result of the debris and to ensure their proper disposal. The Division of Environmental Management will mitigate the impact these materials may have on the fragile ecology of our shore line. And the State Bureau of Investigation will make every effort to identify the perpetrators and bring them before the courts.

5. State, Local and County Officials cannot, however, be expected to do everything. The plan will not work unless we have your assistance. As individual citizens, your help is crucial in minimizing the possible effects these debris may have on our state. As part of the plan, we ask that anyone walking, playing and working along our shores pay particular attention to those things around them that may pose a danger. If you see something that looks like it might be medical debris, immediately contact your local law enforcement agency or Marine Fisheries. They will remove the material and then the State can implement this plan and strive to prevent these materials from washing ashore.

VIII. AUTHORITIES AND REFERENCES

See Basic Plan - Authorities and References

Attachment 1
Medical Waste and Hazardous Material Collection Form

Click here for a MS Word copy of the form below

In order to facilitate any criminal investigation which may arise from the discovery and collection of medical waste or other hazardous materials, the State Bureau of Investigation requests that the information noted below be provided for each collection. Included in the data will be a custody log which will identify those individuals who maintained custody of the materials collected. Additional information concerning this request can be obtained by contacting the State Bureau of Investigation at (919) 292-5320 (8:00 AM - 5 PM, M-F) or (919) 779-1400.

Date of Discovery: _____ Time of Discovery:_____

Name of Individual Discovering the Material (if known):_____

Address: _____ Telephone: _____

LOCATION OF MATERIALS: County: _____ City: _____

Location: _____(Address or proximity to known landmark)

Date of Collection: _____ Time of Collection: _____

Agency Conducting Collection: _____

Contact Individual of Agency:_____ Telephone: _____

General Description of Items Collected:_____

CUSTODIAL LOG

NAME	**DATE RECEIVED**	**DATE TRANSFERRED**
1._____	_____	_____
2._____	_____	_____
3._____	_____	_____
4._____	_____	_____
5._____	_____	_____

(A completed copy of this form must accompany the materials)

NOTIFICATION AND WARNING

Hertford County Emergency Operations Plan

Updated/Reviewed June 7, 2013

Responsible Agency: Communications / Emergency Management

Attachments	
Attachment 1	Emergency Alert System
Attachment 2	EAS Procedures
Also see	
Annex	Hazardous Materials
	Public Information

I. PURPOSE

This annex describes the process for staffing, operating and maintaining a warning system in the event of an emergency. It also provides instructions for dissemination of warning information to response agencies and the general public throughout the County.

II. SITUATION AND ASSUMPTIONS

A. Situation

1. The County Warning Point will normally initiate notification and warning.

2. Broadcast media will be relied upon to assist in the dissemination of warning to the general public.

3. Operational telephone and/or radio communications may be utilized to notify public officials, Emergency Operations Center staff, emergency personnel and others as required.

4. Emergency service vehicles are available for warning the general public.

5. Special Needs groups or persons in group quarters may have to be provided special warning and notification.

B. Assumptions

1. Current forms of warning may necessitate augmentation in order to provide sufficient warning to the general public and special needs populations.

2. Use of mobile public address systems and/or house to house alert warning may be necessary when the urgency of the particular hazard requires immediate evacuation actions or when there is a failure of other fixed warning

systems.

III. CONCEPT OF OPERATIONS

A. Emergency warning may originate at the national, state or local level of government. Timely warning requires dissemination to the public by all available means:

- CodeRed
- National Weather Service (NWS) National Oceanic & Atmospheric Administration Weather Radio Service
- Emergency Action System (EAS)
- State Operated Two Way Radio Systems
- N.C. Division of Criminal Information (DCI)
- Local Government Radios
- Sirens, horns, or mobile public address systems
- Telephone

B. Receipt and Dissemination of Warning

1. The N.C. Highway Patrol serves as the State Warning Point at the Raleigh Communications Center. NAWAS and NWS alerts are received there from Federal agencies and, on occasion, the public.

2. Warning received from the site of an emergency is normally reported to the County Warning Point.

3. Notification of governmental officials and emergency response personnel from the County Warning Point will follow established procedures.

4. Jurisdictions adjoining Hertford County will be notified through the Communications Center or by the quickest possible method, in the event an incident occurs within Hertford County that may cause adverse affects across jurisdictional lines.

C. Dissemination of Warning to the General Public of major emergencies will be by:

- Emergency Action System (EAS)
- Weather alert radios
- Mobile public address systems as appropriate
- Siren system
- House to house alert by emergency personnel

D. Dissemination of Warning to Special Populations

1. Hearing impaired, special needs groups, persons in group quarters and non-English speaking groups are notified by the most expedient means possible. Usually the message will ask citizens to assist in the evacuation of these special groups.

2. Public schools, hospitals and other special warning locations are notified by emergency personnel at the County Warning Point.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. **Organization**

1. The County Warning Point, located in the Hertford Law Enforcement Center, continuous 24-hour basis from which key officials and the public can be alerted. The County Warning Point has the capability to simultaneously activate warning devices for the public.

2. The Emergency Broadcast System (EAS) provides an operational public warning capability to national, state and local governments.

B. **Responsibilities**

1. *Emergency Management Coordinator*

   - Coordinate warning resources with neighboring counties.
   - Develop procedures to warn areas not covered by existing warning systems.
   - Develop procedures which define agency responsibilities, describe activation procedures and detail the warning systems for notifying the general public.
   - Develop listing of warning equipment, locations and areas of coverage.
   - Develop procedures to alert key officials.
   - Develop procedures to activate the EBS system.
   - Provide for testing and exercising of the warning and alerting systems on a monthly basis.
   - Provide for warning procedures for special locations such as schools, hospitals, nursing homes, major industries and institutions.
   - Develop a flood warning system for areas in the County subject to frequent flooding.
   - Provide for maintaining current internal notification/recall rosters.
   - Arrange with public service agencies to augment warning capabilities.
   - Report to EOC upon activation to direct and control warning operations.
   - Coordinate with the PIO to distribute necessary information to the media and public.

2. *Telecommunicator/Communications Director/Sheriff*

   - Receive warning information from NWS (National Weather Service) or the Division of Criminal Investigation (DCI) and other official sources.
   - Transmit or deliver warning information to key officials following the notification list and alerting procedures.
   - Activate various warning devices which are located throughout the County.
   - Coordinate with Emergency Management coordinator for testing and exercising of the warning and alerting systems.
   - Provide for maintaining current internal notification/recall rosters for the communications system.

V. DIRECTION AND CONTROL

A. The Chairman of the Board of County Commissioners or their designee has the authority to direct and control the County warning system. The Communications Director is vested with the authority of the Chairman to activate the County Warning System as necessary when emergency circumstances warrant and in the interest of time. This authority stands day-to-day unless revoked by the Chairman of the Board of County Commissioners.

B. The Communications Director is designated as the County Warning Coordinator and will follow established County warning procedures.

VI. CONTINUITY OF GOVERNMENT

A. The line of succession is:

1. Hertford County Sheriff
2. Chief Telecommunicator
3. Chief Deputy

B. Lines of succession for agencies that support the warning operation are in accordance with their agencies established policies.

VII. AUTHORITIES AND REFERENCES

See Basic Plan - Authorities and References

Attachment 1
EMERGENCY ACTION SYSTEM (EAS)

I. PURPOSE

This appendix provides specific instructions and procedures for Hertford County Government and suggested procedures for the Designated Administrative Officials to follow in the dissemination of emergency alerting and warning information and protective action instructions to the citizens of Hertford County over the Emergency Broadcast System (EAS).

II. DEFINITIONS

A. **Emergency Action System (EAS)**

The EAS is composed of AM, FM and TV broadcast stations and non-governmental industry entities operating on a voluntary, organized basis during emergencies at Federal, State or operational (local) area levels.

B. **Primary Station**

Broadcasts or re-broadcasts a common emergency program for the duration of the activity of the EAS at National, State or Operation (local) area level. The EAS transmission of such stations are intended for direct public reception as well as inter-station programming.

C. **Local Primary Station (LP)**

This is a Primary Station in an Operational (local) Area which is responsible for originating and coordinating the broadcast of an emergency action notification for its area.

III. CONCEPT OF OPERATIONS

This plan calls for:

A. The prompt reporting of emergency information and recommended protective actions by Federal, State, business, industry and utility officials to the County Warning Point. These reports include severe weather watches and warnings as well as other hazards, such as dam failures, hazardous materials and other threats to the citizens of Hertford County as shown in the Basic Plan.

B. The prompt reporting of emergency information and recommended protective action to the County Warning Point by emergency service personnel or others at the scene of the emergency.

C. The decision by local government to disseminate the emergency alerting, warning and protective actions instructions over the LP-1 or over the primary stations serving Hertford County.

D. The preparation of the information to be disseminated in written form.

E. The activation of the EAS procedure.

F. The termination of the procedure when it is no longer required.

Attachment 2
EMERGENCY ACTION SYSTEM BROADCAST PROCEDURE

I. PURPOSE

This procedure provides a list by title of government persons who are authorized to activate the Emergency Action System (EAS) at or from the local level and prescribes the steps to be followed by government and which should be followed by the broadcast media to disseminate emergency information to the general public.

II. AUTHORIZED PERSONNEL

The individuals shown below are authorized to request activation of the EAS in order to disseminate emergency information and instructions. A list of these individuals by title has been provided to the Operational Area LP-1 and a mutually agreeable method of authentication by code has been established. The EAS LP-1 has furnished the County with a list of telephone numbers to be used by the authorized personnel when requesting activation of the EAS.

A. Chairman of the Board of County Commissioners or their designated representative.

B. The Mayor or their designated representative.

C. The Sheriff or their Designated Representative.

D. City or County Managers.

E. Emergency Management Coordinator or their designated representative.

III. ACTIVATION REQUEST PROCEDURES

A. Notification Procedure

1. Prepare in writing the exact information to be broadcast.

2. Call the State Warning Point (Emergency Management - Operations) and give title, name and political subdivision represented and request the EAS be activated for the operational area.

3. Upon request, give authentication code.

4. The State Warning Point will / should acknowledge the authentication code.

5. Upon request of the Warning Point, read text prepared for emergency action notification.

6. Follow other instructions as given by the State Warning Point (Emergency Management).

B. Broadcast Activation Procedure

1. LP-1 (or local primary station) will disseminate the emergency information through AM-FM radio or TV according to the State Plan.

2. A Primary Station will disseminate the emergency information only through its own facility.

3. Follow-up messages as needed, upon request of the originating officials.

C. Termination Procedure

1. Have a written termination notice specifying the hazard to be terminated.

2. Call the State Warning Point and give title, name and political subdivision represented and request the EAS be terminated.

3. Upon request, give authentication code.

4. Upon request, read the termination message, concluding with the statement "This concludes this activation of the Emergency Action System".

IV. TESTING THE EAS PLAN

Scheduled or random tests should be conducted so that a radio station and county operations become familiar with this procedure on all shifts.

V. PROCEDURES DEVELOPMENT AND MAINTENANCE

A. The North Carolina Division of Emergency Management will be responsible for updating the authentication code annually.

B. Each County will be responsible for advising the stations of current warning point telephone numbers.

C. Counties will confirm current authentication code lists with the stations.

PUBLIC HEALTH

Hertford County Emergency Operations Plan

Updated/Reviewed June 7, 2013

Responsible Agency: Hertford County Public Health Authority

Attachments	
Attachment 1	Medical Facilities Resources
Attachment 2	Preparedness/Response Checklist
Also see	
Annex	Shelter and Mass Care
	Emergency Medical Services

I. PURPOSE

This annex provides for protection of the public health during disasters which can lead to situations that would cause a need for expansion of the daily activities provided by the Hertford County Health Authority, the Mental Health Agency serving Hertford County and the Hertford County Medical Examiner.

II. SITUATION AND ASSUMPTIONS

A. **Situation**

1. Most emergency situations can lead to public health and medical problems.

2. A well-planned health and medical support network is essential during emergency situations.

3. Depending on the nature of the incident, complications may include general health problems, communicable disease, contamination of food and water and mental health ailments.

4. The release of toxic or hazardous materials may result in air, water or soil contamination.

5. Hertford County Health Authority has developed the Public Health Authority All Hazard Response Plan which is maintained as a separate document.

B. **Assumptions**

1. A large-scale emergency may result in increased demands on health-related personnel.

2. Many injuries, both minor and relatively severe, will be self-treated by the public.

3. Resources available through area and regional medical, health and mortuary services mutual aid agreements will be provided.

4. When local resources can no longer meet the demand of the situation, State agencies will be contacted to provide additional resources and/or to assume control of the response.

5. Catastrophic disasters may affect large areas of the County and health resources may be damaged, destroyed, or unavailable.

6. Many of the injured will be transported to medical facilities by people other than medical personnel.

7. EMS is most critical within the first 30 minutes of the emergency. Mutual aid assistance usually arrives after this critical period.

8. In an attack or disaster situation it may be necessary to relocate hospital facilities and seriously ill patients.

III. CONCEPT OF OPERATIONS

A. **General**

1. Emergency operations for public health services and medical services will be an extension of normal agency and facility duties.

2. Coordination between Health/Medical providers is necessary to ensure emergency operational readiness.

3. Within the National Response Framework, medical services (including emergency medical services) is an emergency support function. (ESF#8).

B. **Health**

1. The primary concern of public health is disease control. The County Health Authority will implement effective environmental health, nursing and health education practices to minimize the incidence of disease. This service is unique to the County and includes services to the municipalities.

2. Frequent inspections of damaged housing and emergency shelters will be necessary to determine the need for emergency repairs, pest control, sanitation, or other protective procedures.

3. Private water supplies may need to be inspected by the Health Authority due to their proximity to flood areas or a hazardous materials incident. The Health Authority will respond to requests by residents as needed in addition to identification of areas that may need mandatory inspection.

4. As incidents dictate the Director of the Hertford County Public Health Authority will make recommendations for immunizations or other preventive measures.

C. **Medical**

1. EMS will provide field medical care as needed during emergency situations and coordinate necessary medical transportation.

2. EMS capabilities will be expanded by volunteer first aid and rescue squads serving the respective response areas.

3. During mass casualty incidents, EMS will establish patient triage, holding, treatment and transportation areas.

4. When necessary an EMS official will be located at an established command post to coordinate responding medical units and establish communication links with hospitals and the County Communications Center (or EOC).

5. Transfer of authority on-scene will be in accordance with established procedures.

D. **Mental Health**

1. The Mental Health agency serving Hertford County will coordinate activities with the Emergency Management Coordinator to provide services for the public and emergency workers, as necessary or requested by the Emergency Management Coordinator.

2. The regional Council of Governments, or other designated agency, will be the key agency for coordination of Critical Incident Stress Debriefing Teams and any needed follow up.

E. **Mortuary**

1. The appointed Medical Examiner will take charge of the proper recovery and authority to remove human remains.

2. The North Carolina Medical Examiners Office will be essential in the event of mass fatalities and the need for identification and determination of cause of death. This coordination will be a co-responsibility of the Emergency Management Coordinator and the appointed Medical Examiner.

3. Expansion of morgue capability will be done utilizing resources from the State and (as available) the County.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. **Organization**

1. The County Health Authority Director will coordinate, organize and supervise emergency public health operations.

2. The EMS Director/Coordinator will coordinate emergency medical service operations.

3. The Medical Examiner will coordinate activities relating to the identification of the dead and mortuary services.

4. Emergency health and medical teams will be provided with safety and health equipment for response to hazardous materials incidents.

5. The County EMS Coordinator will make provisions for evacuating and/or sheltering of patients, staff, equipment, supplies and vehicles for nuclear attack or other hazard situations.

B. **Assignment of Responsibilities**

1. Health Director

    - Prepare procedures for emergency health operations, develop mutual aid agreements.
    - Develop and implement health awareness and public information programs regarding personal health.
    - Develop and maintain a Public Health Authority All Hazard Response Plan specific to health issues and concerns and coordinated with Hertford County Emergency Management.
    - Report to the EOC upon activation and provide direction and control for emergency health operations.

- Provide for health care at emergency facilities, including shelters and congregate care/reception centers.
- Provide for medical needs of special needs population.
- Provide continuous health inspections and immunizations when appropriate to evaluate, detect, prevent and control communicable disease.
- Coordinate environmental health activities for waste disposal, refuse, food, water control and vector/vermin control and sanitation.
- Supervise laboratory activities for examination of food and water. Provide for the monitoring and evaluation of environmental health hazards and arrange for corrective measures.
- Assist in determining hazardous chemical or radiation levels for emergency workers and determine appropriate exposures.
- Arrange for the re-supply of health response agencies.
- The Hertford County Health Authority will arrange for the collection and processing of vital statistics and other documentation.
- Data related to disease outbreaks will be collected and forwarded to appropriate State and Federal officials.
- Health inspections will be conducted with increased frequency.
- The Health Director will determine what operating records will be essential for post disaster analysis and will require maintenance of these records.

2. Emergency Medical Service Director

- Develop EMS procedures and mutual aid agreements.
- Establish liaison with medical facilities and coordinate with receiving hospitals; and maintain field communications with other response groups.
- Maintain liaison with volunteer agencies / groups to support first aid and supplement medical resources in shelters and other disaster situations.
- Provide for the dispatch of ambulances and the transport of victims to medical facilities.
- Coordinate response capabilities utilizing the emergency medical and ambulance units.
- Maintain a casualty tracking system.
- Provide for nursing care to the extent that local medical standing orders allow.
- Implement Incident Command System (ICS).
- Logistical Support
  - Arrange for mutual aid medical response teams.
  - Provide for augmentation personnel to support medical response teams.
  - Provide for the acquisition of medical/health equipment and supplies.
  - Inventory transportation resources:
    - Aircraft, helicopters, trucks, four wheel vehicles
    - Private and public ambulance companies
    - Water transport
    - Limousine and taxi companies
    - Mortuaries

3. Hospital Disaster Coordinator

- Maintain listing of medical facilities. (See Medical Facilities Resources)
- Provide direction and control for hospital staff during emergencies, coordinating transportation of casualties and medical resources to health care facilities.
- Identify facilities that could be expanded into emergency treatment centers
- Prepare procedures for reducing patient populations (e.g., discharge of less critically ill patients.)
- Implement hospitals disaster plans.
- Maintain liaison with EMS Coordinator and provide medical guidance as needed to field units.
- Establish and maintain field and inter-hospital medical communications.
- Provide for emergency treatment and hospital care of disaster victims and arrange for a

hospital triage team when appropriate.
- Dispatch triage physician teams to disaster site as requested.
- Provide for medical care centers in the hazard area and provide for the medical care and preventative medical treatment of essential workers and injured persons.
- Arrange for the restocking of medical supplies and equipment during the recovery phase.
- Provide blood through blood donor program.
- Provide nursing staff and nursing aides as requested.
- Maintain a medical evacuee tracking system.
- Support the emergency response by medical/health and mental health agencies as requested.
- Provide for medical care of relocated persons at shelters and congregate care/reception centers.

4. Medical Examiner (appointed by NC Medical Examiners Office)

    - Develop procedures for the recovery, identification, registration and disposition of the dead. These procedures should include use of professionals and volunteers to sort, document, identify dead and the establishment of a morgue.
    - Identify resource equipment and supplies (e.g., refrigerated trucks; body bags.)
    - Coordinate with search and rescue teams.
    - Determine cause of death and issue death certificates.
    - Notify next of kin and release remains and personal effects of the deceased.
    - Issue press releases in conjunction with the County Emergency Public Information Officer (PIO).
    - Coordinate with funeral directors, ambulance services, pathologists, dentists, X-ray technicians and law enforcement in a mass casualty incident.

5. Mental Health Director

    - Develop procedures to provide mental health services during emergencies.
    - Develop a nuclear attack threat training guide for counseling personnel.
    - Provide crisis intervention training for personnel assigned to mental health service teams.
    - Implement disaster plans for mental health facilities.
    - Provide mental health professionals for treatment of disaster victims.
    - Provide sites as available for temporary hospitals/clinics.
    - Assist with inquiries and inform families on status of individuals injured or missing.
    - Maintain a 24-hour Crisis Line during periods of evacuation.
    - Identify evacuees in reception centers and shelters who have experienced mental stress and provide them with mental health services
    - Ensure continuity of mental health treatment and medication for the relocated population.
    - Provide crisis counseling to professionals and support staff working with the relocated population.
    - Arrange for debriefings or psychological support for emergency workers and disaster victims.

6. Nursing Home Coordinator

    - Ensure that nursing homes develop evacuation procedures including the discharge of less critically ill patients.
    - Ensure that nursing homes develop procedures for care of those remaining in hazard area (e.g., patients, key workers).
    - Maintain listing of nursing homes and send Updated/Reviewed copies to EMC.
    - Provide space as available for temporary hospital/medical treatment facilities.

7. Superintendent of Schools

- Provide trained medical/health personnel (e.g., school nurses, counselors, etc.) as available.
- Provide school facilities for temporary medical treatment facilities, as needed.
- Provide buses and drivers, on request, for evacuations of medical and health care facilities.

8. Volunteer Group Liaison / Disaster Volunteer Coordinator

    - Arrange to provide food for emergency workers and patients.
    - Provide volunteers to assist in the care of special needs population.
    - Provide support personnel for counseling services for disaster victims, as available.
    - Provide appropriately trained personnel, as available, for response teams.
    - Assist in handling inquiries and informing families on the status of individuals injured or missing.

V. DIRECTION AND CONTROL

A. Emergency public health operations will be directed from the EOC by the Health Director.

B. The EMS Coordinator will direct and control EMS operations. For on-scene incidents, the senior officer will assume direction and control.

C. The Medical Examiner will direct and control all activities connected with identification of the dead and mortuary services.

D. The Health Director and EMS Coordinator will maintain communications with their field forces and will keep the EOC informed of activities performed along with personnel and equipment needed to maintain adequate response and recovery efforts.

VI. CONTINUITY OF GOVERNMENT

A. **Health**
The line of succession is:

1. Director, Hertford County Health Authority
2. Nursing Director
3. Assistant Nursing Director

B. **Medical**
The line of succession is:

1. Emergency Medical Services Director
2. Hertford County EMS Supervisor
3. President Hertford County EMS Council / Medical Control

C. **Mortuary**
The line of succession is:

1. State Medical Examiner

2. DMORT (Disaster Mortuary Service) Team leader

VII. AUTHORITIES AND REFERENCES

See Basic Plan - Authorities and References

Attachment 1
Medical Facilities Resources

Information regarding medical facilities, nursing home resources, etc. is retained in the resources database.

Attachment 2
Public Health Disaster Preparedness/Response Checklist

Director of Public Health or designee

- ☐ When notified, report to the Emergency Operations Center and serve in the Planning group, until relieved or the incident is terminated.
- ☐ Receive a situational briefing. Ask questions and address public health concerns.
- ☐ Receive mission or specific assignments.
- ☐ Advise the EOC of the availability of response resources, including the number of personnel and equipment that may be available.
- ☐ Advise the EOC of any special equipment, medications to dispense to the public or personnel needs that are immediately known.
- ☐ Coordinate closely to provide support to shelter and mass care operations, Emergency Medical Service, etc.
- ☐ Review mutual aid agreements to ensure such agreements are formalized.
- ☐ Implement mutual aid as necessary, requested or required.
- ☐ Survey local hospitals to determine what (if any) resources may be available to support public health.
- ☐ Survey local pharmacies to determine if they have ample supplies of medications.
- ☐ Survey other agencies and organizations to determine actual or potential public health needs.
- ☐ Review and prepare to implement other annexes to the Emergency Operations Plan relative to Public Health (i.e. Terrorism, Mass casualties, etc.).
- ☐ Prepare information and give a situational briefing to public health supervisors.

Public Health Supervisors

- ☐ When notified, report to a designated briefing area (not the EOC) and receive a situational briefing from the Director of Public Health or designee.
- ☐ Receive mission or specific assignments.
- ☐ Ask questions and address public health concerns.
- ☐ Advise the Director or designee of the availability of equipment and supplies, including the number of personnel and their qualifications, that may be available.
- ☐ Advise the Director or designee of any special equipment, medications to dispense to the public or personnel needs that are immediately known.
- ☐ Prepare your department, division or section according to the information received during the situational briefing.
- ☐ Prepare your own situational briefing to give to personnel in your department, division or section and include at least the following:
  - ☐ Procedures, policies or guidelines specific to any assignment received during the situational briefing.
  - ☐ Maps of affected areas.
  - ☐ Specific areas of concern to Public Health.
  - ☐ Forms that may be necessary.
  - ☐ Safety.
  - ☐ Location of security checkpoints, roadblocks, etc.
  - ☐ Location of fuel, food, other supplies.
  - ☐ Telephone numbers of key public health personnel.
  - ☐ Specific assignments.
- ☐ Ensure personnel are advised to accurately record vehicle mileage of county-owned vehicles used by Public Health.
- ☐ Ensure personnel are advised to accurately record overtime and file reports with their immediate supervisor.
- ☐ Ensure personnel are advised to accurately record expense incurred in the performance of their duty and file reports with their immediate supervisor.
- ☐ Issue equipment or supplies (.i.e. gloves, face shields, etc.).

Mental Healthcare

- ☐ When requested, report to the Emergency Operations Center and serve in the Planning group, until relieved or the incident is terminated.
- ☐ Receive a situational briefing from the Health Director and/or the EOC. Ask questions and address behavioral healthcare concerns.

- [ ] Receive mission or specific assignments from the Health Director and/or the EOC.
- [ ] Advise the Health Director and/or EOC of the availability of response resources, including the number of personnel and equipment that may be available.
- [ ] Be familiar with locations of shelters/mass care facilities that may be in operation or may need to be placed in operation.
- [ ] Implement plans for personnel to be at shelters and other designated locations.
- [ ] Review mutual aid agreements to ensure such agreements are formalized.
- [ ] Implement mutual aid as necessary, requested or required.
- [ ] Prepare a briefing for Behavioral Healthcare personnel. That briefing should include, but not necessarily limited to:
  - [ ] Procedures, policies or guidelines specific to any assignment received during the situational briefing.
  - [ ] Maps of affected areas. Maps to shelters/mass care facilities.
  - [ ] Specific areas of concern to Behavioral Healthcare.
  - [ ] Forms that may be necessary.
  - [ ] Safety.
  - [ ] Location of security checkpoints, roadblocks, etc.
  - [ ] Location of fuel, food, other supplies.
  - [ ] Telephone numbers of key personnel.
  - [ ] Specific assignments.

Medical Examiner (Note: Medical Examiners are not available locally and assignment will be made by the State Medical Examiners Office)

- [ ] When requested, report to the Emergency Operations Center and serve in the Logistics group, until relieved or the incident is terminated.
- [ ] Receive a situational briefing from the Health Director and/or the EOC. Ask questions and address concerns.
- [ ] Receive mission or specific assignments from the Health Director and/or the EOC.
- [ ] Advise the Health Director and/or EOC of the availability of response resources, including the number of personnel and equipment that may be available.
- [ ] Advise the Health Director and/or EOC of any special equipment, supplies, facilities or personnel needs that are immediately known.
- [ ] Prepare to direct and control mobile mortuary.
- [ ] Request, through the Health Director and/or EOC additional resources such as DMORT (Disaster Mortuary Operations Response Team).

- ☐ Other specific duties may be anticipated by reviewing additional annexes to the Emergency Operations Plan, such as Mass casualties, Terrorism, etc.

PUBLIC INFORMATION

Hertford County Emergency Operations Plan

Updated/Reviewed June 7, 2013

Responsible Agency: Administration

Attachments	
Attachment 1	Media Outlets
Attachment 2	Pre-scripted news releases
Also see	
Guidance	Public Information Officers Guide
Annex	Emergency Operations Center
	Disaster Planning Tips for pets & livestock
	Medical Waste Public Information

I. PURPOSE

This annex presents a plan of action to provide prompt, authoritative and understandable emergency information to the public for natural, technological and civil disturbance emergencies.

II. SITUATION AND ASSUMPTIONS

A. Situation

1. The County is vulnerable to a variety of hazards. Media outlets exist which, if effectively employed, can be used to inform the population of the events that are occurring and how they may best respond to them.

2. The County is served by the news media outlets listed herein.

3. During periods of emergency, the public needs and generally desires, detailed information regarding protective action to be taken for minimizing loss of life and property. There are times, however, when disaster strikes without warning and the public information system cannot react rapidly enough to properly inform the public about the hazard. For this reason, it is important that prior to the occurrence of an emergency, the public is made aware of potential hazards and the protective measures that can be employed.

4. The public may accept as valid rumors, hearsay, and half-truth information which may cause unnecessary fear and confusion.

B. Assumptions

1. Local print and broadcast media will cooperate in broadcasting and publishing detailed disaster related instructions to the public.

2. Depending on the severity of the emergency, telephone communication may be disrupted. Local and regional radio/television stations without emergency power may also be off the air. If this occurs, public address systems on

emergency vehicles and door-to-door sweeps may be initiated.

3. Demand for information may be very heavy; therefore, sufficient staff will be provided and trained.

III. CONCEPT OF OPERATIONS

A. General

1. Public Information efforts will focus on specific, event related information.

2. This information generally will be of an instructional nature focusing on such things as warning, evacuation and shelter. It also is important to keep the public informed of the general progress of events. A special effort will be made to report the facts as accurately as possible and provide advice concerning necessary protective actions. Rumor control will be a major aspect of the information program and will operate from the EOC.

3. When operating jointly with local, state and federal agencies, Public Information is considered an Emergency Support Function (ESF#15). ESF15 is part of the National Response Framework. Hertford County Public Information Officers are aware that joint public information functions will be imperative during major disasters / emergencies. (See Joint Information Center).

B. Execution

1. Ongoing public education programs will be conducted to increase public awareness of potential hazards and necessary responses.

2. The County Public Information Officer (PIO) will coordinate with county media to provide information and education programs relating to Emergency Management.

3. Emergency Public Information (EPI) documents for major hazards will be prepared and maintained during normal periods of readiness. When evacuation is imminent, public information will expand its capabilities to answer public inquiries and prepare new or modified public announcements.

4. The Hertford County Public Information Office will coordinate, as needed, a bank of phones to assist county residents with problems associated with the disaster.

5. Support staff to the Public Information Officer will come from different county agencies, who will reassign staff to be used temporarily. Expansion and demobilization of this assignment will be made depending on demand of the general public.

6. The Public Information Officer will coordinate locations and time for press briefings and releases. A briefing room will be set up for this purpose and the location will be determined at the time of the disaster.

7. A list of media organizations involved in local emergency management programs can be found below.

8. Films, videos and publications dealing with various aspects of emergency management are available from various sources including the local, area and State Office of Emergency Management and the Federal Emergency Management Agency.

9. Pre-scripted news releases for natural and technological hazards are contained below.

10. Accounting procedures to recover costs incurred for emergency operations will be established by the County Purchasing / Finance Officer.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. Organization

1. The Public Information Officer (PIO) is appointed by the County Board of Commissioners.

2. The County will establish an emergency information center at the EOC as a point of contact for the media during an emergency and provide necessary staff and equipment to support its operation.

B. Responsibilities

1. Emergency Management Coordinator
    - Develop and maintain a public information and education program.
    - Establish and maintain a working relationship with the media.
    - Ensure the implementation of all public information activities.
    - Direct and assist the PIO in disseminating public information during emergencies.

2. Public Information Officer (County Manager)
    - Prepare an annex and SOPs for the coordination of public information during emergencies.
    - Prepare and maintain a current internal notification/recall roster of staff to man the EOC Media Center.
    - Maintain working relationships with the media and a current list of radio stations, television stations and newspapers to be used for public information releases.
    - Establish procedures for the flow of information to the public in a disaster which shall include the Emergency Broadcast System (EBS).
    - Prepare written statements of agreements with the media to provide for dissemination of essential emergency information and warning to the public, including the appropriate protective actions to be taken.
    - Arrange points of contact for releases of public information in an emergency and for briefings to media representatives when appropriate.
    - Assist in the preparation and review of Emergency Public Information (EPI) Materials for all hazards affecting the County.
    - Report to the EOC upon activation and coordinate the release of disaster related information with local agencies and State and Federal governments.
    - Provide rumor control and publicize the telephone number of a rumor control line where official disaster information can be obtained by the public.

- Clear information with the chief executive before release to the media.
- Prepare and distribute pre-scripted EPI materials to the media (newspapers, radio and television, etc).
- Ensure that EPI materials for visually impaired and non-English speaking groups are disseminated.
- Ensure that all sources of information being received are authenticated and verified for accuracy.
- Assist in handling inquiries and informing families about places of contact for missing relatives, continued emergency services, restricted areas, etc.
- Prepare and release announcements urging residents to share homes with evacuees when appropriate.

V. DIRECTION AND CONTROL

A. General - The Public Information Officer (County Manager), or the approval of the Emergency Management Coordinator, is responsible for all news releases and public information disseminated at the county level. In times of emergency the Public Information Officer will operate from the EOC if appropriate.

B. Educational and Public Information Programs - The Public Information Officer will provide the media with information on new developments affecting Emergency Management. The Public Information Officer also will utilize other types of information and programs on Emergency Management such as delivering lectures or presentations, organizing tours of the EOC, distributing education brochures and showing films.

VI. CONTINUITY OF GOVERNMENT

The line of succession is:

A. County Manager/Public Information Officer

B. Emergency Management Coordinator

C. Chairman of County Commissioners

IX. AUTHORITIES AND REFERENCES

See Basic Plan - Authorities and References

Attachment 1
MEDIA OUTLETS

NEWSPAPER

News-Herald (Monday-Wednesday-Friday)	Ahoskie, NC	252-332-2123
Virginian Pilot (Daily)	Norfolk, VA	757-446-2989

RADIO

WBCG-FM - 98.3FM (6:00AM - 12Midnight)	Murfreesboro, NC	252-398-4111
WRCS-AM (6:00AM - Sunset)	Ahoskie, NC	252-332-3101
WQDK-FM (6:00AM - 12Midnight)	Ahoskie, NC	252-332-7993

TELEVISION

WAVY - 10	Norfolk, VA	757-393-1010
WTKR - 3	Norfolk, VA	757-623-1114
WVEC - 13	Hampton Roads, VA	757-625-1313
WNCT - 9	Greenville, NC	252-355-8500
WITN - 7	Washington, NC	252-946-3131

CABLE COMPANIES

Cox Communications	Scotland Neck, NC	252-826-4003
Charter Communications	Roanoke Rapids, NC	252-537-9157

Attachment 2

SAMPLE NEWS RELEASES

(copy and paste desired release into a word processor)

1. Shelters opened for Natural or Technological Hazard
2. Severe International Crisis
3. Evacuation Plan
4. Initial News Release Format
5. Why Are Relocatees Coming From _____?
6. Rumor Control
7. Information for "Stay Puts"
8. Disabled and Elderly
9. Hazardous Materials

SHELTERS OPENED FOR NATURAL OR TECHNOLOGICAL HAZARD

HERTFORD COUNTY

Contact: _____ Date: _____ Time: _____

Phone: _____

_____, Chairman of the County Commissioners, announced today that due to (the loss of electrical power) the _____ County Plan for Emergency Shelters would be implemented. Emergency shelters are being established at _____ and _____. The shelters are being set up in coordination with the County Department of Social Services and will provide shelter and food for _____County citizens who are without heat.

Chairman _____ pointed out that although the shelters are being opened, space is limited and a visit to friends or relatives who have electrical power and heat would be a good idea. Also he said that pets are not allowed in the

shelters and should be left at the animal shelter, animal hospital, kennel, or other safe place.

_____, Emergency Management Coordinator for _____ County, said all persons coming to the shelter should bring bedding, flashlights, special medicines and foods, including foods for their babies. If transportation is needed, call the County School Transportation Officer at telephone number _____.

NOTE: Radio and television, please repeat release at 15 minute intervals.

(copy and paste desired release into a word processor)

SEVERE INTERNATIONAL CRISIS

HERTFORD COUNTY

Contact: _____ Date: _____ Time: _____

Phone: _____

Because of the severe international crisis that now exists between the United States and our adversaries, an attack upon our country is a very real possibility. Should an attack occur, our country might experience extensive damages and large numbers of casualties.

It is emphasized that should this occur, you will need to take calm, orderly, but immediate protective action.

You should receive a newspaper copy of the In-Place Shelter Plan for your County. This publication lists the shelters available and advises you where to go and what to do. Determine now what protective measures you will take.

Remember, home basements usually can provide adequate shelter if certain actions are taken to improve the protection your basement affords. How to improve your basement protection is also explained in the Shelter Plan for those that might prefer a home basement to a public shelter. As a safety measure, do as much as you can now.

If you do not have a home basement, determine now to what shelter you are to go to, what you will take with you to a shelter and what major route you will take to reach the shelter.

(copy and paste desired release into a word processor)

EVACUATION PLAN

HERTFORD COUNTY

Contact: _____ Date: _____ Time: _____

Phone: _____

The Governor has directed State and Local Emergency Management Personnel, County officials and allied support services to begin preparation for possible implementation of the State and County Evacuation Plans.

The Governor's action was taken due to current tensions and advice by Federal officials of the distinct possibility of an enemy attack on this nation.

Parts of _____ _____ _____ _____ _____ _____ Counties, have been designated as host areas for approximately _____ relocatees from the _____ County hazard area. Host Areas are considered to be safe from the direct effects of a nuclear weapon - heat and blast waves.

The ____ County Evacuation Plan spells out the details for moving all residents out of their hazard area into the various host areas for a period of seven to fourteen days. This plan also provides for a phased and orderly movement of people to be completed within three days. Movement of the hazard area residents would be initiated only by the Governor of N.C. and only at the request of the President. Extensive planning has been completed by County officials to prepare for this possibility.

(copy and paste desired release into a word processor)

EMERGENCY PUBLIC INFORMATION

HERTFORD COUNTY

Contact: _____ Date: _____ Time: _____

Phone: _____

Governor _____ today directed evacuation be implemented following the announcement of a national emergency by President _____.

Residents of _____ County will begin arriving in _____ County according to a spokesman for the _____ Office of Emergency Management.

The Governor said the evacuation plan will afford the maximum safety possible for those citizens asked to leave their homes and he assured them their property would be protected by law enforcement authorities.

County officials asked that all residents of _____ County assist those coming into the communities in any way possible. He said they would be traveling via car and bus and would be registered and assigned to emergency shelters at the reception centers located in _____ County. He also noted that volunteers to serve as host families are needed. Anyone interested in serving in that role should contact the Office of Emergency Management located in _____.

Governor _____ also urged all residents to conserve resources, particularly fuel. He said he could not predict the duration of the evacuation, but he assured everyone it would end as soon as possible.

All residents of _____ County should remain tuned to _____ for the duration of the crisis for current information.

(copy and paste desired release into a word processor)

WHY ARE RELOCATEES COMING FROM _____?

Contact: _____ Date: _____ Time: _____

Phone: _____

The County will be hosting approximately _____ hazard area relocatees from the _____ area of _____ if crisis evacuation is ordered.

The lower risk or host areas near _____ hazard areas will be hosting the key workers and their families. These "key workers" remain near the hazard area - but out of the "direct effects" of nuclear weapons - to continue essential services - e.g. police, fire, phone service, utilities and certain key industries. Key workers and their families and other hazard area residents have utilized all available spaces in the host area near the _____ area of _____. The remaining individuals and families, known as the general public, need protection from fallout that might occur.

This County and _____ other N.C. counties were selected after extensive survey by

federal engineers determined that a sufficient number of spaces exist in public buildings to accommodate the hazard area relocatees. Their accommodations will be very basic with the most attention given to a place for sleeping and eating - not comfort.

Expected stay time for the relocatees will be from one to two weeks. No persons will be assigned, unless requested by residents, to any private residence in the County for housing or meals.

(copy and paste desired release into a word processor)

RUMOR CONTROL

HERTFORD COUNTY

Contact: _____ Date: _____ Time: _____

Phone: _____

Because of the uncertain international situation and confusion that sometimes accompanies population evacuation, rumors are likely to spread. These stories could cause public panic and make an already strained situation worse.

Believe only official information released by the County Public Information Officer _____ and disseminated over radio, TV and in the local newspapers.

A number has been established to assist in correcting rumored information.

Any person who has a question about the validity of any information may call_____ 24 hours a day, during this crisis situation.

Again, believe only official information released through the Public Information Officer.

(copy and paste desired release into a word processor)

INFORMATION FOR "STAY PUTS"

HERTFORD COUNTY

Contact: _____ Date: _____ Time: _____

Phone: _____

Note: This should not be broadcast until after the evacuation phase is complete.

Those persons who have not relocated from the _____ hazard area are strongly urged to do so immediately. Preparations have been made to provide housing, food and other necessities in the reception areas.

Keep in mind that normal services in the hazard area will be severely curtailed. Essential supplies and services will be redirected to the host areas in _____.

If you decide not to relocate to the host areas, there is certain important information that you will need to know. Life sustaining services will be maintained at only a few locations within the hazard area. Their primary purpose is to support key personnel that are operating within the area to maintain essentials. If you need assistance, go to one of these areas: _____.

(copy and paste desired release into a word processor)

DISABLED AND ELDERLY

HERTFORD COUNTY

Contact: _____ Date: _____ Time: _____

Phone: _____

Many disabled and elderly persons who live at home may require assistance in order to relocate to the reception area. If neighbors or nearby relatives are unable to assist you, please contact _____ County Department of Social Services, phone _____.

(copy and paste desired release into a word processor)

HAZARDOUS MATERIALS

Contact: _____ Date: _____ Time: _____

Phone: _____

_____ have advised that an accident has occurred at the _____.

The accident involves the (potential) release of hazardous materials from the facility at a level which might be hazardous to the public.

(Select one or both options)

1. Those people living or working within _____ of the facility should remain indoors, close all windows and doors, turn off fans, air conditioners, and forced-air heaters, and move to the basement or part of the building that offers the most protection.

REPEAT:

2. Those people living or working within _____ of the facility should evacuate their homes and businesses. A shelter will be set-up for you at _____. PLEASE REGISTER AT THIS SHELTER.

REPEAT:

If anyone in your area is working with loud machinery, please inform them of the emergency situation.

(If the emergency occurs at night, read: If your neighbors' houses are dark, try to wake them and inform them of the emergency situation.)

Stay tuned to a radio or television station serving your area for additional important information.

(copy and paste desired release into a word processor)

PUBLIC WORKS

Hertford County Emergency Operations Plan

Updated/Reviewed June 7, 2013

Responsible Agency: Public Works / Public Buildings

Attachments	
Attachment 1	Preparedness/Response Checklist
Also see	
Annex	Debris Management
	Receiving and Distribution
Checklist	Hazard Specific Checklists

I. PURPOSE

The purpose of this annex is to provide essential public works services during an emergency/disaster to reduce the impact of the emergency.

II. SITUATION AND ASSUMPTIONS

A. **Situation**

1. In an emergency, there is frequently a need for manpower and equipment to remove obstructions or debris from roads and at government facilities and for restitution of essential utilities.

2. The municipalities that have public works capabilities are discussed in the Basic Plan under Situations.

B. **Assumptions**

The Public Works and Public Buildings departments have a very limited, but immediate capability to provide emergency services for some debris removal, restoration of water utilities and minor shelter upgrading.

III. CONCEPT OF OPERATIONS

A. During non-emergency periods, the role of public works is confined to solid waste operations, and water utility service.

B. During emergencies, the public works function expands and coordination of public works emergency operations is essential. Public Works arranges for support services for emergency response agencies and coordinates with the private sector.

C. The Hertford County Director of Public Works will serve in the Emergency Operations Center for the coordination of debris and restoration of county owned facilities. This position will also serve as a coordination point to assist municipal public works agencies in getting support resources for the recovery and restoration of water.

D. Each municipality will serve its own community within the scope of the public works activities that are provided to the citizens. When their capabilities are exhausted, the

city/town can coordinate with other municipalities where there are existing mutual aid agreements or they can utilize the County Emergency Operations Center to assist in acquiring assistance.

E. The State of North Carolina maintains roads within the County and will provide the function of debris clearance and removal on these maintained roads. Within the municipalities, there is a mixture of state-maintained roads and city/town maintained roadways. Prior agreements between North Carolina Department of Transportation and the cities/towns will determine responsibility for debris removal and repair of these roads.

F. The Emergency Operations Center will also serve to coordinate with the North Carolina Department of Transportation information about critical areas or needs, for the clearance of debris from roadways, and to provide emergency vehicles access.

G. Records of personnel and equipment will be maintained.

H. Informational data and maps pertaining to county facilities, streets and utility systems will be maintained in the Department of Public Works.

I. Records and reports regarding expenditures incurred during emergency response activities (e.g. personnel and equipment, time and supplies consumed) will be kept. The FEMA Equipment Schedule is available for reference.

J. Public Works is an emergency support function (ESF) within the National Response Framework. When coordinating local, State and federal response forces public works will often be referred to collectively as ESF3.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. Organization

1. The Public Works Department is managed by the Public Works Director. During emergency situations operational control remains the same as during day to day activities; however, operations may then require twenty-four hour coverage.

2. Public Works must be prepared to assist in lengthy operations which start in response and continue through recovery and involve water restoration services as well as oversight of debris management and solid waste.

B. Responsibilities

1. Public Works Director (Also see responsibilities outlined in the Basic Plan)

    - Prepare procedures to provide public works functions during emergencies (water and solid waste services).
    - Develop and maintain resource lists with source, location and availability of equipment, fuel and operational personnel to support operations.
    - Develop mutual aid agreements and contracts.
    - Obtain equipment to protect public works personnel assigned to respond to incidents.
    - Jointly with other agencies direct and dispatch public works mutual aid from other jurisdictions and the State.
    - Conduct debris management operations.
    - Provide emergency potable water.

- Store and/or provide fuel for solid waste and water utility vehicles.
- Prepare required reports and forward to the EOC.
- Maintain emergency power, water and sanitation resources at water resource facilities in the County during emergencies.
- Assist in damage assessment operations and relay damage assessment information to the EOC.

2. Public Buildings Supervisor (Also see responsibilities outlined in the Basic Plan)

- Prepare procedures to provide public works functions during emergencies (water and solid waste services).
- Develop and maintain resource lists with source, location and availability of equipment, fuel and operational personnel to support response/recovery operations.
- Develop mutual aid agreements and contracts.
- Obtain equipment to protect public works personnel assigned to respond to incidents.
- Assist in decontamination operations.
- Conduct debris clearance at public buildings.
- Store and/or provide fuel for emergency vehicles.
- Provide sanitation services during emergencies.
- Prepare required reports and forward to the EOC.
- Maintain emergency power and utility services at county owned vital facilities (i.e. generators, fuel, maintenance, etc)
- Assist in damage assessment operations and relay damage assessment information to the EOC.
- Provide other assistance as requested or required at the direction of the County Manager or Emergency Management Coordinator.

V. DIRECTION AND CONTROL

A. The Public Works Director will direct and control public works activities during emergencies and coordinate with the EOC and other response forces. The Public Buildings Supervisor will direct and control public buildings and maintenance activities during emergencies and coordinate with the EOC and other response forces.

B. The Public Works Director will maintain direct communication with on-site personnel via the public works radio system or telephone. The Public Buildings Supervisor will maintain direct communication with on-site departmental personnel via radio system or telephone.

C. When notified of an emergency situation, the Public Works Director will determine the county resources to be committed to disaster response and alert appropriate personnel.

D. On-site control will be coordinated by the Public Works Director, the individual designated in the SOP, or by the respective municipal public works director as well as the North Carolina DOT Supervisor or resident engineer.

VI. CONTINUITY OF GOVERNMENT

The line of succession is:

1. Public Works Director

2. Public Buildings Supervisor

3. County Manager

4. Lead Worker - Water Technician

VII. AUTHORITIES AND REFERENCES

See Basic Plan - Authorities and References.

Attachment 1
Public Works (Water) and Public Buildings Maintenance Preparedness/Response Checklist

- ☐ When requested or required, report to the Emergency Operations Center and serve with the Operations group, until relieved or the incident is terminated.
- ☐ Receive a situational briefing at the EOC. Ask questions and address concerns during the briefing.
- ☐ Advise the EOC of the availability of Public Works / Buildings Maintenance response resources, including the number of personnel and/or equipment/services that may be available.
- ☐ Advise the EOC of the preparedness activities that have taken place to ensure adequate potable water supplies and generator power.
- ☐ Advise the EOC of any shortcomings or vulnerabilities county-owned properties may experience or have experienced that would cause extended loss of the use of the building/property.
- ☐ Develop plans and recommendations in the event of partial or total electrical failure at any county-owned vital facility.
- ☐ Develop mutual aid and resource agreements with surrounding counties and contractors.
- ☐ Implement mutual aid agreements as necessary.
- ☐ Brief Public Works / Public Buildings Maintenance personnel regarding the current or impending situation based upon information received at the EOC briefing. Include in your briefing:
  - ☐ Current overall situation as relates to the emergency/disaster.
  - ☐ Maps of affected areas.
  - ☐ Current personnel status (i.e. is someone out on leave).
  - ☐ Safety.
  - ☐ Location of supplies if different from "normal" locations (i.e., emergency worker food supplies, fuel, etc.).
  - ☐ Security.
  - ☐ Advise personnel to log mileage of all vehicles used and the amount of time (in hours) that all equipment was used.

- ☐ Work assignments including additional shifts if required.
- ☐ Telephone numbers of key personnel.

☐ Establish and maintain communications with all Public Works / Public buildings Maintenance personnel and/or municipal public works facilities as necessary for the duration of the emergency/disaster.

☐ Establish and maintain communications with the Emergency Operations Center for the duration of the emergency/disaster.

☐ Ensure personnel are advised to accurately record overtime and file reports with their immediate supervisor.

☐ Ensure personnel are advised to accurately record expense incurred in the performance of their duty and file reports with their immediate supervisor.

☐ Issue equipment or supplies (.i.e., gloves, face shields, etc.).

☐ Ensure a tracking method is in place to track and record expenditures.

☐ Prepare reports regarding the overall system status as needed, required or requested and forward such reports to the County Manager and/or Emergency Management Coordinator for the duration of the emergency/disaster.

☐ Prepare or appoint personnel to prepare records and reports for personnel overtime, equipment use and expenditures. Forward these reports to the Finance Office or other department as directed by the County Manager.

☐ Carry out other functions related to Public Works / Maintenance as required or requested by the County Manager and/or Emergency Operations Center.

RECEIVING AND DISTRIBUTION POINT

Hertford County Emergency Operations Plan

Updated/Reviewed June 7, 2013

Responsible Agency: Emergency Management / Emergency Services

Attachments	
Attachment 1	CRDP Site Information
Attachment 2	CRDP Aerial and Road Maps
Also see	
Annex	Donations Management
	Resource Management
Checklist	Hazard Specific Checklists

I. PURPOSE

This annex outlines procedures and assigns responsibilities for establishing and operating the Hertford County Receiving and Distribution Point (HCRDP). The responsibility for implementation of this annex belongs to the Hertford County Emergency Management Coordinator.

II. SITUATION

During times of disaster local resources will quickly be overwhelmed and there will be a need for additional resources from other jurisdictions, the State and the Federal government.

Local resources, as well as those resources from other jurisdictions, must be mobilized, accounted for, properly staged, maintained, deployed and when the mission is completed, demobilized. These resources may also be commodities and consumer goods, such as ice, water, food, fuel, etc.

A central location that can be used to receive and then distribute such resources is desirable.

III. ASSUMPTIONS

The following assumptions are made in the preparation of this annex:

1. The primary and/or a secondary central receiving point will available.
2. Sufficient manpower and staff will be available to operate the HCRDP.
3. Sufficient equipment will be available, such as forklifts.
4. Sufficient storage space for resources and/or commodities will be available.
5. That personnel keeping records, as well as those receiving and deploying received resources are familiar with ICS and ICS record keeping processes.
6. That transportation networks (roads, bridges, railroads, airports, etc.) are intact.
7. That sufficient transportation resources are available locally to move items from the receiving point to other distribution areas.

8. That sufficient personnel are available to off load, repackage, reload, and account for received goods or other resources.

9. That adequate storage or refrigeration of perishable products is available in a timely manner.

10. That resources from local, state and federal agencies will be available in a timely manner.

IV. MISSION STATEMENT

The primary Hertford County Receiving and Distribution Point is located at the Emergency Services facility, whose address is 102 Industrial Park Road, Winton. Secondary *distribution* points are fire departments and churches within the County, as appropriate or deemed necessary by (1) the Emergency Management Coordinator, and/or (2) the nature of the incident.

However, these guidelines may be used to establish a receiving and distribution point anywhere in the County. This section may be used in part or its entirety for other incidents such as Search, Hazmat, plane crash, etc. The Hertford County Receiving and Distribution Point is initiated during disaster operations (and may be during Search Operations) to provide a central point to:

A. Stage personnel and equipment that are in an “available status” and may be immediately dispatched on a support mission or demobilized.

B. Provide a check-in point for personnel and equipment that are either reporting in to the County or are returning from a mission. Resources received from the State will be checked in, processed, and broken down here for redistribution within the County.

C. Maintain accountability of mission support and responsibility for supplies, personnel and equipment being utilized during disaster operations.

D. Provide limited logistics support to staged personnel and equipment.

V. OPERATIONAL TASKS

The **Receiving and Distribution Point Manager** (assigned by and reports to the Emergency Management Coordinator in the EOC) is responsible for the following:

A. Physical set up, management, environmental concerns, and closing the HCRDP on direction from the Emergency Management Coordinator.

B. Ensuring the safety of all operations in the HCRDP.

C. Maintaining accurate records of all personnel, supplies and equipment checking in and out of the HCRDP.

D. Responsible for an accurate account of all resources. A daily resource form will be kept for all available resources; resources used, and required resources for the following day. This resource form will be forwarded to the EOC daily.

E. Ensure that personnel and equipment in the HCRDP are available for mission dispatch within ten (10) minutes of mission assignment.

F. Provide a “break area” where drivers and crews may wait prior to dispatch. Responsible for supplying area with adequate food, water and ice.

G. Ensure minimal maintenance support is available.

H. Ensure security of the receiving and distribution point.

VI. RECEIVING AND DISTRIBUTION POINT PERSONNEL AND LOGISTICS

The HCRDP may be required to be fully operational 24 hours a day. Personnel requirements based on an operational period or "per shift" basis are:

A. **County Receiving and Distribution Point Personnel:**

1. Manager - see job description below.
2. Safety Officer - see job description below.
3. Recorder (records) - see job description below.
4. Mechanic/Generator Operator – see job description below.
5. Support Personnel (2 or more) – see job description below.

B. **County Receiving and Distribution Point Logistics:** The following list is the minimum recommended equipment based on the following assumptions: fixed facility is not available, and that crews awaiting dispatch will not be in the HCRDP for more than 2 hours:

1. Good road network supporting the HCRDP.
2. Area will support "check-in and check-out" procedures.
3. Area will support one-way traffic inside the HCRDP.
4. Tents (shelter) for HCRDP administrative requirements, check-in/out and break area. (Request through EOC if required in fixed facility).
5. Tables and chairs (request through EOC).
6. Port-a-johns (request through EOC).
7. Generators (request through EOC).
8. Light sets for both staging area and interior lighting (request through EOC).
9. Potable water source.
10. Gravel for expedient road or driveway and parking areas (request through EOC).
11. Coolers (to ice down drinks, water, etc.).
12. Assigned vehicle for administrative and internal support use.
13. Materials handling equipment and manpower (request through EOC).

C. **Administrative Procedures:** The primary task of the HCRDP is the accountability of resources, both personnel and equipment, which are either checking into the County for the first time or departing the County for their home station.

D. The following **guidelines** are established to maintain accountability.

1. Newly arrived (to the incident) personnel and equipment:

   Resources will be in one of the following status: ***Available*** (ready for deployment in ten (10) minutes); ***Assigned*** (performing an active assignment); or ***Out of Service*** (not assigned or not available).
   - Sign in on ICS form 211 at check-in point.
   - Determine if mission ready (fueled, require food or rest, etc.).
   - Notify EOC of the resource's arrival and mission capability. Check in form must be fully completed prior to check in with EOC.
   - Resource notification will either be sent to Dispatch officer for assignment or to base camp for rest, refuel, refit.
   - Resource will normally rest, refuel, or refit prior to mission departure.

2. Demobilization:
   - Sign out on ICS form 211.
   - Notify EOC of departure and ETA of return to home base.
   - Obtain call back number for notification of return to home base.

VII. COMMUNICATIONS

Primary communications should be telephone. If telephone service is not available and cannot be installed for the incident, portable radios, or cell phones, Internet, fax, or messenger will be the back up sources of communications.

VIII. JOB DESCRIPTIONS

A. **MANAGER -** Responsible for all operations in the County Receiving and Distribution Point to include the receiving and distribution of all supplies and equipment and the service and repair of tools and equipment. The Hertford County Receiving and Distribution Manager reports to the Emergency Management Coordinator in the County Emergency Operations Center (EOC). Other responsibilities include:

1. Request personnel required to operate the Receiving/Distribution Point.

2. Organize physical layout of the Receiving/Distribution Point.

3. Establish procedures for logistical operations in the Receiving/Distribution Point.

4. Maintain accountability and current inventory of **all** incoming and outgoing resources to include special attention to leased and rented property.

5. Maintain inventory of supplies and equipment.

6. Develop security requirements for the Receiving/Distribution point.

7. Establish procedures for receiving and distributing supplies and equipment.

8. Package and distribute supplies and equipment to the County Distribution Areas at the direction of the Emergency Management Coordinator.

9. Submit required and/or necessary reports to the Emergency Management Coordinator.

10. Set up filing system for receipt and distribution of supplies and equipment.

B. **SAFETY OFFICER -** Responsible for monitoring and assessing hazards and unsafe situations and developing measures that assure personnel and equipment safety. The Safety Officer will correct unsafe acts or conditions through the regular line of authority, although the Safety Officer may exercise emergency authority to stop or prevent unsafe acts. Individual reports to the County Receiving and Distribution Point Manager. Other responsibilities include:

1. Establish a system to monitor activities for hazards and risks. Take appropriate preventive action.

2. Place hazards and risks in priority for actions.

3. Present safety briefing at receiving point.

C. **RECORDER** (Records keeping) **–** It shall be the responsibility of the Recorder to ensure that all resources assigned to the incident are accounted for. The recorder reports to the County Receiving and Distribution Point Manager. Other duties include:

1. Post signs so incoming resources can easily find the County Receiving and Distribution Point.

2. Transmit check-in information to County Receiving and Distribution Point Manager on a regular basis.

3. Forward completed Check-in list (ICS form 211 or similar form developed by Hertford County Emergency Services) to the County Receiving and Distribution Point Manager.

4. Prepare, post, and maintain Resource Status Cards or T-cards.

5. Ensure all resources sign out on ICS form 211.

6. Ensure all forms required for accountability of receiving and distribution of supplies and equipment to County Staging Areas are signed and filed.

D. **MECHANIC/GENERATOR OPERATOR**

1. Ensure all equipment is properly maintained and in proper operating condition.

E. **SUPPORT PERSONNEL**

1. Support any and all operations of the HCRDP.

IX. GUIDELINES FOR CHECK-IN AND CHECK-OUT

A. Hertford County Receiving and Distribution Point Resource **Check-in** Guidelines for incident check-in:

1. Sign in on ICS form 211.

2. Complete resource check-in form and notify EOC.

3. Check in with CRDP Manager for briefing.

4. If necessary refuel, refit, or rest.

5. Sign out on ICS form 211.

B. Hertford County Staging Area Resource **Check-out** Procedures for Demobilization:

1. Sign out on ICS form 211.

2. Refuel if necessary.

3. Notify Dispatcher of departure and ETA of return to home station.

4. Obtain call back number for notification of return to home station.

X. DIRECTIONS TO HERTFORD CRDP

HCRDP is located near the intersection of US Highways 58 and 13 on Industrial Park Road, first building on the right. Latitude is 76.94 and longitude is 36.40.

Attachment 1
CRDP Site Survey Information
Click here or on the form below for a copy of the CRDP information sheet.

COUNTY RECEIVING AND DISTRIBUTION POINT INFORMATION	**Hertford County**	Hertford County Emergency Operations Center/Emergency Services building	9-15-2000

4. Directions to Facility (Attach Strip Map)

Driving Directions: From Raleigh , take US 64E to NC 11 N at Bethel ; take NC 11 North to US 13North; continue on US 13N to Winton to Intersection of US 13 and US 158. Turn left onto US158 West, see Industrial Park and Emergency Services Building/EOC 1/10 mile from X on left.

Alternate Route from Raleigh: Take US 64E to Interstate 95 at Rocky Mount. Take I-95N to Roanoke Rapids, exit on US158 E. Continue on US 158E via Murfreesboro to Winton. When approaching X of US13 and US158, see Industrial Park Road and EOC on right; turn right off US158, see Emergency Services Building/EOC on right.

Travel time from Raleigh approximately 2.5 hours depending on traffic and road conditions.

NOTE: ALL shipments will be received and checked in here at the EOC. Shipments received here may be escorted to another facility in Ahoskie for offloading at a dock with forklift. Industrial facility in Ahoskie currently used for unloading will be Freeman Metal Works (casket mfgs.) on US 13 South in Ahoskie.

Physical Address of Receiving Point Facility: Hertford County Emergency Operations Center, 102 Industrial Park Road, Winton, NC 27986

5. Sketch Layout of Facility

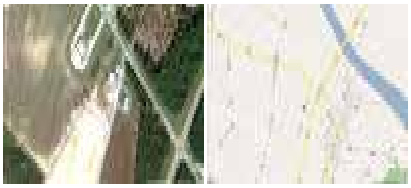
Include Roads, Driveways, Other Buildings, Landing Zones, Etc.

6. Facility Information

Attachment 2

Hertford County Receiving and Distribution Point - Aerial and Road Maps

Click on the maps for a larger view



RESOURCE MANAGEMENT

Hertford County Emergency Operations Plan

Updated/Reviewed June 7, 2013

Responsible Agency: Emergency Management

Attachments	
Attachment 1	Simplified Resource Request Flow Chart
Attachment 2	Resource Request Procedure
Attachment 3	Available Resources
Also see	
Annex	Emergency Operations Center
	Donations Management
	Receiving and Distribution
Database	Resource Request database form
Checklist	Hazard Specific Checklists

I. PURPOSE

This annex provides a system of identifying and locating resources within the County and a method of activating those resources during an emergency. The preservation, conservation, and replenishment of these resources is also included.

II. SITUATION AND ASSUMPTIONS

A. Situation

1. Hertford County has many resources, that can be used in the event of a disaster, to reduce the impact on local government and the public served.

2. Each city/town within Hertford County has resources that may be used in a disaster situation. When there is not a direct impact on a municipality, their resources may be called upon, by prior agreement, to assist in damaged areas.

B. Assumption

1. The required resources will be available to provide for the assistance to the endangered population.

III. CONCEPT OF OPERATIONS

A. County 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 an emergency situation.

B. Municipal departments and agencies will use their resources and equipment during emergencies and will maintain control over the management of their resources. Use of

these resources outside the incorporated limits will be by requests of other municipalities or the Hertford County Emergency Management Coordinator under prior agreement.

C. The Finance Officer has prepared routine procurement procedures for the acquisition or replacement of resources during day-to-day operation and a procurement system to acquire expendable supplies during emergencies.

D. A resource manual, or database, identifying resources, the control agency and the procedures needed to activate these resources at any time, will be kept in the Office of Emergency Management.

E. As much as possible, the Emergency Management Coordinator will also identify those resources and capabilities that are available in local businesses and industry and other contributing organizations, and develop any agreements required to acquire those resources to support the County under emergency conditions.

F. As key resources become depleted or unusual needs occur, requests for assistance will go to the State of North Carolina through the Division of Emergency Management. The State can, as needed, expand its resources by making requests to the Federal Government for assistance.

IV. DIRECTION AND CONTROL

A. Utilization of resources under the operational control of local government response forces will be coordinated by the Emergency Management Coordinator under the direction of the Chairman, County Board of Commissioners or County Manager.

B. The commitment of resources from outside government will be initiated by the Emergency Management Coordinator with operational control being exercised by the on-site commander of the service requiring that resource.

C. Any mutual aid agreements developed pre-disaster will determine who will move, operate, maintain and bear the cost of operation for equipment used under emergency conditions.

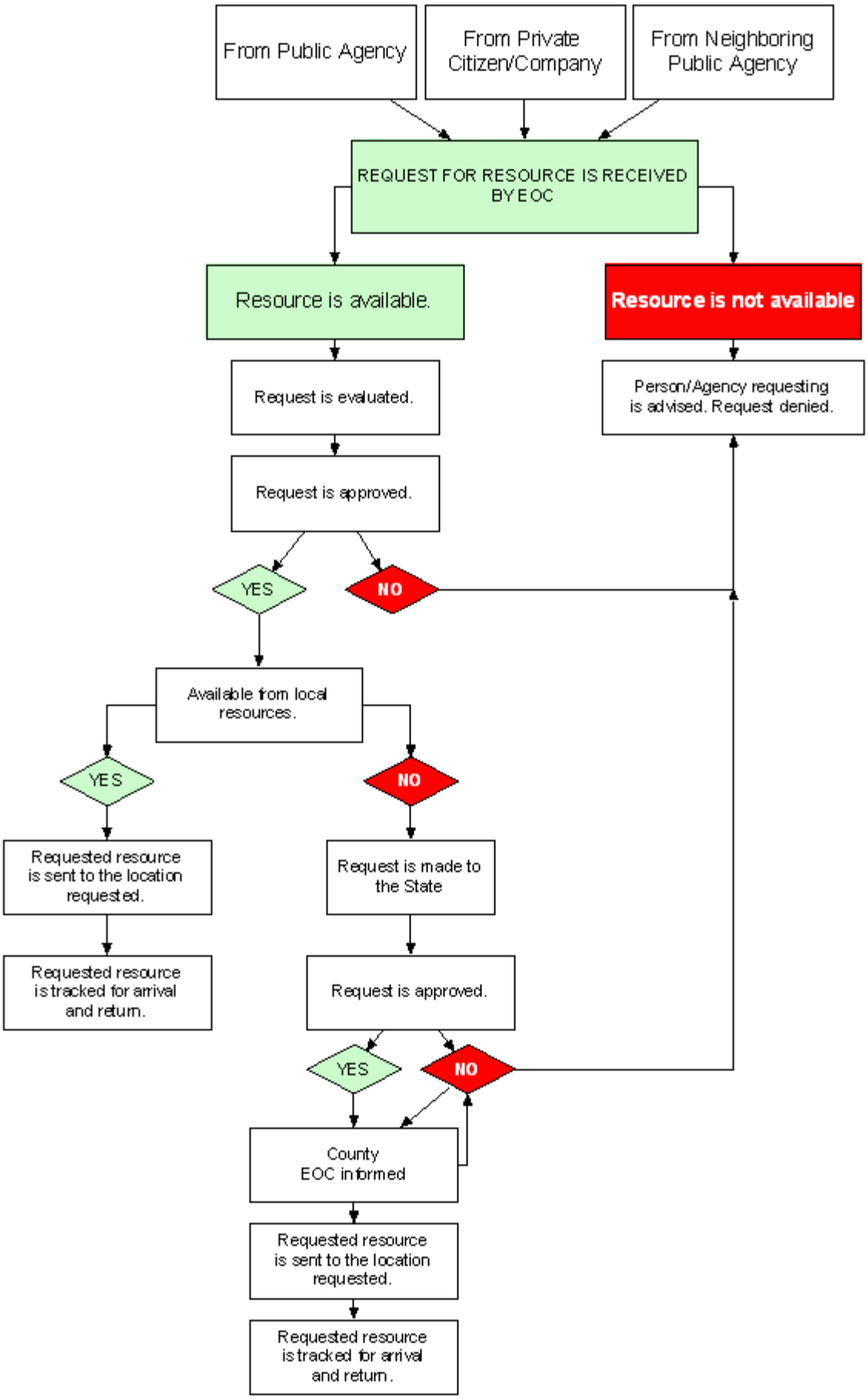
V. CONTINUITY OF GOVERNMENT

A. The line of succession for resource management is:

1. Emergency Management Coordinator
2. Assistant Emergency Management Coordinator
3. County Manager

B. Resource Management does not fall under a centralized control element, but is coordinated from the Emergency Operations Center during emergency operations.

Attachment 1
Simplified Resource Request Flow Chart


From Public Agency
From Private Citizen/Company
From Neighboring Public Agency
REQUEST FOR RESOURCE IS RECEIVED BY EOC
Resource is available.
Resource is not available
Request is evaluated.
Person/Agency requesting is advised. Request denied.
Request is approved.
YES
NO
Available from local resources.
YES
NO
Requested resource is sent to the location requested.
Request is made to the State
Requested resource is tracked for arrival and return.
Request is approved.
YES
NO
County EOC informed
Requested resource is sent to the location requested.
Requested resource is tracked for arrival and return.

Attachment 2

Requesting a Resource

- ☐ Any person may request an emergency resource through their immediate supervisor.
- ☐ The immediate supervisor will determine if the resource is needed. If needed, the supervisor will approve the request and forward it to the agency/department head.
- ☐ The agency/department head will determine if the resource is available from agency/departmental supplies or resources.
  - ☐ If the resource is available from agency/departmental resources it will be delivered by appropriate personnel or otherwise authorized.
  - ☐ If the resource is not available from agency/departmental resources, a Resource Request will be completed by the agency/department head and the Emergency Operations Center will be made aware of the request.
  - ☐ Include the following in your request:
    - Your agency or the agency or organization requesting the resource
    - Your name
    - A telephone number where you can be reached
    - The type of resource you are requesting
    - The number of that type of resource you are requesting
    - The size (if applicable)
    - When the resource is needed (give a date and time and be reasonable, many resources must be ordered from out of the area and it may take 24 to 48 hours)
    - The specific location the resource is needed (include an address)
  - ☐ If using the resource request database be sure to scroll to the bottom of the page and click on Add or Save.
  - ☐ If the resource request is approved, the agency requesting the resource is financially responsible.
  - ☐ If the agency requesting the resource is requesting a vehicle, generator or similar equipment be sure to use ICS Form 218 (Support Vehicle Inventory)
  - ☐ The requesting agency is also responsible for completing FEMA Form 90-127 (Force Account Equipment Summary Record) If you are not familiar with this form and need instructions, click here.
  - ☐ At the end of the emergency/disaster or when the state of emergency has been terminated, return resources or inventory those resources that will be retained.
  - ☐ Submit reports to the Emergency Management Coordinator and/or the Finance Director as instructed.
- ☐ The Emergency Operations Center (EOC) will examine the request as outlined in the Simplified Resource Request flow.

- The person or agency/department that requested the resource (if security levels in the database permit it) may follow and track the request via computer.

  Note: A computer generated tracking may appear similar to:

(click on the image above for a larger view)

- The requested resource will be tracked by EOC personnel assigned to do so. Tracking process and procedure will include:
  - The date and time the request was made and what resource was requested.
  - Who made the request and by whom the request was received.
  - If the request has been approved, pending, or denied.
  - If denied, the reason for the denial.
  - Comments.
  - Resource contact information.
  - Enroute date and time.
  - Arrival date and time.
  - Return of resource date and time.
  - Hours used and costs.

  Additionally, EOC personnel tracking resources shall:

- Ensure the receiving agency completes ICS Form 218 and FEMA Form 90-127 ,as appropriate, and submits those forms to the Emergency Management Coordinator and/or Finance Director at the termination of the emergency/disaster.
- Ensure submitted reports compliment and are verified by database entries.
- Ensure each resource request in the database has a disposition before closing the event and/or archiving or deleting database records.
- Print the appropriate number of copies of each resource request record and attach the record(s) to the appropriate report submissions from the various agencies, *before* deleting the record from the database.

Attachment 3
Available Resources

- A listing of resources that may be available for use during an emergency/disaster is maintained by Emergency Management.
- Use of resources from this list must be approved by the Emergency Operations Center Operations group and/or the Emergency Management Coordinator.
- Resources from this listing often require the rental or purchase of the resource.

- As much as possible "pre-position contracts", standing contracts, purchase contracts or applications have been made for the resource prior to a major emergency/disaster.
- Just because a resource is listed, does not mean it is readily available or not already in use. There is no database correlation between "Available resources" and "Resource requests". This is intentional. Available resources may not be in the County inventory and must be ordered as would any commodity supplies or equipment.
- Only authorized personnel may view, update, modify, add to or delete from this database.
- Specific instructions about entering, updating, modify or deleting data from the database can be found in the Help manual.

SCHOOL PLAN

Hertford County Emergency Operations Plan

Updated/Reviewed June 7, 2013

Responsible Agency: Hertford County School System

Also see	Evacuation Annex

I. INTRODUCTION

A. The School Emergency Plan (SEP) for protective actions to be taken in the event of an emergency have been developed by the NC Division of Emergency Management in conjunction with Hertford County Emergency Management and the school system.

B. There are numerous situations and circumstances that may implement this portion of the Emergency Operations Plan. The conditions may be: 1) severe weather; 2) man made events such as chemical spills; and, 3) a mass casualty event at the school or other such event. Each condition requires a specific response from local government. Local government will activate the Emergency Operations Center (EOC) as necessary when an event affects schools or the school system.

II. NOTIFICATION

A. Should an event occur (i.e., weather, chemical spill, etc.) which requires notification, action will be taken based upon the conditions at the time. If protective actions by the public and/or schools are necessary, local government will activate the primary notification system.

B. School officials will be notified by telephone of the emergency.

C. If an emergency incident occurs at the school, school officials will contact the Hertford County Warning Point, via 911.

D. Schools in Hertford County are also supplied with a weather alert radio system to warn of impending severe weather. This system can also be used for other emergency events.

E. Upon notification that an incident has occurred, the school principal (or designee) shall activate its emergency response plan to ensure the safety and welfare of students and staff.

F. Following receipt of notification of an emergency, the principal (or designee) will notify the Superintendent of Schools, the school transportation system director, and the EOC representative of their course of action. This will ensure that resources are activated or put on standby to implement the school plan.

III. PROTECTIVE ACTION: SHELTERING

A. Protective actions include sheltering and evacuation. All actions shall be performed under the direction of the school principal or their designee. When notified that

sheltering is necessary the following actions shall be taken:

1. Notify students and staff of existing emergency and instructions to be followed by PA system.

2. Ensure that all outside activities have ceased and all have returned to the buildings.

3. Remain indoors until notified that it is safe to leave the building. DO NOT GO OUTSIDE. All students will remain in classrooms under the supervision of a teacher.

4. Teachers and staff members will close all doors and windows.

5. Custodial staff will turn off ventilation systems leading to the outside (i.e., air conditioning, heat system, fans).

6. Remain in the interior section of the building away from exterior doors and windows for greatest protection (i.e., basement, interior rooms, etc.).

7. Food service staff should cut off all fans, air conditioners, forced air heating systems, and any other ventilation system leading to the outside.

8. Communicate with superintendent of schools regarding protective actions undertaken.

IV. PROTECTIVE ACTION: EVACUATION

A. Notification to evacuate a school may occur depending upon the severity of conditions during an emergency. Efforts will be made to evacuate all schools within the shortest possible time.

B. Upon notice to evacuate, the principal or designee will announce the course of action that the school will take over the PA system. Students will clear their desks, lockers, and closets of personal items and report to classrooms or homerooms. Teachers will take roll call and account for all students.

C. Each school will be evacuated to the reception center identified for that school. Teachers and other school staff will be requested to drive personal vehicles to reception center location and assist in accountability of students, however, at least one (1) teacher or staff member will be assigned to each bus leaving the school. Students will be allowed to drive their personal vehicles to the reception center location.

D. Each school will be assisted in traffic and crowd control by a law enforcement officer from local or state government. Buses will leave each school and proceed to the reception center as a convoy. Each convoy will be escorted and followed by a law enforcement officer. They will also serve as the primary communications link between the convoy and the EOC.

E. After leaving the school, all evacuees will proceed directly to the appropriate reception center. Families will be notified by annual correspondence as well as by EAS message of the reception center location to which their children have been relocated. Parents/guardians should not attempt to go to the school for pick up but should proceed to the appropriate reception center location.

V. STUDENT IDENTIFICATION

A. Each student shall be provided with a visible identification badge (either self-adhesive or pinned to clothing with a safety pin) prior to evacuation. The following information will be on the badge:

- School
- Student's name
- Address
- Name of parent/guardian
- Home telephone number
- Teacher's name
- Bus number of evacuation

B. The identification badges will be prepared at the beginning of each year and Updated/Reviewed on a routine basis to ensure that each student is provided with a means of identification if evacuation should become necessary. If utilized for evacuation for other than a radiological emergency, new badges shall be made for each student following use of the earlier badges. It is vitally important that this information be maintained and Updated/Reviewed routinely since some younger students may be confused and unable to communicate their identity to reception center officials. Identification badges will be kept by the teacher and distributed in the event an evacuation is ordered.

VI. TRANSPORTATION

A. Transportation resources will be pre-established to expedite the evacuation process. Transportation needs will be reviewed at the beginning of each academic year to ensure adequate resources. School buses will be the primary means of transportation. In addition, activity buses and other support vehicles may be used. If additional transportation is necessary, it will be provided through the EOC. Students driving to schools will be permitted to drive their own cars out of the area, but will be instructed by the principal to report immediately to the assigned reception center.

B. The principal or designee at each school will assign the order in which buses will be loaded by classroom with at least one (1) teacher or staff member assigned to each bus. All buses will be loaded to maximum safe capacity.

C. Each school will have a supply of information packages for bus drivers. Each package will contain protective information and directions to the appropriate reception center.

* Plans, specific to each school, are available from the school principal or the Administrative Offices.

SHELTER AND MASS CARE

Hertford County Emergency Operations Plan

Updated/Reviewed June 7, 2013

Responsible Agency: American Red Cross

Attachments	
Attachment 1	Special Needs Sheltering and Mass Care
Attachment 2	Shelter Manager Checklist
Also see	
Annex	Evacuation and Transportation
Database	Shelter database
	Special Needs Population database (requires appropriate security)
Resources	Interpreters for Hearing Impaired

I. PURPOSE

To provide for the protection of the population from the effects of hazards through the identification of shelters and provision of mass care. To provide for the protection of special needs groups in the general population, through the identification of special needs shelters. To provide an understanding of the assignment of personnel to manage all types of shelters, as well as notification of personnel to open shelters to house evacuated persons due to a natural or manmade emergency or disaster.

II. SITUATION AND ASSUMPTIONS

A. Situation

1. Based upon the County's hazard analysis, there are several emergencies for which shelters may be required including severe storms, tornados, floods, hazardous material accidents, and fires.

2. The Hertford County Emergency Management Office, American Red Cross and the Department of Social Services have identified and surveyed potential shelters in the County and have determined which would be appropriate to use during disasters. Shelters that have been determined to be sufficient for citizen needs are documented by the Red Cross and Department of Social Services in shelter agreements and mass care facility surveys.

B. Assumptions

1. Sufficient in-county sheltering exists to meet the needs of an evacuation during emergencies or disasters.

2. For out-of-county evacuation, sufficient shelter capacity exists in adjacent counties and shelter locations can be arranged and made available.

3. A high percentage of evacuees will seek shelter with friends or relatives rather than go to public shelter.

III. CONCEPT OF OPERATIONS

A. The Greater Albemarle Chapter of the American Red Cross, through written agreements with Hertford County and in accordance with NC General Statute 166A, will provide shelter and mass care to the general population. The Department of Social Services and the Hertford County Health Department and, as necessary, Interfaith, churches and other volunteer organizations will assure that shelter care is made available to complement Red Cross, and in those situations in which Red Cross cannot provide shelter and mass care. The Hertford County Health Department will provide shelter and mass care management to the special needs population and support general population shelters with personnel. Any agency, group, person or organization that provides shelter / mass care without the approval of the American Red Cross and Hertford County is financially responsible for all shelter / mass care operations. *Assumption of financial responsibility dictates direction and control.*

B. Hertford County Emergency Management and the American Red Cross will coordinate shelter location(s). Operations will mutually be supported with shared personnel and support services of the Department of Social Services, Interfaith, churches and other volunteer organizations whenever possible.

C. Public and private providers of institutional care (medical and residential) remain responsible for having shelter plans, which are approved by Hertford County Social Services and Hertford County Emergency Management, for continued care of their clientele when in shelters. This includes those persons with special needs such as elderly, mentally and physically handicapped, ambulatory and non-ambulatory clients or patients.

D. In joint local, state and federal response operations, Mass Care is considered part of an Emergency Support Function (ESF#6). The National Response Framework consolidates Mass Care, Emergency Assistance, Housing and Human Services under this single function.

E. Day-to-day operations at shelter locations (schools, etc.) are carried out in compliance with the Americans with Disabilities Act. In emergency situations when schools or other locations are used as public emergency shelters, every effort is made by Hertford County to comply with the ADA and other state and federal laws.

IV. SPECIFIC FUNCTIONS AND RESPONSIBILITIES

A. **Shelter Personnel:**

Shelter Personnel Assignments and Notification will be made, respective of direction and control, by:

1. Director / Exec - Greater Albemarle Region - American Red Cross
2. Director - Hertford County Department of Social Services
3. Director - Hertford County Health Authority
4. Interfaith, churches and other volunteer organization supervisors or leaders.

B. **Shelter Managers:**

Shelter Managers will be appointed and designated by qualification, respective of direction and control, by:

1. Director / Exec - Greater Albemarle Region - American Red Cross
2. Director - Hertford County Department of Social Services
3. Director - Hertford County Health Authority
4. Interfaith, churches and other volunteer organization supervisors or leaders.

C. **Shelter Staff Alert List:**

Current lists of shelter staff, and qualified shelter managers are maintained by the individual agencies in both hard copy and digital form. Each agency is responsible for ensuring their respective lists contain the most currently available contact information.

D. **Staffing Recommendation:**

1. Administrative - Shelter Management (24 hours)
2. Technical/Maintenance (as needed)
3. Communications (24 hours)
4. Medical (as needed)
5. Mental Health (as needed)
6. Security (24 hours)
7. Sanitation (24 hours)
8. Food service (as needed)

E. **Shelter Communication:**

Primary communication for the Emergency Operations Center to the shelters and from shelter to shelter will be by commercial telephone. The backup communication will be radio. With order to preference, the Priority List for communications is:

1. Commercial telephone / commercial cell phone
2. Portable two way radios
3. Radio equipped emergency services / law enforcement vehicles
4. Computer via internet
5. Messenger Service

F. **Shelter Security:**

Shelter security will be provided on a 24-hour basis by the Hertford County Sheriff's Department or designated law enforcement agency.

G. **Shelter Supplies/Equipment:**

Kits containing pens, paper, pads etc., I.D. badges, registration forms, communication/shelter logs and other shelter items, will be stored at Emergency Management and or Red Cross and distributed to the shelter by the appropriate or assigned personnel.

H. **Shelter Food:**

Red Cross, the Department of Corrections or the School System, as well as Interfaith, churches and other volunteer organizations will provide food and food preparation for shelters. Additional food supplies or stocks may be requested by the Shelter Manager to the American Red Cross via the Emergency Operations Center.

I. **Shelter Clothing:**

Shelter clothing will be provided by the Department of Corrections with assistance from other volunteer organization and the Hertford County Department of Social Services, if required.

J. **Decontamination:**

Various Hertford County Fire Departments have been assigned to conduct decontamination. Signs to designate monitoring and decontamination areas will be contained in a kit or separate items as needed from supply stocks. Additional decontamination equipment, manpower and supplies may be obtained by requesting state resources via the Emergency Operations Center.

K. **Shelter Records:**

The shelter staff will maintain Registration Forms, Communication Logs, Shelter Daily Logs, receipts of expenditures, etc. Vital records and records of expenditures will be maintained by Red Cross or DSS. Interfaith, churches and other volunteer organizations shall also present copies of all records to the American Red Cross or Emergency Management in a timely manner.

L. **Shelter Expenditures:**

The County will pay shelter operation expenses for County operated shelters. Other expenses will be born by the agency or group managing the shelter. See V. Direction and Control, "D". Also see Attachment 1 "Special Needs."

M. **Shelter Closing:**

The Red Cross Director or representative will notify shelter managers to close the shelters. The Red Cross Director / Exec or their representative will complete an inventory of supplies and equipment.

N. **Other:**

Social Services will provide assistance to persons in shelters requiring additional services that it may be able to provide.

Red Cross, Interfaith, churches and other volunteer organizations will conduct cleanup of the shelter respectively and return the shelter to its previous condition before shelter operations began.

V. DIRECTION AND CONTROL

A. The Greater Albemarle Region - American Red Cross will direct shelter/mass care operations in conjunction with Hertford County Emergency Management. The Hertford County Health Authority and Hertford County Department of Social Services will provide support, unless otherwise stated in this Annex.

B. The Director of the Hertford County Health Authority, supported by the Director of the of the Department of Social Services will direct and control special needs sheltering.

C. The Red Cross will coordinate shelter/mass care operations for the County with Interfaith, churches and other volunteer organizations.

D. Assumption of financial responsibility dictates direction and control.

VI. CONTINUITY OF GOVERNMENT

The line of succession for shelter and mass care is:

1. Director / Exec - Greater Albemarle Region - American Red Cross
2. Director of the Hertford County Social Services
3. Director Hertford County Health Authority
4. County Manager

Attachment 1
SPECIFIC TO SPECIAL MEDICAL NEEDS SHELTERING AND MASS CARE
Responsible Agency: Hertford County Department of Social Services / Hertford County Health Authority
Updated/Reviewed: May 14, 2013

BACKGROUND:

In planning for Mass Care, a Special Medical Needs Shelter Steering Committee was formed in August 2004 to develop a plan for providing adequate shelter for the special needs populations in Hertford County during emergency or disaster situations.

Composed of local government agencies such as Social Services, the Hertford County Public Health Authority, Emergency Management, Office of Aging, as well as Roanoke-Chowan Human Services, Roanoke Chowan Hospital and the Interfaith Council, the Committee incorporated the following guidelines for operating a Special Medical Needs Shelter in Hertford County. These guidelines were developed without benefit of North Carolina legislation or the American Red Cross resources.

Most Hertford County residents would qualify for the general public shelter during a disaster. Persons with impairments who are self-sufficient and capable of performing activities of daily living without assistance, including self-administering medications, etc, and certain preexisting conditions would continue to be

sheltered in general public shelters as in the past. Even people who are patients in adult care homes, family care homes, and/or clients of in-home care should qualify for the general public shelter.

Special Medical Needs Definition: Those people whose physical, emotional/cognitive, and/or medical conditions are such that they, even with the help from families or friends, would not be able to meet their basic needs during a 72 hour emergency period.

The following medically stable and/or non-complicated medical problems may seek entrance to the Special Medical Needs Shelter. (Also see Appendix A Shelter Triage Tool)

- Foley Catheter maintenance
- Diabetes-stable for monitoring of insulin administration only
- Nasogastric or Gastrotomy tubes (Home maintenance)
- Ostomey
- Stable Oxygen and nebulizer therapies (Must bring own oxygen)
- Dressing changes (must bring own supplies)
- Self care tracheostomy
- Bedridden and wheelchair bound total care will only be accepted ONLY if they are accompanied and cared for by responsible caregiver and DO NOT REQUIRE A HOSPITAL BED.

Restrictions and Limitations: *The Special Medical Needs Shelter* should be considered art option of last resort intended to maintain the current health, safety, and well being of the medically dependent individuals who are not acutely ill, to the extent possible. Special Medical Needs Shelters are not equipped as a medical care facility.

Special Medical Needs Residents are strongly encouraged to make disaster plans where possible with available licensed health care or special home care facilities, relatives, friends and neighbors or in hotels or other commercial residential options. There will be **NO** doctor, **NO** acute care nurses, **NO** specialty care nurses, and **NO** caretakers at the Special Medical Needs Shelter. The shelter's public health nurses will be providing general oversight and low level monitoring and will NOT be available to provide homecare activities of daily living or administration of medications/injections.

The Special Medical Needs Shelter c*annot* accommodate people who need:

- I.V. Chemotherapy
- Ventilator Care
- Peritoneal Dialysis
- Hemo dialysis
- Life Support Equipment
- Hospital Bed and/or total care

Shelter Capacity: Hertford County Emergency Services currently has 15 portable beds and the Hertford County Public Health Authority currently can provide 1 public health nurse (1 nurse for each of (2)12 hour shifts per day) to staff the shelter. *This effectively limits the shelters capacity to 25-35 persons based on "best practices" models. Therefore, preference will be given to Hertford County Residents during the admission process - other persons may be accepted on a space available basis.*

Pre-registration and Database: Persons with special needs are strongly urged to pre-register with the Hertford County Public Health Authority. Registration forms are being made available to local physicians and other agencies in order to:

- determine the potential population for a Special Medical Needs Shelter
- prepare a contact list should a disaster threaten

- speed registration at the Special Medical Needs Shelter

1. ***Confidentiality Issues***: For Registry to remain HIPPA compliant, clients must sign a Release of Information for information to be added to Special Shelter database: That database will be carefully guarded and maintained. (See Appendix B - Shelter Pre-registration Form)

SHELTER PROCESS

CONCEPT OF OPERATION

The Hertford County Public Health Authority will provide shelter and mass care management to the special needs population and SUPPORT general population shelters with personnel. The Director of the Hertford County Public Health Authority with SUPPORT by the Director of the Department of Social Services will direct and control Special Medical Needs Sheltering. (See Appendix C -Flowchart of Authority)

ALERT AND NOTIFICATION

The Hertford County Emergency Management Coordinator will be notified when a major emergency situation has occurred or is imminent. The Emergency Management Coordinator will then inform county officials in accordance with the county procedures outlined in the Emergency Operations Plan. Hertford County Emergency Management will notify all appropriate agencies to open shelters

1. Hurricanes:

   The Hertford County Emergency Management Coordinator will send information on hurricane projections to lead agency representatives approximately three days before the projected landfall.

WHAT TO BRING TO THE SHELTER

Special Medical Needs Shelter clients are expected to ***bring supplies*** to ***last 72 hours*** (3 Days) including but not limited to:

- ***ADULT CAREGIVERS TO PROVIDE 24 HR ASSISTANCE.*** It is critical and mandatory that all Special Medical Needs Shelter clients be accompanied by an adult who will stay in the shelter with them at all times and must be able to perform or assist the client to perform ALL of his/her physical and medical needs/activities. These activities include bathing, dressing, toileting (or diaper changes), eating, ambulation and taking medications. The client will not be allowed to stay in the shelter if they do not have an adult with them that is able to meet these requirements.
- Nonperishable foods, water and clothing
- Bed and Bedding (lounge chair, cot, sleeping bag)
- Personal hygiene items
- Medications in labeled prescription bottles
- A list of their medical conditions, and contact name(s) and numbers for doctor(s),
- The home health agency serving them, and an emergency contact
- Specialty items (depending on circumstance): diapers, feminine supplies
- Flash light with batteries
- Books, magazines, playing cards, board games

- Wheelchair or walker, if needed

Shelter Staff are encouraged to bring:

- Name badges
- Nonperishable food and snacks
- Bed and bedding (lounge chair, cot, sleeping bag)
- Extra clothing
- Water
- Personal hygiene items
- Personal Medications

REGISTRATION

1. **Pre-registered clients:**

    a. Pull their Pre-registration forms (Appendix B) and update/review information as appropriate.

    b. Complete the Shelter Registration Form (Appendix D)

    c. Review with caretaker that they must remain with the client at all times and/or arrange for their own relief. ***Failure to do so will be considered abandonment and they will be reported to Adult Protective Services.*** Have the client and their caretaker sign the Memorandum of Understanding (MOU) for the Special Medical Needs Shelter (Appendix E).

    d. Refer to Special Medical Needs Shelter designated area.

2. **Walk-ins:**

    a. Complete a Special Medical Needs Shelter Initial Triage Assignment (Appendix F). Review for appropriate placement into the Special Medical Needs Shelter. Refer to Shelter Policies and/or Special Medical Needs Shelters Levels of Care (Appendix A) for additional assistance in triaging clients. REMEMBER, PREFERENCE IS GIVEN TO HERTFORD COUNTY RESIDENTS, OTHERS ARE ACCEPTED ONLY IF SPACE IS AVAILABLE.

    b. If the client can be accommodated in the General Shelter direct accordingly.

    c. If client qualifies for the Special Medical Needs Shelter - Complete the Special Needs Registration Form (Appendix D).

    d. Ensure that there is a caretaker with the Client.

    e. If Client meets the criteria for placement in the Special Medical Needs Shelter, have the client arid their caretaker sign the MOU for Special Medical Needs Sheltering (Appendix E), direct to the Special Medical Needs Shelter area and orient accordingly.

3. **Denial of Shelter:**

A potential client may be denied shelter because:

a. His/her medical condition exceeds the scope of the Special Medical Needs Shelter;

b. The Special Medical Needs Shelter exceeds manageable capacity; refer the client and for caregiver to the Shelter Manager for possible referral to Guardian Care of Ahoskie (See Memorandum of Understanding - Appendix G) or other facilities.

Roles and Responsibilities of Special Medical Needs Shelter Staff

1. Set-up of Shelter

   a. Hertford County Emergency Management will be responsible for set up of generators and emergency lighting and other equipment for the Special Medical Needs Shelter.

   b. Hertford County Emergency Management will station one (1) EMS ambulance and 2 EMTs at the Special Medical Needs Shelter.

   c. DSS and Health Authority Staff will jointly set up triage and bedding areas in the Special Medical Needs Shelter.

   d. Hertford County Schools will provide such services as required in a Memorandum of Understanding (MOU between Hertford County and the School Board.

2. Ongoing Actions

   a. Set up "Nurses Station" where persons in the center can come for medical/health assistance (log all activity)

   b. Provide general oversight and low level monitoring of medical or health needs.

   c. Provide First Aid Services.

   d. Keep clients as calm as possible.

   e. Monitor client conditions for changes and immediately notify DSS of need to access EMS for transport to ER.

   f. Assist in keeping areas clean and free of trash. This will help ensure safety and clear paths to restrooms and to provide ease of making rounds.

   g. Assure caregivers are available to Special Medical Needs Shelter client at all times.

   h. Provide emergency assistance if needed.

   i. Maintain universal precautions and infection control.

   j. Keep client aware of time and inquire if assistance is needed. Provide diversionary activities, conversation, etc.

   k. Make rounds watching for signs of agitation, depression, confusion, etc. and responding to

alleviate potential problems.

3. Closing Actions

   a. Assist client with preparations to leave.

   b. Gather up all supplies.

Appendix A
Triage Help Tool

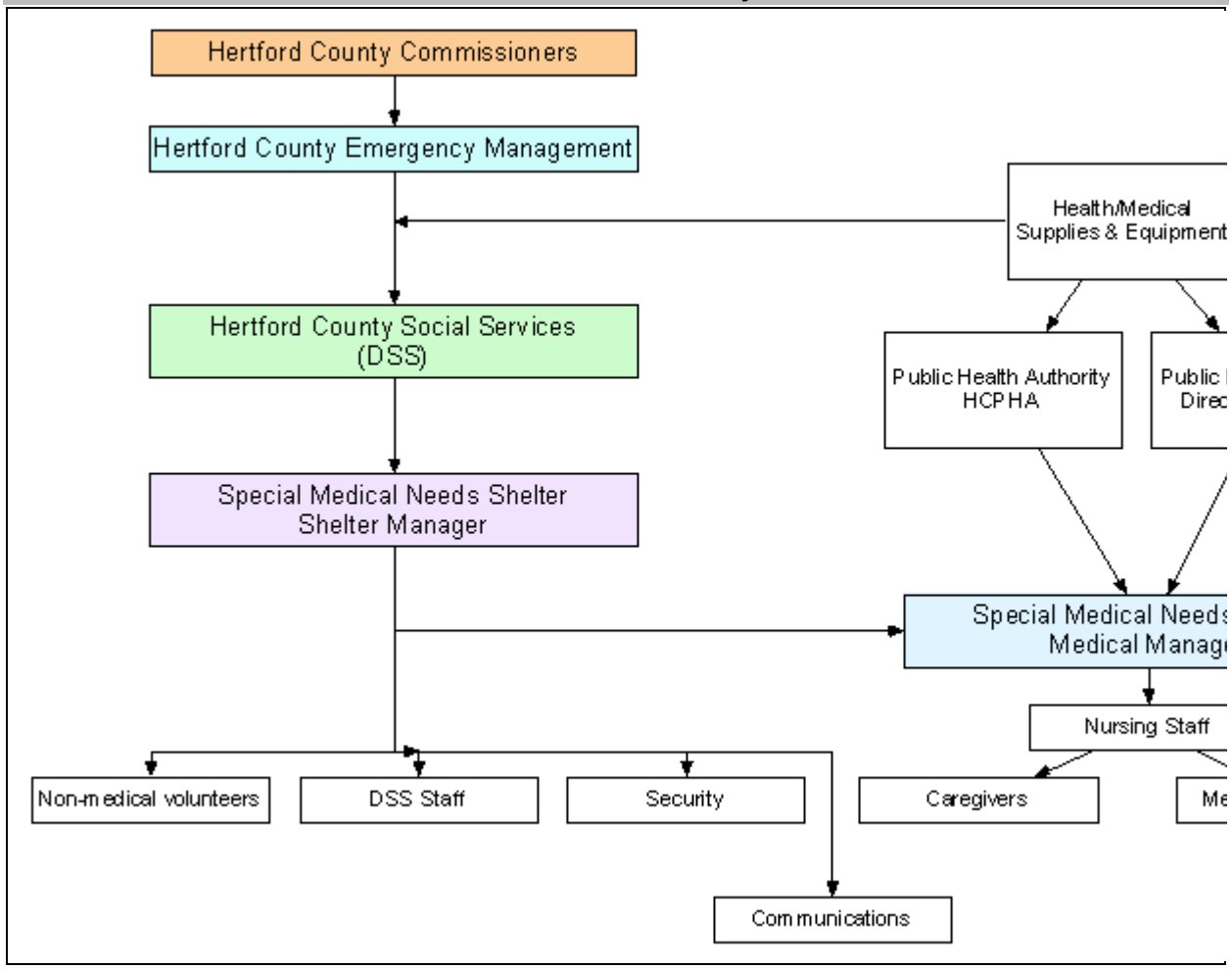
CONDITION	LEVEL BY SHELTER TYPE		
	GENERAL SHELTER	SPECIAL NEEDS	HOSPITAL/OTHER
Alzheimer's Disease (ALZD)	Early	Progressive	Advanced • Bedridden • Unable to speak • Unable to eat • Totally dependent
Ambulation assistance (wheelchair, crutches, cane, etc.)	OK	Combined with other assistance may indicate eligibility	
Ameliorating lateral Sclerosis (ALS) (wheelchair)		OK	
Aphasia (difficulty speaking)		OK	
Arthritis	Self-ambulating	Wheelchair bound	Bed bound
Asthma	Controlled		
Bronchitis	OK		
Cardiac abnormalities	Stable	Controlled with medications	Unstable, having shortness of breath or Angina
Cerebral Palsy		OK	
Cerebro Vascular Accident (recent CVA)		Wheelchair bound	Bedridden
Chronic Obstructive Pulmonary Disease (COPD)	No oxygen use	Independent or assisted function with oxygen use	Oxygen dependent end stage
Colostomy (uncomplicated)	OK		
Contagious disease or infection			Quarantine
Continuous Ambulatory Peritoneal Dialysis (CAPD)			Hospital with dialysis unit
Cystic Fibrosis	Stable	Requires medication and assistance with ADL	End stage

Dementia		Requires constant monitoring	End stage / bedridden
Diabetes/Hyperglycemia	Insulin and diet controlled	Requires assistance with insulin administration and monitoring	
Emphysema	No oxygen required	Requires oxygen	Oxygen dependent - end stage
Foley catheter	Stable	Requires monitoring	
Fractured bones	OK	Pin care/dressing changes	
Hip replacement	> 6 months	< 6 months	Post-Op
Ileostomy	Stable		
Knee replacement	> 6 months stable	< 6 months	Post-Op
Multiple Sclerosis	Self-ambulating	Wheelchair bound	Bed bound
Muscular Dystrophy	Self-ambulating	Wheelchair bound	Bed bound
Neuromuscular Disorders	Self-ambulating	Wheelchair bound	Bed bound
Neurological Deficit		Requires monitoring assistance with ADL	Incoherent/total care
Osteoarthritis / Osteoporosis	Self-ambulating	Wheelchair bound	Bed bound
Parkinson's Disease		Assistance with ADL	Advanced
Psychosis	Controlled	Requires attendant	Uncontrolled
Respirator / Ventilator dependant			Provide
Seizures	Controlled	Medication assistance required	Uncontrolled
Sleep Apnea	Not mechanically dependant		Mechanically dependent
Wheelchair transferable	Mobile with minimal assistance	Wheelchair bound with complications	

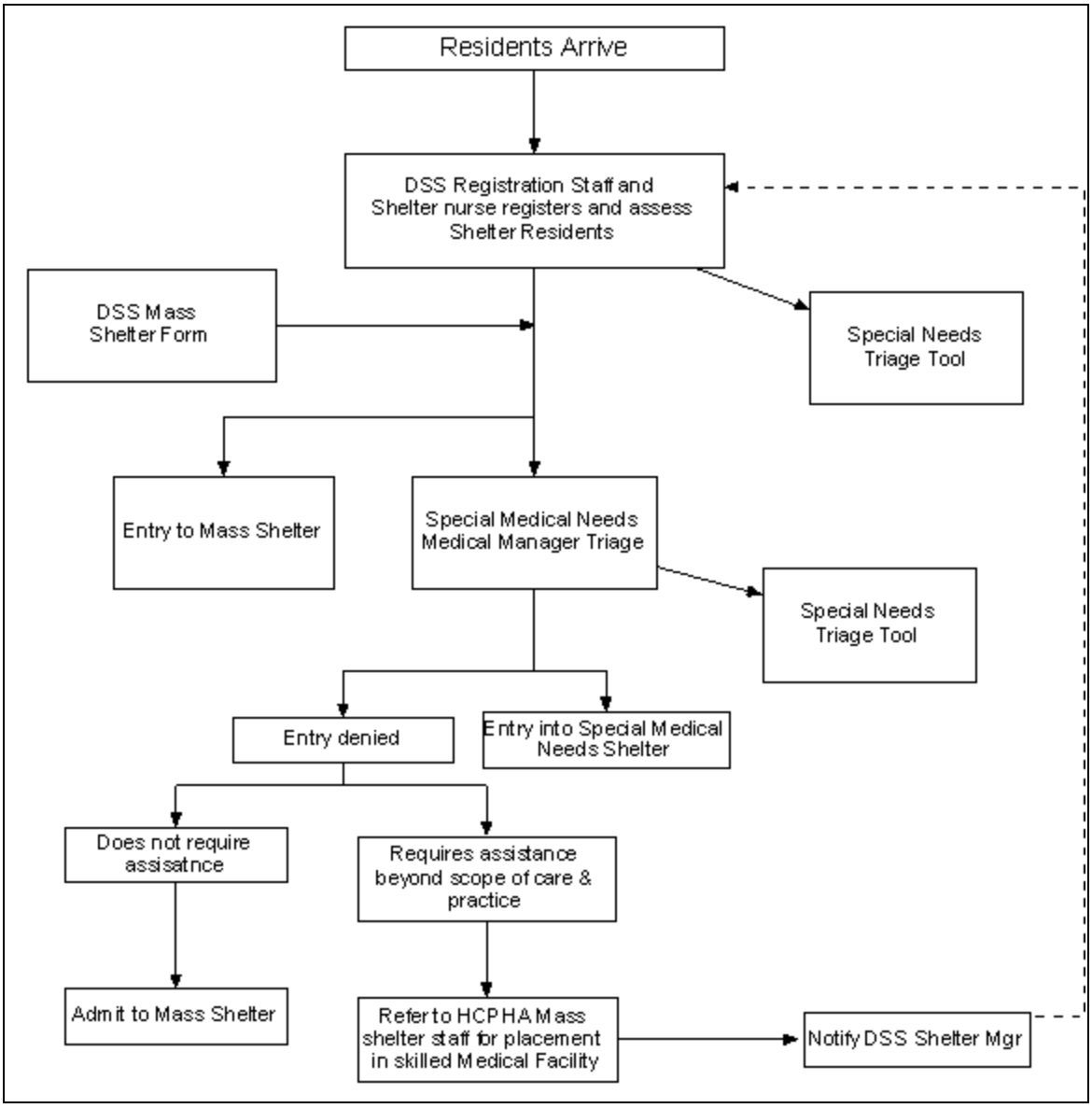
Appendix B
Pre-Registration Form

(click on the image above for a larger view or to print)

Appendix C
Flowchart of Authority



Appendix C (continued)
Flow of Residents



Appendix D
Shelter Registration Form

Click here for a copy of the registration form below.

DISASTER SHELTER REGISTRATION

Family Last Name				Shelter Location
Names	Age	Medical Problem	Referred to Nurse	Shelter Telephone No. Date of Arrival
Man				Pre-disaster Address and Telephone No.
Woman (include maiden name)				
Children in Home				I _____do _____do not, authorize release of the above information concerning my whereabouts or general condition. _____ Signature Date Left Shelter _____ Time Left Shelter _____
Family Member not in Shelter (Location if known)				Post Disaster Address and Telephone Number:

Appendix E
Memorandum of Understanding - Caregivers
(to print this form, copy and paste to a word processor)

SPECIAL MEDICAL NEEDS SHELTER
MEMORANDUM OF UNDERSTANDING BETWEEN SPECIAL MEDICAL NEEDS SHELTER CLIENTS/THEIR CARETAKERS AND HERTFORD COUNTY

IMPORTANT NOTICE AND STATEMENT OF UNDERSTANDING

I understand that:

- Special Medical Needs Shelters in Hertford County are provided as a Refuge of Last Resort for individuals with certain special care needs who cannot be accommodated or provided for in a general population shelter or who have not made other arrangements with relatives, friends, and/!or available licensed health care or special home care facilities.

- The Special Medical Needs Shelter should be considered an option of last resort and is intended to maintain the current health, safety, and well being of a client who IS not acutely ill, to the extent possible for a short period of time.

- Special Medical Needs Shelters are not equipped as a medical care

facility. They are not a hospital, a nursing home/restorative care center.

- There is No doctor, No acute care nurses, No specialty care nurses, and No private duty personnel at the shelter.

- A caretaker MUST accompany shelter occupants and stay with the client while in the Special Medical Needs Shelter at all times and/or make arrangements for their own relief. Failure to do so will be viewed, as abandonment and the caretaker will be reported to Adult Protective Services.

- A public health nurse will be onsite at all times and will be providing general oversight and low level monitoring. Nurses in the shelter are NOT permitted to provide homecare/activities of daily living or administration of medications/injections, or any medical and/or treatment procedures.

- Clients and their caretakers are expected to bring to the shelter all supplies including food, water, clothing, personal hygiene items, and bedding, medications, specialty items such as diapers, feminine supplies, wheelchairs, oxygen, compressors, back up tanks of oxygen, dressing supplies, etc., that they will need for at least a 72 hour period. The shelter is not responsible for providing supplies.

SIGNATURE OF CLIENT _____

SIGNATURE OF CARETAKER_____

WITNESS SIGNATURE_____

DATE_____

Appendix F
Triage Tool

(click on the image above for a larger view or to print)

Appendix G
Memorandum of Understanding Between Guardian Care and Hertford County Commissioners

Special Medical Needs Shelter Agreement

Guardian Care of Ahoskie agrees to assist the Special Medical Needs Shelter in the sheltering of individuals during times of emergency. Guardian Care of Ahoskie will shelter individuals referred by the Special Medical Needs Shelter as space allows. Any individual sheltered at Guardian Care of Ahoskie must be accompanied by a caregiver at all times and for the duration of the stay. Persons needing specific medical equipment will need to bring these items with them to the nursing center. Referrals to nursing center for shelter or placement will need to be directed to the Administrator, Steven Jones at 252-883-1113 (cell) or the Director of Nursing, Annette Shaver at 396-1877(cell).

Guardian Care of Ahoskie may terminate this agreement for any reason with 30 days written notice provided to the Department of Social Services.

_____Date
Steven G. Jones
Executive Director
Guardian Care of Ahoskie

_____Date
Representative of Hertford Co.

Appendix H
DSS Mass Shelter Registration Form

(click on the image above for a larger view or to print)

Appendix I
Check Shelter Location
(to print this form, copy and paste to a word processor)

Check Shelter Location

☐ Hertford County High School
252-332-2994

☐ Special Medical Needs Shelter
252-332-4622

☐ Hertford County Middle School
252-398-5340

Date of Arrival:
_____

Date Left Shelter:
_____

Time Left Shelter:
_____

Attachment 2
SHELTER AND MASS CARE

Designated shelters, and capacity.

Shelters	Special Needs
Hertford County High School 252-332-2994	☐ **Yes** ☑ **No**
Hertford County Middle School 252-398-5340	☐ **Yes** ☑ **No**

Note: Additional shelters can be designated or auxiliary (aux) can be opened based upon need as determined by shelter staff

Attachment 2
Shelter Manager Checklist

Shelter Manager's Responsibilities
Assignment Information
Obtain the following information:

☐ Nature of the Disaster

☐ Shelter assignment location

- ☐ Estimated shelter population
- ☐ Facility contact person
- ☐ Contact person/supervisor at the chapter/department/agency
- ☐ What other staff are being recruited:

☐	Shift supervisor(s)
☐	Registration (click here for comparable ARC Form 5972)
☐	Feeding
☐	Dormitory management
☐	Disaster Health Services
☐	Disaster Mental Health Services
☐	Staff recruitment and placement
☐	Logistics

- ☐ Notify your family and supervisor.
- ☐ Review chapter/department/agency disaster response plan.
- ☐ Pack personal items: clothes, toilet items, medications, blanket, phone numbers, etc.
- ☐ Pick up shelter manager's kit.

Initial Actions

- ☐ Establish contact with facility representatives and activate the building when ready. IF clients are waiting the facility may have to be partially activated immediately.
- ☐ Using the Statement of Agreement and *Facility Survey*, if they already exist, meet the facility representative for a pre-occupancy inspection. Negotiate and sign a *Facility Agreement*. Conduct pre-occupancy inspection using *Self-Inspection Worksheet Off-premises Liability Checklist*, and assess the general condition of the facility, citing pre-existing damage.
- ☐ Establish and maintain contact with the Red Cross /department/agency supervisory unit or the Emergency Operations Center.
- ☐ Survey and lay out the space plan for the shelter.
- ☐ Organize and brief staff. Assign staff to perform the following tasks:

☐	Registration
☐	Dormitory Management
☐	Feeding
☐	Disaster Health Services
☐	Disaster Mental Health Services
☐	Staff Recruitment and Placement
☐	Other client services

☐	Logistics
☐	Public information (coordinated with the EOC Public Information Officer)
☐	Communications (if phones are out) (i.e. Amateur Radio Emergency Services)

- ☐ Project staffing and other support requirements for the next 48 hours. Notify the chapter/department/agency.
- ☐ Order start-up supplies and equipment and request any support needed such as security, Amateur Radio operators, Public Information or Disaster Health Services personnel.
- ☐ Coordinate recruitment of additional personnel. Encourage the involvement of shelter residents as workers.
- ☐ Assess feeding options and discuss recommended solution with supervisor. Meet with Food Services supervisor.
- ☐ Establish a shelter log reporting process.
- ☐ Put up shelter identification both inside and out.
- ☐ Ensure that the Disaster Welfare Inquiry and Family Service copies of shelter registration forms are forwarded to headquarters.

Ongoing Actions

- ☐ Maintain regular communications with the shelter coordinator or supervisor. Provide Shelter Daily Report information, and discuss supply needs, problems and plans.
- ☐ Establish and meet regularly with the shelter advisory committee, and ensure that the physical and mental needs of clients are being met. Develop plans to meet these needs and request assistance if necessary.
- ☐ Ensure that shelter residents are receiving Updated/Reviewed information about the disaster, the recovery process, and all of the resources available to them.
- ☐ Forward a copy of new registrations to Disaster Welfare Inquiry and Family Service units daily.
- ☐ Establish standard shift schedules for staff, usually for 9 to 13 hours.
- ☐ Conduct staff meetings. Include updates on disaster response and shelter operations, directions and advice from disaster headquarters, and status of problems and resolutions. Identify needs for clients, staff, supplies, and systems. Address rumors.
- ☐ Monitor disaster response efforts, and plan for the closing of the shelter.
- ☐ Ensure that the proper systems are in place to track expenditures, bills and invoices, materials, and local volunteer records.
- ☐ Develop plans for maintaining the shelter until closing is possible, including staffing and supply needs.
- ☐ Routinely inspect the safety and sanitation of the facility, including the kitchen, dormitories, bathrooms, exterior and registration area and ensure that health standards and clients' needs are being met.
- ☐ Meet regularly with the facility representative to share concerns and resolve potential problems.
- ☐ Work with the clients and feeding supervisor to ensure the appropriate menus are being planned that reflect the preferences of the shelter population.

Closing Actions

- ☐ Coordinate plans to close the shelter with your supervisor and community well in advance of the actual closing.
- ☐ Coordinate with Family Service to ensure timely and appropriate placement of all remaining shelter occupants.
- ☐ Communicate to any remaining shelter residents the plan for closing the shelter. Encourage individuals who have not already contacted Family Service to do so.
- ☐ Consult with your supervisor about the disposition of all Red Cross and USDA food supplies.
- ☐ Ensure Logistics staff take the following actions:

☐	Complete the inventory of all supplies owned by the facility that were used in the shelter, and forward this to your supervisor.
☐	Return all rented or borrowed equipment to owners. Send your supervisor signed receipts for such equipment.
☐	Arrange for the cleaning of the facility and have it returned to the pre-occupancy condition or as close to the pre-occupancy condition as possible.
☐	Return all Red Cross supplies and equipment to the chapter/department/agency or central storage facility. Submit to your supervisor a list of items returned.
☐	Forward all pending financial commitments to the supervisor for payment. Ask suppliers to send final bills to your supervisor.

- ☐ Consult with the supervisor about transfer or release of staff.
- ☐ Remove all Red Cross ID materials from the facility.
- ☐ Prepare a thank-you list of other voluntary organizations, vendors, and staff to be thanked or recognized.
- ☐ Forward all Mass Care shelter files to the chapter/department/agency.

SHELTER REGISTRATION FORM

Hertford County Emergency Operations Plan

DISASTER SHELTER REGISTRATION

Family Last Name				Shelter Location
Names	Age	Medical Problem	Referred to Nurse	Shelter Telephone No. Date of Arrival
Man				Pre-disaster Address and Telephone No.
Woman (include maiden name)				
Children in Home				I _____do _____do not, authorize release of the above information concerning my whereabouts or general condition. _____ Signature Date Left Shelter _____ Time Left Shelter _____
Family Member not in Shelter (Location if known)				Post Disaster Address and Telephone Number:

Similar to American Red Cross Form 5972 (5-79)

TERRORISM RESPONSE

Hertford County Emergency Operations Plan

Updated/Reviewed June 7, 2013

Responsible Agency: Emergency Management (Unified Command)

Attachments	
Attachment 1	Terrorism Response Plan
Attachment 2	Protective Clothing Recommendations
Attachment 3	Suspicious Mail
Attachment 4	Mass Casualty Response Plan
Attachment 5	Incident Command Structure
Also see	
	Terrorism Response Checklist
	Civil Disorder Checklist
	Emergency Operations Center
	Law Enforcement Annex
	Public Health Annex

I. PURPOSE

This annex provides for protection of the public, emergency response personnel and other emergency personnel during disasters or events that are caused by acts of terrorism which can lead to situations that would cause a need for expansion of the daily activities provided by the forces and personnel of Hertford County.

II. SITUATION AND ASSUMPTIONS

A. Situation

1. **Terrorism** is defined for the purpose of this document, as criminal acts or threats by individuals or groups to achieve political, social or economic gain or recognition by fear, intimidation, coercion, or violence against the government and its citizens.

2. Domestic acts of terrorism have been committed in the past and are likely to occur in the future.

3. International acts of terrorism have been committed in the past and are likely to occur in the future.

B. Assumptions

1. A large-scale emergency will result in increased demands on all personnel.

2. Many injuries, both minor and relatively severe, will be self-treated by the public.

3. Resources available through area, regional, state and federal medical, health and mortuary services mutual aid agreements will be provided.

4. When local resources can no longer meet the demand of the situation, State agencies will be contacted to provide additional resources and/or to assume control of the response.

5. Catastrophic terrorist events may affect large areas of the County and response and auxiliary resources may be damaged, destroyed, or unavailable.

6. Terrorists are likely to deploy weapons of mass destruction including chemical, biological, radiological, nuclear and explosives (CBRNE).

7. That it will be unlikely initial emergency response personnel will know the event is linked to terrorist activity.

8. That intelligence agencies will share information and fully cooperate with response personnel.

9. Terrorist activity will likely include a variety of public and private sector “targets”, such as public buildings, businesses, schools, etc.

III. CONCEPT OF OPERATIONS

A. General:

1. Emergency operations will be an extension of normal agency and facility duties.

2. Coordination between all agencies is necessary to ensure emergency operational readiness.

B. Emergency Management

In addition to those responsibilities outlined in the County Emergency Operations Plan, the Emergency Management Coordinator shall:

1. Be responsible for overall coordination of the Emergency Operations Center and the activities that occur within the EOC.

2. Be responsible for overall plan development and the training of personnel in the plan to ensure each is familiar with the plan and their roles and responsibilities.

3. Be responsible for overall coordination with state and federal agencies likely to respond to incidents of terrorism and shall provide lead coordination with all local agencies as appropriate.

4. Provide communications and coordination with local, state and national elected officials and hold briefings of such officials as necessary.

Additional roles and responsibilities are found in this plan under Terrorism response and in the Bioterrorism portion of this plan.

C. **Health:**
In addition to those responsibilities outlined in the County Emergency Operations Plan, and those contained within the Hertford County Health Authority All Hazard Response Plan, the Health Director shall:

1. Have the primary concern for disease control and biological detection and control. The County Health Authority will implement effective environmental health, nursing and health education practices to minimize the incidence of disease as well as biological detection and control. This service is unique to the County and includes services to the municipalities.

2. Conduct frequent inspections of damaged housing and emergency shelters necessary to determine the need for emergency repairs, pest control, sanitation, or other protective procedures, such as biological decontamination.

3. Inspect public and private water supplies as needed, required or requested. The Health Department will respond to requests by residents as needed in addition to identification of areas that may need mandatory inspection.

4. As incidents dictate, make recommendations for immunizations or other preventive measures.

5. Be responsible for the development of emergency plans dealing with bio-terrorism, biological contaminants, or incidents where biological agents are used or are likely to be used and ensuring that such personnel are trained in their roles and responsibilities accordingly.

6. Coordinate with the North Carolina Medical Examiners Office, which will be essential in the event of mass fatalities and the need for identification and determination of cause of death. This coordination will be a co-responsibility of the Health Director and the County Medical Examiner.

Additional roles and responsibilities are found in this plan under Terrorism response and in the Bioterrorism portion of this plan. Also see Direction and Control (Section IV).

D. **Law Enforcement - Sheriff and/or Police Chief of Affected Jurisdiction:**
In addition to those responsibilities outlined in the County Emergency Operations Plan, the Sheriff and/or the Police Chief of the affected jurisdiction shall:

1. Be responsible for investigation to determine the extent of the incident and those responsible.

2. Be responsible for collection of evidence, crime scene security and if necessary or warranted, evacuation of the affected area.

3. Be responsible for coordination with state and federal law enforcement agencies.

4. Be responsible for gathering and appropriate dissemination of intelligence information.

5. Be responsible for the development of specialized response plans to terrorism incidents involving law enforcement personnel and for ensuring that such personnel are trained in their roles and responsibilities accordingly.

Additional roles and responsibilities are found in this plan under Terrorism response and in the Bioterrorism portion of this plan. Also see Direction and Control (Section IV).

E. **Fire Service / Fire Marshal:**
In addition to those responsibilities outlined in the County Emergency Operations Plan, the Fire Marshal shall:

1. Coordinate emergency fire service response in cooperation with the command authority of individual responding departments.

2. Ensure the incident command system (ICS) will be used.

3. Ensure expansion of fire service capability will be done utilizing resources from the entire County as well as the municipalities and mutual aid departments.

4. Be responsible for the development of specialized response plans to terrorism incidents involving fire service personnel and for ensuring that such personnel are trained in their roles and responsibilities accordingly.

Additional roles and responsibilities are found in this plan under Terrorism response and in the Bioterrorism portion of this plan. Also see Direction and Control (Section IV).

F. **Emergency Medical Service:**
In addition to those responsibilities outlined in the County Emergency Operations Plan, Emergency Medical Services Director shall:

1. Take charge of the response of emergency medical service resources and coordinate the response of various department resources in cooperation with the command authority of the various departments in the County.

2. Ensure the incident command system (ICS) will be used.

3. Ensure expansion of the emergency medical service capability will be done utilizing resources from the entire County as well as mutual aid departments.

4 Be responsible for the development of specialized response plans to terrorism incidents involving EMS personnel and for ensuring that such personnel are trained in their roles and responsibilities accordingly. These plans may include field decontamination of patients, personnel and equipment.

5. Be responsible for coordination with local hospitals regarding response to incidents relating to patient transportation.

Additional roles and responsibilities are found in this plan under Terrorism response, Mass Casualty and in the Bioterrorism portion of this plan. Also see Direction and Control (Section IV).

G. **Mortuary:**
In addition to those responsibilities outlined in the County Emergency Operations Plan, the Medical Examiner shall:

1. Take charge of the proper recovery of human remains and ensure that remains are appropriately decontaminated.

2. Coordinate with the North Carolina Medical Examiners Office, which will be essential in the event of mass fatalities and the need for identification and determination of cause of death. This coordination will be a co-responsibility of the Health Director and the County Medical Examiner.

3. Ensure expansion of morgue capability will be done utilizing resources from the State and the County.

Additional roles and responsibilities are found in the Bioterrorism portion of this plan. Also see Direction and Control (Section IV).

H. **Communications:**
In addition to those responsibilities outlined in the County Emergency Operations Plan, the Director of Communications shall:

1. Be responsible for the development of specialized response plans to terrorism incidents involving communications personnel and for insuring that such personnel are trained in their roles and responsibilities accordingly. These plans may include state and federal communications as well as backup communications for primary dispatch channels.

2. Coordinate with municipal communications resources as well as private resources that may be used in crisis situations.

3. Maintain communications with state and federal agencies as required and relay information about terrorist activity or other incident related information to the appropriate local, state and/or federal agency.

Additional roles and responsibilities are found in this plan under Terrorism response, Mass Casualty and in the Bioterrorism portion of this plan. Also see Direction and Control (Section IV).

I. **County Manager:**
In addition to those responsibilities outlined in the County Emergency Operations Plan, the County Manager shall:

1. Be responsible for the overall cooperation of all county agencies in any pre-terrorist event, during an event, and in recovery operations.

2. Coordinate with municipal governments as well as private resources that may be used in crisis situations.

3. Serve as chief liaison with elected officials.

4. Ensure timely and accurate information is presented to elected officials and the public.

Also see Direction and Control (Section IV).

J. **Public Information:**
In addition to those responsibilities outlined in the County Emergency Operations Plan, the Public Information Officer shall:

1. Be responsible for the development of information to be disseminated to the public

regarding terrorism and the County Plan to deal with terrorist activity.

2. Coordinate with municipal governments as well as hospitals and all involved agencies, including private and volunteer organizations, to ensure accurate information is given to the public and the media.

3. Ensure that no information is released until it has been authorized for release by the County Manager or the Emergency Management Coordinator.

Additional roles and responsibilities are found in this plan under Terrorism response and in the Bioterrorism portion of this plan. Also see Direction and Control (Section IV).

K. **Other EOC Agency Representatives:**
In addition to those responsibilities outlined in the County Emergency Operations Plan, other EOC agencies shall:

1. Be responsible for the development of specialized response plans to terrorism incidents involving their respective agency or organization, and for ensuring that such agency personnel are trained in their roles and responsibilities accordingly.

2. Coordinate with respective local, state and federal agencies of a similar function and coordination with Emergency Management.

3. Be prepared to brief other officials on the activity of their respective agency in a pre-terrorist event, during such an event, and post event.

Additional roles and responsibilities are found in this plan under Terrorism response and in the Bioterrorism portion of this plan. Also see Direction and Control (Section IV).

IV. DIRECTION AND CONTROL

A. The Chairman of the County Commissioners, or the person appointed by the Chairman will assume overall direction and control.

B. Emergency public health operations, including bioterrorism, will be directed from the EOC by the Health Director or his duly authorized designee.

C. The Medical Examiner will direct and control all activities connected with identification of the dead and mortuary services.

D. The Sheriff or his duly authorized designee will direct and control all activities connected with investigation and security from the EOC.

E. The Emergency Management Coordinator will control activities connected with the Emergency Operations Center and serve as the lead coordination agency for all response organizations.

V. CONTINUITY OF GOVERNMENT

A. County Government

1. Chairman - Hertford County Board of Commissioners
2. County Manager

3. Emergency Management Coordinator

B. Municipal Government

1. Mayor
2. Town Council or Board
3. Town Manager

C. Response Agencies

Response agencies shall follow their normal lines of succession in accordance to their individual agency or organizational policy.

Attachment 1
TERRORISM RESPONSE
Updated/Reviewed:

I. PURPOSE

This section provides information and guidance to responders of local government to an incident involving terrorist activity. It is meant as guidance only.

II. SITUATION AND ASSUMPTIONS

1. Situation

A. The successful response to, and management of, a terrorist incident requires a well-planned, integrated and coordinated response from local government, neighboring jurisdictions, the private sector and state and federal agencies.

B. The 9-1-1 telecommunicators are usually the first interface between the terrorist incident and the first responders. The information obtained from callers can have a crucial impact on the safety and welfare of emergency responders. The value of these telecommunicators to first responders is heavily influenced by their knowledge of terrorist acts involving Weapons of Mass Destruction. (CBRNE - Chemical, Biological, Radiological, Nuclear And Explosives.)

C. Some of the major issues that will require attention during management and control of a chemical or biological terrorist incident include:

- agent detection
- identification and isolation
- down wind evacuation or shelter-in-place
- traffic rerouting, congestion and control
- disposition of the deceased
- hospital casualty overload
- public fear
- public information dissemination
- spread of contamination and disease
- safety and welfare of emergency responders
- evidence identification and preservation
- suspect(s) identification, arrest and criminal prosecution

D. Mass casualty triage and medical management, as well as mass decontamination

procedures, must be practiced with sufficient frequency to build both confidence and competence in emergency responders.

E. A chemical, biological or explosives-related terrorist incident is a federal crime scene, and in accordance with Presidential Decision Directive 39, the FBI has overall responsibility for crime scene management.

F. Because of the likelihood of mass casualties and large numbers of emergency responders from Hertford County and other nearby jurisdictions, and from state and federal agencies, it is imperative that a comprehensive accountability system be implemented and maintained throughout the incident.

G. A terrorist incident involving a chemical or biological agent is still a hazardous materials incident, but with the potential for much greater consequences and challenges for emergency responders. It is also likely to be a mass casualty incident. However, a bio-terrorist release will evolve over time, as the bacterial/viral symptoms may take hours or days to present, and the infected people may or may not infect others.

H. Communication is an extremely critical element in the management of WMD terrorism incidents. It is important that timely and accurate information be shared with the various agencies involved in the incident. The community must also be kept apprised of matters potentially impacting their safety and welfare.

2. Assumptions

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

B. Emergency response personnel are knowledgeable in the use of available resources.

C. Response time for resources requested from outside the County will require a minimum of two hours.

D. *Definition*
Terrorism is defined as criminal acts or threats by individuals or groups to achieve political, social or economic gain or recognition by fear, intimidation, coercion or violence against the government and its citizens.

E. *Crisis Management*
Crisis Management addresses the cause of a terrorist incident, the identity, motivation, and capability of the terrorists and the weapons they employ. Crisis Management is a law enforcement function and includes measures to identify, acquire and plan the use of resources needed to anticipate, prevent and/or resolve the threat or act of terrorism. In a terrorist incident, a crisis management response may include traditional law enforcement missions such as intelligence, surveillance, tactical operations, behavioral assessment, negotiations, forensics and investigations, as well as technical support missions such as agent identification, search, render safe procedures, transfer and disposal and limited decontamination. *Note: For the purpose of this plan, Crisis Management and Consequence Management are synonymous.*

F. *Consequence Management*

Consequence Management addresses how the incident affects or potentially might affect public health, safety and the environment. Consequence management includes measures to protect public health, safety and the environment, to restore essential government services and to provide relief to governments, businesses and individuals affected by the consequences of terrorism. In an actual or potential terrorist incident, command and control of local government resources may transition between the Hertford County Sheriff's Office, Police Departments, Hertford County EMS, the Fire Department having jurisdiction and the Hertford County Emergency Management Office. The Unified Command team approach *shall* be utilized to transition incident command and control among these agencies. These efforts will include the roles, responsibilities and functional duties as describes in Entry Protocols.

III. CONCEPT OF OPERATIONS

As part of the awareness program associated with acts of terrorism, the first responders (fire, EMS, law enforcement) must first ensure their own protection and the protection of all responding departments. A new way of thinking, a new assessment process and new response protocols will be required to first-in response departments.

A. Listed below are the primary components of the concept of operations. The primary first responders can address some of these components; the Incident Command System (ICS) and/or the EOC, when activated, will address other components.

1. Threat assessment levels
2. Notification process-internal-external-primary and support
3. Command and control function-ICS and Unified Command
4. Entry protocols
5. Crisis Management
6. Consequence Management
7. Roles, responsibilities and checklist
8. Chain of evidence and evidence preservation

Note: The above is *not* an all-inclusive list. It is intended to emphasize the need for a more deliberate response process that will enhance responder and public safety. Each of the above items will be covered as part of response overview.

B. **Threat Assessment**

This element will be the responsibility of law enforcement agencies that consist of Police Departments, Hertford County Sheriff's Department, State Bureau of Investigation, Federal Bureau of Investigation, Bureau of Alcohol and Firearms and other law enforcement agencies that provide information on terrorist groups, individuals and threat situations based on collected intelligence. The FBI will have primary responsibility for coordinating intelligence and threat assessment information. The Hertford County Sheriff's Department will coordinate distribution of information to the primary response departments.

Hertford County monitors those levels established by the Department of Homeland Security and included in the National Terrorism Alert System (NTAS) as described in the Implementing Guidelines set forth below.

C. **Notification Level-Internal/External-Primary/Support**

Listed below are the primary response and primary support departments that would be part of the notification process.

Initial and Primary Response Departments:

- All Law Enforcement Agencies (local, state and federal)
- Fire Service
- Emergency Medical Service

Primary Support Departments:

- Health Department
- Hospital
- NC Division of Emergency Management
- Department of Social Services
- Mental Health
- Debris removal organizations
- Corporate Communication/Public Information - City & County
- American other volunteer organization
- Poison Control Center

This list can be expanded as the need arises or as the scope of operations expands. The IC can demobilize departments if the situation changes. Each agency should develop its own internal notification procedures.

D. **Command and Control**

This function is critical for ensuring a successful operation. It is *absolutely imperative* that a team approach for command and control be used for response. In all incidents within Hertford County, the Fire Department will assume command of the consequence management phase of the incident. Because of the nature of these incidents, the responsibility of stabilizing the immediate area of operations within the definition of consequence management lies solely with the Fire Department.

Within the definition of crisis management, the affected Law Enforcement Agency will assume responsibility for the situation and take appropriate action. There may be situations where consequence and crisis management must be addressed simultaneously where law enforcement, the fire department, Emergency Medical Service and the Health Department share command and control. As soon as possible, the core group will establish a Unified Command structure for tactical and investigative operations. The core group will consist of:

- NC SBI
- FBI
- Volunteer fire departments based on jurisdiction boundaries
- Police Department and Hertford County Sheriff's Department
- Hertford County Emergency Services / Emergency Management
- Hertford County EMS
- Hertford County Health Department

Once established, the Unified Command will agree upon criminal, tactical and investigative issues.

There is no clear separation between consequence and crisis management in instances where both consequence and crisis are operational concurrently. The Unified Command will prevail in instances where the consequence and crisis functions cross the determination made to ensure the health and safety of responders, the general public and evidence, in that order.

It is possible that command of the scene may be transferred back and forth between consequence and crisis, based on needs, several times before the incident is brought to a resolution. The various agencies that comprise both consequence and crisis management may be brought to the forefront depending on the immediate circumstances and requirements faced as the situation unfolds.

It's imperative that immediate command and control be established to ensure control measures are implemented for life, safety and evidence preservation.

All responding departments of local government must be prepared to interface with their state and federal counterparts at both the incident site and the EOC.

The EOC, when activated, will be the command and control center. Operational command will be maintained at the incident site.

Unified Command:
This type of command and control is represented by multiple levels of government and is more often than not seen in the EOC environment. A Unified Command System consists of a core group of agencies from city, county, state and federal governments in a common location. This command structure is also found in large-scale incidents such as terrorist acts or WMD events.

E. **Entry Protocols**
A terrorist incident or WMD event will require new entry protocols to ensure responder safety. Guidelines are to be established based on threat level at the time of the incident. Entry into an area or building that may be contaminated or may have been destroyed by an explosion can range from normal site access with no protective measures, to Level A entry suits with *hot zones* set to protect responders.

Threat levels as defined in Section IV will set new protocols.

F. **Crisis Management and Consequence Management**
These sections are combined because they operate in parallel and continuous fashion from initial response to final recovery. They deal with all phases of incident operation to include, but not limited to, response, recovery, clean up and site restoration.

G. **Roles, Responsibilities and Checklist**
This part of the planning document is detailed in Section V, Item B and in each of the core groups internal SOPs. The listing represents the primary factors associated with response to terrorist incidents.

H. **Preserving and Collecting Evidence**
This operational area is addressed in more detail in Section VI, and by each agency's SOP. This function may be part of new site entry protocols. Life safety issues will take precedence over this area of operation; however maintaining the chain of evidence is a crucial element. The preserving and maintaining of evidence should be considered and exercised at every opportunity.

IV. IMPLEMENTING GUIDELINES

The information below is meant as a basic response guideline for terrorist incidents. The IC must use discretionary judgment to ensure a timely, professional response. The only way to ensure the IC's decisions are in the best interest of responders and the public is to use all possible sources of information from all response organizations in the decision-making process.

Threat Assessment Levels

This level is constantly being monitored by all law enforcement to the best of their ability. The primary law enforcement agency, in this regard, is the Federal Bureau of Investigation. The primary state law enforcement agency is the North Carolina State Bureau of Investigation. The primary law enforcement agency for Hertford County is the Sheriff's Department. Other federal, state and local law enforcement agencies may also have information available. One of the FBI's primary missions is to monitor terrorist groups, corroborate information received, identify terrorist members and prepare a law enforcement interdiction plan.

As part of this ongoing initiative, information discovered or obtained from other sources will be shared with other law enforcement agencies as appropriate for law enforcement action and later with appropriate local and/or state officials. *In the event of danger to the health or welfare of the general public, the FBI will share all information necessary to safeguard the safety, health and welfare of the general public.*

Because a threat may be received by or relayed to the Emergency 9-1-1 Telecommunicators, it is imperative that the 9-1-1 staff and supervisors receive awareness training to assist them in recognizing a terrorist threat/act and respond accordingly. Emergency 9-1-1 Communications Center supervisors/managers will be provided information so that they may better fulfill their role and responsibilities. All E-9-1-1 Communications Center supervisors/managers should be involved in the intelligence briefings that are part of threat level assessment.

Hertford County has chosen to establish threat levels to assist in a response to a terrorist incident. These threat levels mirror those established by the federal government, Department of Homeland Security (NTAS).

Imminent Threat Alert

Warns of a credible, specific, and impending terrorist threat against the United States.

Elevated Threat Alert

Warns of a credible terrorist threat against the United States.

V. ENTRY PROTOCOLS

A. This operational area will be headed by the Regional (Hazardous Material) Response Team (RRT) and shall be incorporated into the SOPs for all responding organizations. In addition, this is part of the new awareness that must be included in the training program for all responders in the County. Implementing entry protocols

shall be based on intelligence provided by law enforcement. Coordination between fire services, Regional Response Team and law enforcement is vital for the safety of the responders and investigative personnel and to minimize their exposure in a dangerous situation. The primary components of the new entry protocols are as follows:

- Awareness of the possibility of secondary explosive devices or secondary hazards
- Personal protective equipment - when and what to wear as minimum requirement for entry into an incident site
- Who should enter the facility
- Maintaining the chain of evidence process
- Training standards - all training is the same format to ensure uniformity
- Clearly defined hot zones, warm zones and safe zones
- Signs and symptoms - Critical for early identification of agent or chemical SOP development team
- Other

B. **Roles, Responsibilities and Checklists**
This section outlines the primary areas of responsibility for the responding organizations. The checklist identifies critical items of concern for all organizations. A general checklist and areas of responsibilities, are covered in individual department response SOPs.

C. **Areas of Concern - Threat Level Conditions**
All responding organizations will implement or alert their people to the following areas of concern in accordance with the threat level conditions:

- Develop internal notification procedures for responding departmental personnel
- Ensure internal distribution of response plan
- Follow directions of Unified Command through IC and EOC
- Adhere to site entry protocols (need to be developed)
- Ensure implementation of adequate departmental training programs
- Develop control measures for Chain-of-Evidence process
- Provide department representatives to incident site and EOC
- Document all response activities from time of notification until termination
- Participate in Direction and Coordination team as directed by IC or EOC
- Anticipate the committing of all available departmental resources to response and recovery effort
- Provide department needs assessment for operation to IC or EOC
- Develop a need-to-know list for internal operations (each department)
- Other as directed by IC or EOC

D. **Law Enforcement Agencies:**

- Develop or enhance intelligence gathering capability for acts of terrorism
- Establish distribution of notification process for sharing of information
- Determine Threat Level (TL) based on information assessment
- Initiate notification process to all organizations listed in Section III., Item C
- Maintain open lines of communications on intelligence with state and federal agencies
- Review Personal Protective Equipment (PPE) requirements and site entry

protocols
- Initiate a meeting of organizations based on assessment of conditions
- Assign representative to development team for SOPs
- Establish site security based on hot zones, warm zones and safe areas
- Assist in site evacuation of personnel
- Provide shelter security for activation of shelters resulting from incident
- Provide guidance or training for maintaining Chain-of-Evidence process
- Provide Awareness level training to all employees
- Provide IC (Incident Command) level training to all supervisors
- Provide stand-by capabilities for security at hospitals and medical facilities
- Establish ICS (Incident Command System) if first on scene
- Develop Bomb Tech/HazMat Tech SOPs
- Other as identified by local law enforcement

E. **Fire Service:**

- Assign representative to SOP development team (all parties)
- Provide fire suppression at site and surrounding location as required
- Review Personal Protective Equipment (PPE) requirements and site entry protocols
- Determine hot zone, warm zone and safe zone
- Assist in evacuation of personnel from site
- Determine area to be evacuated for public safety
- Work with law enforcement for preservation of site evidence
- Develop new site entry protocols as part of SOP team development
- Identify, to maximum extent possible, injured personnel and facilities
- Assist medical examiner with remains recovery
- Establish ICS (Incident Command system) if first on scene
- Provide Operations level training to all employees/members
- Provide IC (Incident Command) level training to all supervisors
- Provide HazMat level training to all HazMat Technicians
- Train personnel in signs and symptoms of chemical and biological agents
- Provide IC and EOC with needs assessment for incident resolution
- Observe site entry protocols
- Provide mass decontamination of on-site personnel
- Provide mass decontamination at local hospitals needed by a predetermined system
- Develop Mutual Aid plans which allow for the immediate utilization of on duty resources
- Other (to be determined)

F. **Emergency Medical Service:**

- Assume lead role for on-site medical assistance
- Develop interface with medical doctors for on-site triage of patients
- Establish ICS (Incident Command System) if first on scene
- Review Personal Protective Equipment (PPE) requirements and site entry protocols
- Develop procedures for notification of medical service providers
- Assign representative to SOP development team
- Identify to maximum extent possible injured personnel and fatalities
- Assist medical examiner with remains recovery

- Provide Awareness level training to all employees
- Provide IC (Incident Command) level training to all supervisors
- Provide or arrange for medical coverage at shelter site
- Provide for medical monitoring of response personnel
- Train personnel in signs and symptoms of chemical and biological agents
- Provide IC or EOC with needs assessment for incident resolution
- Observe site entry protocols
- Assist with mass decontamination of on-site personnel
- Other (to be determined)

G. **Review General Guidelines for Roles, Responsibilities, and Checklists**
All other agencies listed in Section III, Item C, will review general guidelines for Roles, Responsibilities and Checklists and will develop more detailed protocols as part of the consequences management of response efforts.

VI. CHAIN OF EVIDENCE

A. **Site Entry Protocols:**
This process is part of the new site entry protocols and is critical for ensuring preservation of any evidence. Although this phase of the operation is very critical to incident resolution, it should *never* take precedence over *life safety* operations. The law enforcement services at local, state and federal levels will provide guidance on this part of the incident operation. All agencies, both primary and support, must be aware of the importance of this issue.

B. **Considerations:**

- Do not throw away any debris or trash from the scene
- Debris removal will be controlled by law enforcement agency at local, state or federal level
- Medical personnel at the site and at the hospital should be familiar with this operation and will do all within their power to ensure preservation of evidence short of life safety or life and death situation
- Private contractors for debris removal *must* follow directions of law enforcement agencies
- Debris disposal will also be directed by law enforcement agencies
- Other (to be determined)

VII. MASS DECONTAMINATION

A. This segment of response to terrorist incidents or WMD events is a very critical part of response. The ability to conduct mass decontamination of large numbers of people in a very short period is imperative to limit exposure, possible burden to hospitals and spread of contamination. The role of decontamination falls under the Fire Department. The primary departments assigned this program element are:

1. County Fire Departments
2. Mutual Aid Fire Departments for:
    - Dependable source of clean water
    - Adequate resources to conduct operation
    - Adequate workforce to perform mission
    - Ability to conduct operation at multiple locations
    - What other resources are needed?

3. Hertford County EMS units for trained manpower
4. State resources located within local jurisdiction

B. Local resources will be the primary source for this program element. The State will also provide assistance, and mutual aid requests can provide additional resources and personnel. In addition, elements of the military and other rapid response agencies can assist in this phase of the operation. Prior agreements with local and state units listed above will be part of local and state plans that address mass/large-scale decontamination.

VIII. PUBLIC INFORMATION

This area of response for incidents of terrorism, suspected acts of terrorism, or WMD events is critical to ensure public confidence, eliminate rumors and provide accurate, timely information to concerned responders and to citizens. This activity *must* be a joint effort by all levels of government and *must* be centrally located, preferably near the EOC. The establishment by local government of a Joint Information Center (JIC) with all levels of responding government organizations present will be the basis for disseminating information to the media and the public.

IX. DEMOBILIZATION/DEACTIVATION

This part of response to and recovery from terrorist incidents or WMD events will be determined by the EOC based on feedback and information from law enforcement agencies and on the threat level as defined by the lead agency (law enforcement). In addition, the Emergency Management Office will establish a time for critique by responding agencies and by recovery, crisis management and consequence management efforts associated with the incident.

X. DOCUMENTATION

Each agency will be responsible for documentation of their actions. The use of written statements, chronological sequence writing, videotaping and still photography will be beneficial in many different ways. Evidence preservation and chain of custody issues are just a few which will benefit. In addition, during the process of applying for reimbursement for damaged, lost or destroyed equipment, these records will be needed. As soon as possible during the incident, a scribe or documentation officer should be assigned to the Command Post to document overall actions on the scene. This information can be passed on to the next Incident Commander. This documented information shall be passed on to the lead agency conducting the investigation.

XI. CRITICAL INCIDENT STRESS DEBRIEFING

The Incident Commander shall take into account the need for on-scene debriefing of personnel. Each agency shall establish internal SOPs for debriefing within their respected agency. Combined or common debriefing sessions should be made available to first responders as soon as the crisis phase is over.

Attachment 2
PROTECTIVE CLOTHING
Recommendations for the Selection and Use of Protective Clothing and Respirators Against Biological Agents

The approach to any potentially hazardous atmosphere, including biological hazards, must be made with a plan that includes an assessment of hazard and exposure potential, respiratory protection needs, entry conditions, exit routes, and decontamination strategies. Any plan involving a biological hazard should be based on relevant infectious disease or biological safety recommendations by the Centers for Disease Control and Prevention (CDC) and other expert bodies including emergency first responders, law enforcement, and public health officials. The need for decontamination and for treatment of all first responders with antibiotics or other medications should be decided in consultation with local public health authorities.

Use of SCBAs:

Emergency first responders typically use *self-contained breathing apparatus* (SCBA) respirators with a full face piece operated in the most protective, positive pressure (pressure demand) mode during emergency responses. This type of SCBA provides the highest level of protection against airborne hazards when properly fitted to the user's face and properly used. National Institute for Occupational Safety and Health (NIOSH) respirator policies state that, under those conditions, SCBA reduces the user's exposure to the hazard by a factor of at least 10,000. This reduction is true whether the hazard is from airborne particles, a chemical vapor, or a gas. SCBA respirators are used when hazards and airborne concentrations are either unknown or expected to be high. Respirators providing lower levels of protection are generally allowed once conditions are understood and exposures are determined to be at lower levels.

When using respiratory protection, the type of respirator is selected on the basis of the hazard and its airborne concentration. For a biological agent, the air concentration of infectious particles will depend upon the method used to release the agent. Current data suggests that the self-contained breathing apparatus (SCBA) which first responders currently use for entry into potentially hazardous atmospheres will provide responders with respiratory protection against biological exposures associated with a suspected act of biological terrorism.

Protective clothing, including gloves and booties, also may be required for the response to a suspected act of biological terrorism. Protective clothing may be needed to prevent skin exposures and/or contamination of other clothing. The type of protective clothing needed will depend upon the type of agent, concentration, and route of exposure.

The recommendations for personal protective equipment, including respiratory protection and protective clothing, are based upon the anticipated level of exposure risk associated with different response situations, as follows:

1. Responders should use a NIOSH-approved, pressure-demand SCBA in conjunction with a Level A protective suit in responding to a suspected biological incident where any of the following information is unknown or the event is uncontrolled:

    - the type(s) of airborne agent(s);
    - the dissemination method;
    - if dissemination via an aerosol-generating device is still occurring or it has stopped but there is no information on the duration of dissemination, or what the exposure concentration might be.

2. Responders may use a Level B protective suit with an exposed or enclosed NIOSH-approved pressure-demand SCBA if the situation can be defined in which:

    - the suspected biological aerosol is no longer being generated;

- other conditions may present a splash hazard.

3. Responders may use a full face piece respirator with a P100 filter or *powered air-purifying respirator* (PAPR) with high efficiency particulate air (HEPA) filters when it can be determined that:

    - an aerosol-generating device was not used to create high airborne concentration,
    - dissemination was by a letter or package that can be easily bagged.
    - These type of respirators reduce the user's exposure by a factor of 50 if the user has been properly fit tested.

Care should be taken when bagging letters and packages to minimize creating a puff of air that could spread pathogens. It is best to avoid large bags and to work very slowly and carefully when placing objects in bags. Disposable hooded coveralls, gloves, and foot coverings also should be used. NIOSH recommends against wearing standard firefighter turnout gear into potentially contaminated areas when responding to reports involving biological agents.

Decontamination of protective equipment and clothing is an important precaution to make sure that any particles that might have settled on the outside of protective equipment are removed before taking off gear. Decontamination sequences currently used for hazardous material emergencies should be used as appropriate for the level of protection employed. Equipment can be decontaminated using soap and water, and 0.5% hypochlorite solution (one part household bleach to 10 parts water) can be used as appropriate or if gear had any visible contamination. Note that bleach may damage some types of firefighter turnout gear (one reason why it should not be used for biological agent response actions). After taking off gear, response workers should shower using copious quantities of soap and water.

Attachment 3
SUSPICIOUS MAIL
Summary of Centers for Disease Control (CDC) and United States Postal Service (USPS) Recommendations for Identifying and Handling Suspicious Packages and Letters
Last Updated/Reviewed: February 4, 2007

I. PURPOSE

The purpose of this guidance is to offer recommendations to persons who handle mail, envelops and packages from outside sources.

1. Be on alert for suspicious letters and packages:

    - All personnel who handle mail and packages need to be alert for suspicious items. The United States Postal Service (USPS) provides information to help personnel identify suspicious packages. The USPS has issued the following information:

    - What should make me suspect a piece of mail?
        - It's unexpected or from someone you don't know.
        - It's addressed to someone no longer at your address.
        - It's handwritten and has no return address or bears one that you can't confirm is legitimate.
        - It's lopsided or lumpy in appearance.
        - It's sealed with excessive amounts of tape.

- It's marked with restrictive endorsements such as "Personal" or "Confidential."
- It has excessive postage.

- What should I do with a suspicious piece of mail?
  - Don't handle a letter or package that you suspect is contaminated.
  - Don't shake it, bump it, or sniff it.
  - Wash your hands thoroughly with soap and water.
  - Notify local law enforcement authorities.

2. Individual response to suspicious package or piece of mail:

   a. If a suspicious package or piece of mail is found, workers should take action to limit the potential for exposure. The Centers for Disease Control (CDC) issued a Health Alert Advisory on 27 October 2001 titled "Updated/Reviewed Recommendations for Handling Suspicious Packages or Envelopes." The CDC recommends the following actions:

      - Do not shake or empty the contents of a suspicious package or envelope.
      - Do not carry the package or envelope, show it to others, or allow others to examine it.
      - Put the package or envelope on a stable surface; do not sniff, touch, taste, or look closely at it or any contents that may have spilled.
      - Alert others in the area about the suspicious package or envelope. Leave the area, close any doors, and take actions to prevent others from entering the area. If possible, shut off the ventilation system.
      - Wash hands with soap and water to prevent spreading potentially infectious material to face or skin. Seek additional instructions for exposed or potentially exposed persons.
      - If at work, notify a supervisor, a security officer, or a law enforcement official. If at home, contact the local law enforcement agency.
      - If possible, create a list of persons who were in the room or area when this suspicious letter or package was recognized and a list of persons who also may have handled this package or letter. Give the list to both the local public health authorities and law enforcement officials.

3. Protection of First Responders: (also see Recommendations for the Selection and Use of Protective Clothing and Respirators Against Biological Agents)

   a. Responders should use a NIOSH-approved, pressure-demand SCBA in conjunction with a Level A protective suit in responding to a suspected biological incident where any of the following information is unknown or the event is uncontrolled.

   b. Responders may use a Level B protective suit with an exposed or enclosed NIOSH- approved pressure-demand SCBA ***only*** if the situation can be defined.

   c. Responders may use a full face piece respirator with a P100 filter or powered air-purifying respirator (PAPR) with high efficiency particulate air (HEPA) filters ***only*** when the situation can be defined.

   d. Care should be taken when bagging letters and packages to minimize creating a puff of air that could spread pathogens. It is best to avoid large bags and to work

very slowly and carefully when placing objects in bags. Disposable hooded coveralls, gloves, and foot coverings also should be used. NIOSH recommends against wearing standard firefighter turnout gear into potentially contaminated areas when responding to reports involving biological agents.

II. Threat by Mail

1. Do not handle the mail piece or package suspected of contamination.

2. Notify your supervisor, who will immediately contact the appropriate, law enforcement, safety personnel or designated person.

3. Make sure that damaged or suspicious packages are isolated and the immediate area cordoned off.

4. Ensure that all persons who have touched the mail piece wash their hands with soap and water. Investigators will collect the mail, assess the threat situation and coordinate with the FBI. Designated officials will notify local, county, and state health departments. Designated officials will notify the State Emergency Manager.

5. List all persons who have touched the letter and/or envelope. Include contact information. Provide the list to the FBI or other inspectors.

6. Place all items worn when in contact with the suspected mail piece in plastic bags and keep them wherever you change your clothes and have them available for law enforcement agents.

7. As soon as practical, shower with soap and water.

8. If prescribed medication by medical personnel, take it until otherwise instructed or it runs out.

9. Contact the Center for Disease Control, Emergency Response at 770-488-7100 for answers to questions.

NOTE: As stated above, contact the Center for Disease Control or 911 if you suspect a threat of ANTHRAX, or the USPS Postal Inspection Service (713-238-4400), and/or 911 if you have a threat of a MAIL BOMB.

Attachment 4
HERTFORD COUNTY - MASS CASUALTY PLAN

Purpose
Unified Incident Command System
Mass Casualty Incident (MCI)
Simple Triage and Rapid Treatment (S.T.A.R.T.)
Requesting Activation of the Out-of-County Mutual Aid Plan
Personnel Accountability
EMS Rehabilitation
EMS Safety
CISD/EAP
KEY PLAN COMPONENTS

Communications	Transferring EMS Command
Staging	Triage & Transportation
Management of On-Scene Conflicts	
Section Assignment And Duties	
EMS Command Officer	EMS Paramedics
Staging Officer	Triage Officer
Treatment Officer / Medical Officer	
Roles And Responsibilities by EMS Job Title	
EMS Director	EMT I, II, III
EMS Paramedics	Clerk

Purpose:

The purpose of the Hertford County EMS Incident Management Plan is to provide medical services to civilians and other responders in natural, or manmade, disaster situations. EMS will provide and coordinate triage, treatment, and transportation of sick and injured victims at the scene of the disaster. Depending on available resources and event duration, EMS will also attempt to provide medical surveillance and monitoring as needed for other responding agencies.

The first 30 minutes after the occurrence of an incident are the most critical. Decisions made and actions taken, or not taken, will set the stage for subsequent waves of responders. Having a pre-determined plan to deal with large-scale incidents and mass casualties, and successfully executing the plan, will be the key to effectively managing the incident.

For this plan to be effective, it must be practiced regularly. EMS personnel will use the plan when managing multiple patients with minor injuries and whenever a helicopter LZ is established. This will help EMS personnel, Station 19, and other responding agencies become more familiar with the MCI plan.

Unified Incident Command System:

Hertford County EMS personnel will coordinate their efforts with other responders under the authority of an established incident command “team.” EMS is a resource available to the incident command “team” and will be automatically dispatched to any incident where emergency medical care is known, or suspected, to be in demand.

The use of a command “team” provides agencies responsible for managing the incident with equitable representation in the command structure. This ensures that all agencies operate under a common set of incident objectives and strategies.

EMS personnel will cooperate with fellow team members from other response agencies and cooperate in the planning and execution of all phases of the incident management plan.

Mass Casualty Incident (M.C.I.)

1. Definition: An M.C.I. is any event that results in multiple patients or victims. It can range in size and complexity from seven (7) or more patients spread over a small or large area at a single location or at multiple locations.

2. Types: The type of M.C.I. depends on the ratio of victims to EMS resources available for

providing triage, treatment, and transportation.

Level One: Any incident that *can* be handled with minimal Hertford County EMS resources (i.e., no more than six ambulances).

Level Two: Any incident that *can* be handled with available Hertford County EMS resources up to and including private ambulance services (i.e., no more than twelve ambulances).

Level Three: Any incident that *cannot* be handled with in-county EMS resources (greater than twelve ambulances). The Regional Mutual Aid Plan must be activated.

Simple Triage And Rapid Treatment (S.T.A.R.T.)

Refer to Attachment 1A. The "START" method of performing patient triage will be utilized by all responding EMS agencies within Hertford County. This includes all volunteer fire & rescue agencies and private ambulance services. *All patients* will be tagged with a color-coded triage tag prior to arrival at the on-scene treatment area.

Requesting Activation of the Out-of-County Mutual Aid Plan:

The following positions may request activation of, or authorize EMS participation in, the Regional EMS Mutual Aid Response Plan:

- EMS Director
- Designated On-Duty Paramedic

KEY PLAN COMPONENTS

Communications:

1. Dispatching of units will be made on the primary EMS frequency. All out-of-county units will make initial contact on the primary frequency also.

2. Communications between ambulances and the hospitals shall be in accordance to the communications policy in effect unless otherwise directed by EMS Command. The Transportation Officer will give numbers of victims and the condition of each as the unit is departing from the scene.

3. On-scene EMS operations shall be conducted on frequencies as designated by the EMS Command.

4. Communications with Air MedEvac services will be conducted on a frequency as designated by the EMS Command.

5. It is important that all incoming equipment have the ability to receive instructions from EMS Command and when directed, proceed to the staging area or to the incident scene.

6. All radio communications shall be consistent with Hertford County EMS standard operating guidelines for radio operations.

Initial Response

1. EMS will estimate the initial number of transport ambulances needed.

2. Activate EMS Group paging tones if appropriate or available.

3. Send one (1) ambulance for every two (2) patients. For example, if it is reported that ten patients are involved, five ambulances will need to be dispatched - this could be a combination of private, volunteer, local EMS, and out-of-county EMS units if necessary.

4. ***First arriving unit*** establishes EMS Command, provides an initial "size up," and begins patient triage.

    - **Critical Actions:**
        - Establish command at a key location that allows good visual assessment of the entire scene if possible. Avoid high noise areas and distractions if possible.
        - Quickly determine if additional resources are required, or if number of enroute units can be reduced, and report this information to Station 19.
        - Determine an area for unit staging and the best approach to the scene.

5. Upon arrival ***next in unit(s)*** report to EMS Command for assignment and will stage vehicle in an appropriate location.

    - **Critical Actions:**
        - Once enroute, contact Station 19 by radio for further instructions and assignment. Keep radio transmissions brief.
        - Arriving units must stage appropriately to allow departing units to leave the scene without difficulty. ***Do not block vehicle entry to, or exit from, the scene.***
        - For large scale incidents proceed directly to the personnel and equipment staging area, be prepared to drop additional personnel and equipment.
        - Vehicle drivers must stay with their ambulance at all times.
        - Turn off all emergency lights upon arrival.
        - Ensure that wheeled ambulance stretchers remain in the ambulance until ready for use.
        - ALL EMS PERSONNEL MUST WEAR AN EMS SAFETY VEST AT A MINIMUM – SECTION LEADERS WILL WEAR AN APPROPRIATE SECTION COMMAND VEST.

Transferring EMS Command:

1. Transfer of EMS Command will occur when the next higher ranking, or next most senior, EMS personnel arrive on scene.

2. A *face-to-face* exchange of information will occur and the individual assuming EMS Command will notify Station 19 of the transaction after command has been transferred (example, "*name/unit number_* assuming EMS Command").

Staging:

1. Initial Staging: A location for initial staging will be established for all MCIs.

2. Secondary Staging: A secondary staging location will be established for all Level 2 & Level 3 MCIs.

    - **Critical Actions:**
        - Be careful not to cause gridlock in the initial staging area. Only the vehicles necessary to set-up EMS Command and Triage should be located in the initial staging area.
        - Consider using large parking lots located near interstates or divided highways as secondary staging locations.
        - Churches, schools, shopping centers, etc. make ideal locations for secondary

staging and are generally easy to find.
- § All staging sites should have one way in and one way out for all traffic.
- § When moving vehicles, avoid backing whenever possible. If backing a vehicle is unavoidable, the driver must have an appropriately positioned spotter at all times.

Triage & Transportation:

1. All patients will be triaged using the "START" method and will be tagged with a color-coded triage tag prior to arrival at an on-scene treatment area. The color coded tags are standardized throughout the region and are in supply at Hertford EMS.

2. The EMS Transportation Officer will provide transport instructions to EMS personnel and direct patients to ambulances for transportation.

3. DO NOT communicate directly with the receiving hospital unless a patient's condition deteriorates dramatically while enroute. The EMS Transportation Officer will communicate directly with the receiving hospitals.

4. You will receive instructions from Station 19 regarding re-assignment when leaving the receiving hospital.

5. Follow the directions of law enforcement and/or fire personnel regarding traffic flow.

Management of On-Scene Conflicts:

It is understood that each provider will make every effort to manage any multi-casualty incident in an efficient, effective, and professional manner. However, sometimes various factors may be present which hamper these efforts. Such factors may range from unforeseen circumstances of the incident to poor decision-making on the part of early on-scene personnel. These situations will occur – it is a documented fact, evident in studies of every mass-casualty situation in history – and no county is immune from them! There is a right and a wrong way to manage them, however.

Should any responding agency encounter situations that they believe are hampering their efforts, and other responders' efforts, to provide the most effective care, the following steps should occur:

1. The response agency personnel having questions/concerns about scene operations should:
   - o Not argue with on-scene personnel
   - o Contact your regular duty supervisor and report the situation.
   - o The Supervisor will contact his/her peers in the host agency's response jurisdiction and work out the problem.

2. The host agency's response and/or incident management personnel should:
   - o Acknowledge that mutual aid responders may operate somewhat differently than you do on a day-to-day basis.
   - o Accept input from mutual aid providers' supervisory personnel.
   - o Do nothing that compromises patient care.

If problems cannot be managed on scene, responders are each bound by their local protocols and best judgment, and conflicts will be managed post-incident through medical review.

In order to minimize the possibility of responder conflicts, agencies are encouraged to respond a supervisor or ranking officer along with treatment and transport personnel for any incidents expected to be of extended duration (i.e., one hour or greater in duration).

Section Assignment And Duties:

This information has been reproduced as a laminated card and will be kept in the visor of each vehicle in the EMS fleet. Refer to this card as a quick reference or as a quick study guide.

EMS Command Officer

- Accountable for the EMS response to an incident including not only operations but also logistics, finance, planning, safety, public information, and other aspects of the local EMS system.
- Assigns lead personnel to other sections such as staging, triage, treatment, and transportation.
- Typically the most senior paramedic present.
- Performs accountability assessment of EMS personnel assigned to his/her section post-incident.
- In charge of all operational sections of the EMS response including staging, triage, treatment, and transportation.
- Ensures that sections operate smoothly and that problems are addressed early.
- Performs accountability assessment of EMS section leaders assigned to him/her post-incident.

Staging Officer

- The Staging Officer (SO) is in charge of vehicle movement in and out of a staging area. The SO may come from any discipline (either EMS, fire, or law enforcement) but should know the area including transportation routes and road conditions.
- The SO will be in contact with on-scene command so as to know what type of units and how many to send in at what times.
- Units responding into another county will report to the staging area, report IN PERSON to the SO, and move at his/her command. Out-of-county responding units do not leave the staging area to return home without clearance from the SO.
- Performs accountability assessment of EMS personnel assigned to his/her section post-incident.

Triage Officer

- This individual is responsible for patient sorting to ensure that the most critical patients receive treatment and transport first.
- The individual selected as Triage Officer in any incident should have excellent patient assessment skills, and must be very skilled at use of triage and tagging systems. This person again will likely represent the host county's primary EMS provider (or possibly an emergency physician) except in unusual circumstances.
- Out-of-county responders assigned to Triage will work under the command of this individual.
- Performs accountability assessment of EMS personnel assigned to his/her section post-incident.

Treatment Officer/Medical Officer

- This individual is responsible for managing patient care either at the site of injury (if the patient cannot be extricated), at the triage area, and in the treatment area.
- Assigns leadership positions for all treatment sectors.
- The Treatment Officer will likely be a senior paramedic or member of the command staff of the host county's primary EMS provider (or possibly an emergency physician).
- Out-of-county responders assigned to Treatment will work under the command of this individual.
- Performs accountability assessment of EMS personnel assigned to his/her section post-incident.

Roles And Responsibilities by EMS Job Title

This information has been reproduced as a laminated card and will be kept in the visor of each vehicle in the EMS fleet. Refer to this card as a quick reference or as a quick study guide.

EMS DIRECTOR:
Fills the EMS Command position in the ICS flow chart as command is transferred upward. May activate regional mutual aid plan in the event of a Level 2 or Level 3 MCI. May serve as a direct liaison to the Emergency Operations Center.

EMS PARAMEDICS:
May fill any leadership position in the ICS up to and including Command, Operations, Staging, Triage, Treatment, and Transportation sections. May activate Regional Mutual Aid Plan in the event of a Level 2 or Level 3 MCI. If off-duty at the time of callback, may serve as a direct liaison to the Emergency Operations Center.

EMT-I, -II, -III:
May fill any position in the ICS flow chart up to and including Command, Operations, Staging, Triage, Treatment, and Transportation section. Typically will perform as a medical provider in Triage, Treatment, or Transportation sections.

CLERK:
Responsible for initiating emergency callback of EMS personnel. Callback will only be initiated after the EMS Director (or designee) requests it and emergency callback is approved.

Personnel Accountability

EMS Personnel will be accounted for during the post-incident stage – this will be the responsibility of each section leader. EMS personnel should not self-respond into areas where rescue operations are taking place without first requesting clearance from EMS Operations. It is very important that EMS personnel report any change in location at the scene of a major incident to his/her respective section leader prior to actually changing location.

EMS Rehabilitation

1. EMS personnel should avoid prolonged exposure to the following situations and should tentatively be rotated out on the following schedule:
   - Vehicle extrication: No more than thirty minutes at a time in ideal situations.
   - Any MCI Section (such as Triage, Treatment, Transportation, etc.); no more than 3 hours at a time in ideal situations.
   - Rehabilitation of other Emergency Services Personnel: No more than 3 hours at a time in ideal situations.

2. All EMS personnel should remain mindful of the importance of staying hydrated and maintaining adequate food intake during prolonged incidents.

3. Ranking EMS officers and section leaders must monitor personnel assigned to their area for fatigue, possible dehydration, heat related-illnesses, and other conditions that may effect their performance.

EMS Safety

1. The on-scene safety officer has the authority to stop unsafe activities in order to prevent injuries

or harm.

2. All EMS must be clearly identifiable and easily seen.

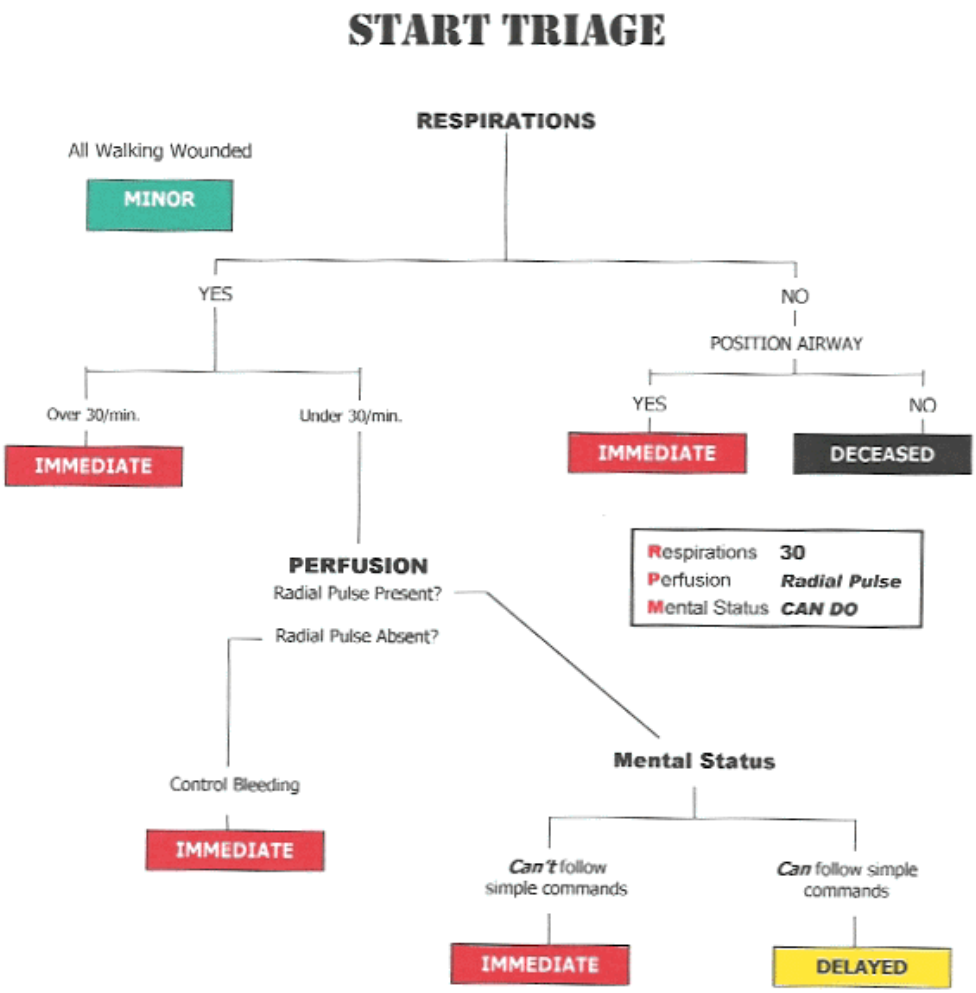
3. Personnel must stage away from the scene of any violent event until proper safety measures have been put into place.

4. All EMS personnel must use appropriate PPE and safety equipment during an MCI.

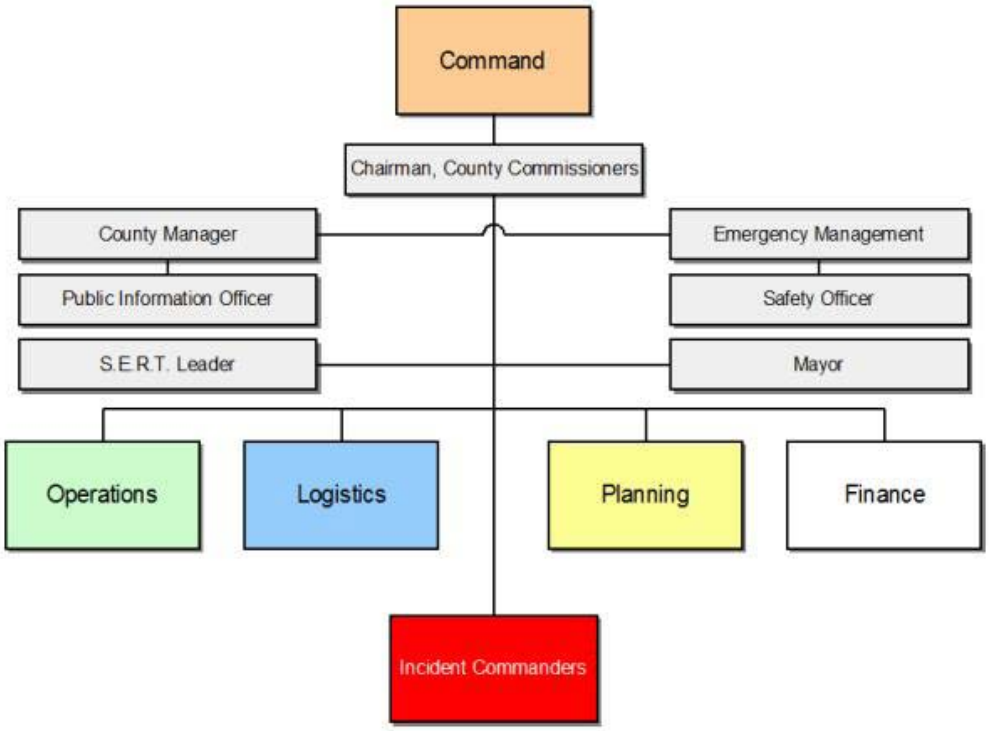
CISD/EAP

The leader for each section's operations will evaluate all personnel for signs of post-traumatic stress disorder. EMS personnel will be encouraged to utilize available counseling services and attend critical incident stress debriefing.

Attachment 1A



Attachment 5
Incident Command Structure



UNMET NEEDS

Hertford County Emergency Operations Plan

Updated/Reviewed

Primary Agency:	Social Services
Support Agencies:	Administration Emergency Management Red Cross Health Authority Others as required

Also see	
Annex	Donations Management
	Direction and Control
	Shelter and Mass Care

I. PURPOSE

This section describes the concept for addressing unmet needs of citizens following an emergency / disaster.

II. CONCEPT OF OPERATIONS

A. General

1. "**Unmet needs**" refers to those needs of individuals that are not met, or cannot be met, through a variety of service organizations, i.e., Red Cross, Salvation Army, or federal, state and local government programs.

2. Typical unmet needs can include the following:
   - Financial Assistance
   - Housing
   - Food
   - Transportation
   - Home Furnishings
   - Medical
   - Debris Removal
   - Counseling

3. An **Unmet Needs Committee** is in place consisting of the following representatives:
   - Emergency Management
   - County Manager
   - County Commissioners
   - Mayor
   - Social Services
   - Red Cross

- Ministerial Association / Interfaith
- Health Authority
- CDOT

4. This Committee is chaired by the Social Services Director and is responsible for the identification of those persons who, for whatever reason, did not receive assistance or sufficient assistance to get them back to pre-disaster levels.

5. There are many sources of assistance available to be utilized through church groups, civic groups, individual contributions and others.

Additionally:

6. It is likely there will be citizens with unmeet needs following an emergency / disaster. They may not be immediately know.

7. The Committee will work with all available sources to identify those citizens with needs and every attempt will be made to identify all victims of the emergency / disaster.

8. It is assumed that some level of assistance will be available to help with unmet needs.

B. The Committee will meet following an emergency / disaster and start assessing the needs, monitoring assistance and creating files on the victims and their needs.

C. The Committee will coordinate with other relief agencies to eliminate duplication of aid.

D. Pre-disaster situations of victims will be determined on a case-by-case basis.

E. Assistance other than the normal federal, state and local programs will be identified and utilized in meeting needs.

F. The Committee will maintain a presence in the Disaster Application Center.

G. Within the National Response Framework, Human Services (including Unmet Needs) is an emergency support function (ESF#6). During a Presidential declaration of disaster local, state and federal services will coordinate Human Services efforts under this ESF.

III. ORGANIZATION

A. The Hertford County Department of Social Services is the lead agency for all unmet needs of citizens of the County that are determined after a disaster has occurred.

B. DSS is supported by a number of government and private sector agencies and organizations that may have resources that could be made available to citizens who otherwise have not or do not qualify for state or federal assistance.

C. Private donations or other donations will be sought based upon the Donations Management Annex.

D. The Director of the Department of Social Services will convene the Unmet Needs Committee as the circumstances and situation dictate.

IV. DIRECTION AND CONTROL

A. Overall direction and control is a function of the Emergency Operations Center Command Group.

B. The Director of the Department of Social Services will fulfill as many needs as possible within the structure, policies and procedures of DSS.

C. It may be necessary for the Director of Social Services to seek assistance with guidance or resources from the North Carolina Department of Human Resources.

V. CONTINUITY OF GOVERNMENT

The line of succession for Unmet Needs is:

A. Director, Department of Social Services

B. County Manager

C. Emergency Management Coordinator.

AIRCRAFT ACCIDENT CHECKLIST

Emergency Management / Incident Commander
Hertford County Emergency Operations Plan

Updated/Reviewed June 7, 2013

Planning:

- ☐ Coordinate with local airport officials regarding types and number of aircraft using the airport.
- ☐ Provide an avenue for airport officials to report ground accidents, take off and landing accidents, traffic pattern collisions, possible hijackings, or other aircraft related emergencies (i.e. 9-1-1).
- ☐ Coordinate with Federal Aviation Administration officials for timely information regarding response to any aircraft accident scene involving civilian aircraft.
- ☐ Coordinate with local broadcast media to ensure timely and accurate Emergency Alert System activation.
- ☐ Conduct hazard analysis of vital facilities and the impact of an aircraft accident at or near one or more of those facilities.
- ☐ Coordinate and plan at least one exercise (table top or practical) every six years, as a minimum.
- ☐ Coordinate with schools, daycare centers, hospitals, etc. in the area in proper precautions and emergency actions prior to an aircraft accident.
- ☐ Determine the availability of mobile and/or portable mortuary services.
- ☐ Coordinate with the airline (if applicable) for response and information.
- ☐ Coordinate with Red Cross, public agencies and/or the Salvation Army for shelter operations, as appropriate.
- ☐ Establish or facilitate joint incident command with agencies likely to respond, such as fire departments, regional hazmat teams, mortuary, etc.
- ☐ Ensure fire department personnel and other responders meet or exceed OSHA 1910.120.
- ☐ Ensure responders are trained in aircraft accidents and victim extrication.

Response:

- ☐ Identify immediate response requirements.
- ☐ Immediately carry out those action requirements necessary to preserve life and/or property, including the deployment of required resources.
- ☐ Activate the EOC as appropriate.
- ☐ Organize or establish the EOC, based on operational procedure. or guidelines.
- ☐ Issue alert and warning based on operational procedure or guidelines, as warranted.
- ☐ Establish communications with responding agencies.
- ☐ Through communications with responding agencies determine as quickly as possible:
  - ☐ The location of any established command post:
    - ☐ Has incident command been established? If not, establish incident

command.

- ☐ Has the incident commander been appointed or assumed command? Who is it?
- ☐ Have incident communications been fully established?
- ☐ What is the two way radio frequency being used by incident command?

- ☐ Number of killed or injured.
- ☐ General boundary of the affected area.
- ☐ The general extent of damages.
- ☐ The general extent of power or other utility disruption.
- ☐ Immediate needs of response forces.
- ☐ If voluntary evacuations of the population have begun.
- ☐ Location of any triage area.
- ☐ Location of any congregate care area established or ad hoc.

- ☐ Evaluate overall situation based on incident information.
- ☐ Establish communications with the State.
- ☐ Establish communications with the Federal Aviation Administration and/or NTSB as appropriate. If military, establish communications with the appropriate military branch.

Notation: Military aircraft accidents / incidents fall within the jurisdiction of military response personnel. Appropriate or even extraordinary security measures may be requested or required in the interest of national security. Unexploded ordnance may present extreme hazards to civilians and response personnel. Unless otherwise informed, all military aircraft should be presumed as carrying ordnance.

Notation: It is advisable to note the pilot is always in command of the aircraft and the aircraft is his / her responsibility, even after an accident, until the pilot is duly and properly relieved of that responsibility by the owner, company agent, or military branch as appropriate.

- ☐ Establish communications with and request a liaison from the airline, airport, or military if appropriate to do so.
- ☐ Establish ongoing reporting from the response forces, responding private agencies and utilities, as appropriate.
- ☐ Coordinate with Red Cross (or designated lead agency) the opening of appropriate number of shelters in the appropriate areas, based on shelter procedure or guideline.
- ☐ On order, evacuate affected areas with assistance from response forces.
- ☐ Conduct first staff briefing as soon as practical after EOC / Command post activation.
- ☐ Activate or establish rumor control through the public information officer (PIO).
- ☐ Establish a schedule for briefings.
- ☐ Brief city/county/agency/utility executives.
- ☐ Provide PIO with Updated/Reviewed information.
- ☐ Provide response forces with all Updated/Reviewed information, as appropriate.

- ☐ Cause public information to be released, via the public information officer (PIO) as soon as practical, in coordination with airline, airport or military officials.
- ☐ Issue action guidance as appropriate.
- ☐ Establish 24/7 duty roster for the EOC and/or command post.
- ☐ Develop and post any required maps or diagrams.
- ☐ Activate an events log.
- ☐ Ensure all appropriate forms (ICS) are being used to track personnel and resources.
- ☐ Review and follow resource procurement procedure or guideline.
- ☐ Inventory additional resources that may be used or called upon for use.
- ☐ Activate formal resource request procedure or guideline and resource tracking.
- ☐ Coordinate all local resource requests as well as those being forwarded to the State.
- ☐ Activate financial tracking, coordinated by the Finance Officer, as appropriate.
- ☐ Activate damage assessment and follow damage assessment guidance.
- ☐ Develop a 12 hour incident action plan outlining actions that must be accomplished in the next 12 hours, if required.
- ☐ Conduct a "second shift" or relieving shift briefing, if you are being relieved.
- ☐ Discuss with and present to your relief, the incident action plan for the next 12 hours, if required.

Recovery:

- ☐ Gather damage assessment information (public, housing, business) from damage assessment teams.
- ☐ Obtain information from Red Cross (or organization responsible for shelter operations) regarding number of shelterees and the support required or necessary for continued operation, if any.
- ☐ Obtain from Red Cross (or other organization responsible for shelter operations) an estimated duration period for continued shelter operations, if any.
- ☐ Obtain information from airline or airport regarding safety, debris removal, notifications to family, etc.
- ☐ Assess citizen / community needs for individual assistance and/or public assistance if applicable.
- ☐ Activate local unmet needs committee if appropriate.
- ☐ Gather financial information from the Finance Officer.
- ☐ As appropriate gather additional information to include:
  - ☐ Personnel that responded and the time involved in the response.
  - ☐ Time sheets or time logs.
  - ☐ Supplies used.
  - ☐ Contracts issued.
  - ☐ Purchase orders issued.

- ☐ Any other expenditures.
- ☐ Damages to public buildings, equipment, utilities, etc.
- ☐ Loss of life or injury of any responder.
- ☐ Documents regarding economic impact.

Notation: Most costs associated with an aircraft accident are borne by the airline, the aircraft owner or pilot in command and are billable as such. Such items as volunteer response, if not a contracted service (i.e., volunteer fire department personnel) may not be reimbursable.

- ☐ Develop or generate reports for the following, as appropriate:
  - ☐ FAA / NTSB
  - ☐ State
  - ☐ Local elected officials
  - ☐ County/City /Town Managers
  - ☐ Others requiring or requesting reports
- ☐ Coordinate recovery organizations including federal and state agencies and private or volunteer relief organizations.
- ☐ Ensure public officials are made aware of the assistance application process, if applicable.
- ☐ Perform an incident critique as soon as possible with all possible response organizations.
- ☐ Review agency and self performance.
- ☐ Review the weaknesses of the plan.
- ☐ Correct weaknesses.
- ☐ Implement hazard mitigation or modify hazard mitigation plan accordingly.
- ☐ Brief elected officials with Updated/Reviewed information and disaster recovery progress.

CIVIL DISORDER CHECKLIST

Emergency Management / Incident Commander
Hertford County Emergency Operations Plan

Updated/Reviewed June 8, 2013

Planning:

- ☐ Ensure public officials are well informed regarding the potential for civil unrest.
- ☐ Confer with local, state and federal law enforcement to monitor the potential for civil unrest or disturbance.
- ☐ Estimate need for auxiliary forces.
- ☐ Ensure the appropriate information network is in place to inform officials of potential civil unrest prior to an occurrence.
- ☐ Coordinate with local broadcast media to ensure timely and accurate Emergency Alert System activation, if such an activation becomes necessary.
- ☐ Negotiate mutual aid agreements. Obtain agreements with those jurisdictions, including reimbursement costs, if any.
- ☐ Prepare to assist law enforcement with support resources.
- ☐ Maintain resource listings.
- ☐ Conduct hazard analysis of vital facilities and the impact of a civil unrest or riot incident on one or more of those facilities.
- ☐ Determine the availability of shelters and obtain shelter agreements if the Red Cross (or designated lead agency) has not.
- ☐ Coordinate with Red Cross, public agencies and/or the Salvation Army for shelter operations. Confer and coordinate with other jurisdictions to shelter (as appropriate) county citizens.

Response:

- ☐ Identify immediate action or response requirements.
- ☐ Immediately carry out those action requirements necessary to preserve life and/or property, including the deployment of required resources.
- ☐ Activate the EOC as appropriate.
- ☐ Organize or establish the EOC, based on operational procedure or guidelines..
- ☐ Issue alert and warning based on procedure or guideline, as warranted.
- ☐ Establish communications with responding agencies.
- ☐ Through communications with responding agencies determine as quickly as possible:
  - ☐ The location of any established command post:
    - ☐ Has incident command been established? If not, establish incident command.
    - ☐ Has the incident commander been appointed or assumed command? Who is it?

- Have incident communications been fully established?
- What is the two way radio frequency being used by incident command?
- Number of killed or injured.
- General boundary of the affected area.
- The general extent of damages.
- The general extent of power or other utility disruption.
- Immediate needs of response forces.
- If voluntary evacuations of the population have begun.
- Location of any triage area.
- Location of any congregate care area established or ad hoc.

- Evaluate overall county situation.
- Establish communications with the State.
- Establish communications with and request a liaison from electric, telephone and gas utilities as appropriate.
- Establish ongoing reporting from the response forces services, private agencies and utilities.
- Establish command post(s) as needed.
- Coordinate with Red Cross (or designated lead agency) the opening of appropriate number of shelters in the appropriate areas, based on shelter procedure or guideline.
- On order, evacuate affected areas using available response forces.
- Conduct first staff briefing as soon as practical after EOC / Command post activation.
- Activate or establish rumor control through the public information officer (PIO).
- Establish a schedule for briefings.
- Brief city/county/agency/utility executives.
- Provide PIO with Updated/Reviewed information.
- Provide response forces with Updated/Reviewed information, as appropriate.
- Cause public information to be released, via the public information officer (PIO) as soon as practical.
- Issue action guidance as appropriate.
- Establish 24/7 duty roster for the EOC and/or command post.
- Develop and post any required maps or diagrams.
- Activate an events log.
- Ensure all appropriate forms (ICS) are being used to track personnel and resources.
- Review and follow resource procurement procedure or guideline.
- Inventory additional resources that may be used or called upon for use.

- ☐ Activate formal resource request procedure or guideline and resource tracking.
- ☐ Coordinate all resource requests being forwarded to the State.
- ☐ Activate financial tracking plan coordinated by the Finance Officer.
- ☐ Activate damage assessment and follow damage assessment procedure or guideline.
- ☐ If incident continues, develop a 12 hour incident action plan outlining actions that must be accomplished in the next 12 hours.
- ☐ Conduct a "second shift" or relieving shift briefing, if you are being relieved.
- ☐ Discuss with and present to your relief, the incident action plan for the next 12 hours.

Recovery:

- ☐ Gather damage assessment information (public, housing, business) from damage assessment teams.
- ☐ Gather information from law enforcement regarding any potential for additional or prolonged incidents.
- ☐ Obtain information from Red Cross (or designated lead agency) regarding number of shelterees and support necessary for continued operation.
- ☐ Obtain from Red Cross (or designated lead agency) an estimated duration period for continued shelter operations, if any.
- ☐ Obtain information from utilities regarding outages, length of repair, safety, etc.
- ☐ Assess citizen / community needs for individual assistance and/or public assistance.
- ☐ Activate local unmet needs committee if appropriate.
- ☐ Gather financial information from the Finance Officer.
- ☐ As appropriate gather additional information to include:
  - ☐ Personnel that responded and the time involved in the response.
  - ☐ Time sheets or time logs.
  - ☐ Supplies used.
  - ☐ Contracts issued.
  - ☐ Purchase orders issued.
  - ☐ Any other expenditures.
  - ☐ Damages to public buildings, equipment, utilities, etc.
  - ☐ Loss of life or injury of any responder.
  - ☐ Documents regarding economic impact.
- ☐ Develop or generate reports for the following, as appropriate:
  - ☐ FEMA
  - ☐ State
  - ☐ Local elected officials

- ☐ County/City /Town Managers
- ☐ Others requiring or requesting reports

- ☐ Coordinate recovery organizations including federal and state agencies and private or volunteer relief organizations.
- ☐ Establish donations management based on policy and procedure or guideline.
- ☐ Local civil unrest issues are unlikely to lead to a Presidential declaration of disaster, however, if a Presidential declaration of disaster is made, file "Request for Public Assistance" to apply for assistance as soon as possible with the proper state or federal agency.
- ☐ Ensure public officials are made aware of the assistance application process, if applicable.
- ☐ Ensure the general public is made aware, through the public information officer, of the assistance application process, if applicable.
- ☐ Perform an incident critique as soon as possible with all possible response organizations.
- ☐ Review agency and self performance.
- ☐ Review the weaknesses of the plan.
- ☐ Correct weaknesses.
- ☐ Implement hazard mitigation or modify hazard mitigation plan accordingly.
- ☐ Brief elected officials with Updated/Reviewed information and disaster recovery progress.

DAM FAILURE CHECKLIST

Emergency Management / Incident Commander
Hertford County Emergency Operations Plan

Updated/Reviewed June 8, 2013

Planning:

- ☐ Ensure dams are inspected regularly by the appropriate agency (i.e. Army Corps of Engineers, Soil Conservation Service, etc.).
- ☐ Contact the dam owner / operator and obtain a copy of their emergency plan and establish a communication dialog or plan with the owner / operator.
- ☐ Ensure the public living in the area is kept well informed regarding the hazard.
- ☐ Coordinate with the dam owner / operator or the Army Corps of Engineers for timely information affecting local jurisdictions, including copies of inundation maps.
- ☐ Coordinate with schools, daycare centers, hospitals, etc. in proper precautions and emergency actions prior to a potential dam failure, if it is likely to affect such a facility.
- ☐ Coordinate with local planning boards and inspections departments regarding building codes and code enforcement to minimize damages downstream and ensure vital facilities are not constructed or placed in a potential inundation area.
- ☐ Coordinate the establishment of local laws to prohibit or minimize construction in known flood plains or near spillways.
- ☐ Conduct hazard analysis of vital facilities and the impact of a major dam failure on one or more of those facilities.
- ☐ Coordinate and plan at least one exercise (table top or practical) every six years.
- ☐ Procure or produce information pamphlets for distribution to the public if appropriate.
- ☐ Determine the availability of shelters and obtain shelter agreements if the Red Cross (or designated lead agency) has not.
- ☐ Coordinate with Red Cross, public agencies and/or the Salvation Army for shelter operations.

Response:

- ☐ Identify immediate action or response requirements.
- ☐ Immediately carry out those action requirements necessary to preserve life and/or property, including the deployment of required resources.
- ☐ Activate the EOC as appropriate.
- ☐ Organize or establish the EOC, based on operational procedure or guidelines..
- ☐ Issue alert and warning based on procedure or guideline, as warranted.
- ☐ Establish communications with responding agencies.
- ☐ Through communications with responding agencies determine as quickly as possible:
  - ☐ The location of any established command post:
    - ☐ Has incident command been established? If not, establish incident command.

- Has the incident commander been appointed or assumed command? Who is it?
- Have incident communications been fully established?
- What is the two way radio frequency being used by incident command?

- Number of killed or injured.
- General boundary of the affected area.
- The general extent of damages.
- The general extent of power or other utility disruption.
- Immediate needs of response forces.
- If voluntary evacuations of the population have begun.
- Location of any triage area.
- Location of any congregate care area established or ad hoc.

- Evaluate overall county situation.
- Establish communications with the State.
- Establish communications with the dam owner / operator.
- Establish communications with US Army Corps of Engineers.
- Establish communications with and request a liaison from affected electric, telephone and gas utilities.
- Establish ongoing reporting from the response forces services, private agencies and utilities.
- Establish command post(s) as needed.
- Coordinate with Red Cross (or designated lead agency) the opening of appropriate number of shelters in the appropriate areas, based on shelter procedure or guideline.
- On order, evacuate affected areas with assistance from response forces.
- Conduct first staff briefing as soon as practical after EOC / Command post activation.
- Activate or establish rumor control through the public information officer (PIO).
- Establish a schedule for briefings.
- Brief city/county/agency/utility executives.
- Provide PIO with Updated/Reviewed information.
- Provide response forces with all Updated/Reviewed information, as appropriate.
- Cause public information to be released, via the public information officer (PIO) as soon as practical.
- Issue action guidance as appropriate.
- Establish 24/7 duty roster for the EOC and/or command post.
- Develop and post any required maps or diagrams.
- Activate an events log.

- ☐ Review and follow resource procurement procedure or guideline.
- ☐ Inventory additional resources that may be used or called upon for use.
- ☐ Activate formal resource request procedure or guideline and resource tracking.
- ☐ Coordinate all resource requests being forwarded to the State.
- ☐ Activate financial tracking system coordinated by the Finance Officer.
- ☐ Activate damage assessment and follow damage assessment procedure or guideline.
- ☐ Develop a 12 hour incident action plan outlining actions that must be accomplished in the next 12 hours.
- ☐ Conduct a "second shift" or relieving shift briefing, if you are being relieved.
- ☐ Discuss with and present to your relief, the incident action plan for the next 12 hours.

Recovery:

- ☐ Gather damage assessment information (public, housing, business) from damage assessment teams.
- ☐ Obtain information from Red Cross (or designated lead agency) regarding number of shelterees and support necessary for continued operation.
- ☐ Obtain from Red Cross (or designated lead agency) an estimated duration period for continued shelter operations, if any.
- ☐ Obtain information from the dam owner and/or Army Corps of Engineers regarding safety, etc.
- ☐ Assess citizen / community needs for individual assistance and/or public assistance if applicable.
- ☐ Activate local unmet needs committee if appropriate.
- ☐ Gather financial information from the Finance Officer.
- ☐ As appropriate gather additional information to include:
  - ☐ Personnel that responded and the time involved in the response.
  - ☐ Time sheets or time logs.
  - ☐ Supplies used.
  - ☐ Contracts issued.
  - ☐ Purchase orders issued.
  - ☐ Any other expenditures.
  - ☐ Damages to public buildings, equipment, utilities, etc.
  - ☐ Loss of life or injury of any responder.
  - ☐ Documents regarding economic impact.
- ☐ Develop or generate reports for the following, as appropriate:
  - ☐ FEMA

- ☐ State
- ☐ Local elected officials
- ☐ County/City /Town Managers
- ☐ Others requiring or requesting reports

☐ Coordinate recovery organizations including federal and state agencies and private or volunteer relief organizations.

☐ Establish donations management based on policy and procedure or guideline.

☐ If a Presidential declaration of disaster is made, file "Request for Public Assistance" to apply for assistance as soon as possible with the proper state or federal agency.

☐ Ensure public officials are made aware of the assistance application process, if applicable.

☐ Ensure the general public is made aware, through the public information officer, of the assistance application process, if applicable.

☐ Perform an incident critique as soon as possible with all possible response organizations.

☐ Review agency and self performance.

☐ Review the weaknesses of the plan.

☐ Correct weaknesses.

☐ Implement hazard mitigation or modify hazard mitigation plan accordingly.

☐ Brief elected officials with Updated/Reviewed information and disaster recovery progress.

EARTHQUAKE CHECKLIST

Emergency Management / Incident Commander
Hertford County Emergency Operations Plan

Updated/Reviewed June 8, 2013

Planning:

- ☐ Ensure the public is well informed regarding earthquake potential.
- ☐ Coordinate with local broadcast media to ensure timely and accurate Emergency Alert System activation.
- ☐ Coordinate with schools, daycare centers, hospitals, etc. in proper precautions and emergency actions prior to an earthquake.
- ☐ Coordinate with the US Geological Survey for timely information affecting local jurisdictions.
- ☐ Coordinate and plan at least one exercise (table top or practical) every six years.
- ☐ Coordinate with local planning boards and inspections departments regarding building codes and code enforcement to minimize damages.
- ☐ Conduct hazard analysis of vital facilities and the impact of a major earthquake on one or more of those facilities.
- ☐ Procure or produce information pamphlets for distribution to the public, as applicable.
- ☐ Determine the availability of shelters and obtain shelter agreements if the Red Cross (or designated lead agency) has not.
- ☐ Coordinate with Red Cross, public agencies and/or the Salvation Army for shelter operations.
- ☐ Coordinate with electric utilities to share information concerning power outages.

Response:

- ☐ Identify immediate action or response requirements.
- ☐ Immediately carry out those action requirements necessary to preserve life and/or property, including the deployment of required resources.
- ☐ Activate the EOC as appropriate.
- ☐ Organize or establish the EOC, based on operational procedure or guideline.
- ☐ Issue alert and warning based on procedure or guideline, as warranted.
- ☐ Establish communications with responding agencies.
- ☐ Through communications with responding agencies determine as quickly as possible:
  - ☐ The location of any established command post:
    - ☐ Has incident command been established? If not, establish incident command.
    - ☐ Has the incident commander been appointed or assumed command? Who is it?
    - ☐ Have incident communications been fully established?

- What is the two way radio frequency being used by incident command?
- Number of killed or injured.
- General boundary of the affected area.
- The general extent of damages.
- The general extent of power or other utility disruption.
- Immediate needs of response forces.
- If voluntary evacuations of the population have begun.
- Location of any triage area.
- Location of any congregate care area established or ad hoc.

- Evaluate overall county situation (i.e., bridges or roads damaged, vital facilities or utilities damaged, etc.).
- Establish communications with the State.
- Establish communications with US Geological Survey, regarding magnitude and intensity as well as the potential for "after shocks."
- Establish communications with and request a liaison from electric and gas utilities.
- Establish ongoing reporting from the response forces services, private agencies and utilities.
- Establish command post(s) as needed.
- Coordinate with Red Cross (or designated lead agency) the opening of appropriate number of shelters in the appropriate areas, based on shelter procedure or guideline.
- On order, evacuate affected areas with assistance from response forces.
- Conduct first staff briefing as soon as practical after EOC / Command post activation.
- Activate or establish rumor control through the public information officer (PIO).
- Establish a schedule for briefings.
- Brief city/county/agency/utility executives.
- Provide PIO with Updated/Reviewed information.
- Provide response forces with all Updated/Reviewed information, as appropriate.
- Cause public information to be released, via the public information officer (PIO) as soon as practical.
- Issue action guidance as appropriate.
- Establish 24/7 duty roster for the EOC and/or command post.
- Develop and post any required maps or diagrams.
- Activate an events log.
- Ensure all appropriate forms (ICS) are being used to track personnel and resources.
- Review and follow resource procurement procedure or guideline.
- Inventory additional resources that may be used or called upon for use.

- ☐ Activate formal resource request procedure or guideline and resource tracking.
- ☐ Coordinate all local resource requests, as well as those being forwarded to the State.
- ☐ Activate financial tracking system coordinated by the Finance Officer.
- ☐ Activate damage assessment and follow damage assessment procedure or guideline.
- ☐ If the incident continues, develop a 12 hour incident action plan outlining actions that must be accomplished in the next 12 hours.
- ☐ Conduct a "second shift" or relieving shift briefing, if you are being relieved.
- ☐ Discuss with and present to your relief, the incident action plan for the next 12 hours.

Recovery:

- ☐ Gather damage assessment information (public, housing, business) from damage assessment teams.
- ☐ Obtain information from Red Cross (or designated lead agency) regarding number of shelterees and support necessary for continued operation.
- ☐ Obtain from Red Cross (or designated lead agency) an estimated duration period for continued shelter operations, if any.
- ☐ Obtain information from utilities regarding outages, length of repair, safety, etc.
- ☐ Assess citizen / community needs for individual assistance and/or public assistance.
- ☐ Activate local unmet needs committee if appropriate.
- ☐ Gather financial information from the Finance Officer.
- ☐ As appropriate gather additional information to include:
  - ☐ Personnel that responded and the time involved in the response.
  - ☐ Time sheets or time logs.
  - ☐ Supplies used.
  - ☐ Contracts issued.
  - ☐ Purchase orders issued.
  - ☐ Any other expenditures.
  - ☐ Damages to public buildings, equipment, utilities, etc.
  - ☐ Loss of life or injury of any responder.
  - ☐ Documents regarding economic impact.
- ☐ Develop or generate reports for the following, as appropriate:
  - ☐ FEMA
  - ☐ State
  - ☐ Local elected officials
  - ☐ County/City /Town Managers

- ☐ Others requiring or requesting reports

- ☐ Coordinate recovery organizations including federal and state agencies and private or volunteer relief organizations.
- ☐ Establish donations management based on policy and procedure or guideline.
- ☐ If a Presidential declaration of disaster is made, file "Request for Public Assistance" to apply for assistance as soon as possible with the proper state or federal agency.
- ☐ Ensure public officials are made aware of the assistance application process, if applicable.
- ☐ Ensure the general public is made aware, through the public information officer, of the assistance application process, if applicable.
- ☐ Perform an incident critique as soon as possible with all possible response organizations.
- ☐ Review agency and self performance.
- ☐ Review the weaknesses of the plan.
- ☐ Correct weaknesses.
- ☐ Implement hazard mitigation or modify hazard mitigation plan accordingly.
- ☐ Brief elected officials with all Updated/Reviewed information and disaster recovery progress.

EXPLOSIVE HAZARDS CHECKLIST

Emergency Management / Incident Commander
Hertford County Emergency Operations Plan

Updated/Reviewed June 8, 2013

Planning:

- ☐ Coordinate with any local companies that may have explosive materials.
- ☐ Provide an avenue for these companies to report explosive accidents, or potential accidents (i.e., 9-1-1).
- ☐ Coordinate with local broadcast media to ensure timely and accurate Emergency Alert System activation.
- ☐ Coordinate with schools, daycare centers, hospitals, etc. in the area in proper precautions and emergency actions regarding an explosive hazard.
- ☐ Conduct hazard analysis of vital facilities and the impact of an explosion incident in or near one or more of those facilities.
- ☐ Determine the availability of mobile and/or portable mortuary services.
- ☐ Coordinate and plan at least one exercise (table top or practical) tri-annually.
- ☐ Coordinate with law enforcement for response and information.
- ☐ Establish or facilitate joint incident command with agencies likely to respond, such as fire departments, regional hazmat teams, mortuary, etc.
- ☐ Ensure fire department personnel and other responders meet or exceed OSHA 1910.120.
- ☐ Ensure responders are trained in explosive devices, explosive handling and victim extrication from collapsed facilities.
- ☐ Ensure other resources such as explosive ordnance disposal units are available and the necessary agreements are in place to obtain those resources.
- ☐ Coordinate with Red Cross, public agencies and/or the Salvation Army for shelter operations, as appropriate.

Response:

- ☐ Identify immediate action or response requirements.
- ☐ Immediately carry out those action requirements necessary to preserve life and/or property, including the deployment of required resources.
- ☐ Activate the EOC as appropriate.
- ☐ Organize or establish the EOC, based on operational procedure or guideline.
- ☐ Issue alert and warning based on procedure or guideline, as warranted.
- ☐ On order, evacuate affected areas with assistance from response or predetermined evacuation forces.
- ☐ Establish communications with responding agencies.
- ☐ Establish traffic control and security with law enforcement.
- ☐ Through communications with responding agencies determine as quickly as possible:

- The location of any established command post:
  - Has incident command been established? If not, establish incident command.
  - Has the incident commander been appointed or assumed command? Who is it?
  - Have incident communications been fully established?
  - What is the two way radio frequency being used by incident command?
- Number of killed or injured.
- General boundary of the affected area.
- The general extent of damages.
- The general extent of power or other utility disruption.
- Immediate needs of response forces.
- If voluntary evacuations of the population have begun.
- Location of any triage area.
- Location of any congregate care area established or ad hoc.

- Evaluate overall county situation (i.e., Are roads or bridges damaged or blocked? Vital facilities damaged or destroyed?).
- Establish communications with the facility reporting the explosion, if applicable.
- Request a technical liaison from law enforcement, familiar with the explosive hazard, report to the EOC if practical to do so. Bombs, bomb threats, explosive devices intentionally set are criminal matters. Be aware that these may also present a terrorist threat.
- Establish communications with the State.
- Request explosive disposal unit, hazardous materials team or other specialized response forces if appropriate.
- Establish communications with and request a liaison from State transportation and electric, telephone and gas utilities as necessary.
- Establish communications with area schools, medical facilities and/or businesses that might be affected.
- Establish ongoing reporting from the response forces, private agencies and utilities.
- Establish command post(s) as needed.
- Coordinate with Red Cross (or designated lead agency) the opening of appropriate number of shelters in the appropriate areas, based on shelter procedure or guideline.
- Conduct first staff briefing as soon as practical after EOC / Command post activation.
- Activate or establish rumor control through the public information officer (PIO).
- Establish a schedule for briefings.
- Brief city/county/agency/utility executives.
- Provide PIO with Updated/Reviewed information.
- Establish, as appropriate, a Joint Information Center (JIC) with the facility.

- ☐ Provide response forces with all Updated/Reviewed information, as appropriate.
- ☐ Cause public information to be released, via the public information officer (PIO) as soon as practical.
- ☐ Issue action guidance as appropriate.
- ☐ Establish 24/7 duty roster for the EOC and/or command post.
- ☐ Develop and post any required maps or diagrams.
- ☐ Activate an events log.
- ☐ Ensure all appropriate forms (ICS) are being used to track personnel and resources.
- ☐ Review and follow resource procurement procedure or guideline.
- ☐ Inventory additional resources that may be used or called upon for use.
- ☐ Activate formal resource request procedure or guideline and resource tracking.
- ☐ Coordinate all resource requests being forwarded to the State.
- ☐ Activate financial tracking system coordinated by the Finance Officer.
- ☐ Activate damage assessment and follow damage assessment procedure or guideline.
- ☐ If incident continues, develop a 12 hour incident action plan outlining actions that must be accomplished in the next 12 hours.
- ☐ Conduct a "second shift" or relieving shift briefing, if you are being relieved.
- ☐ Discuss with and present to your relief, the incident action plan for the next 12 hours.

Recovery:

- ☐ Gather damage assessment information (public, housing, business) from damage assessment teams.
- ☐ Obtain information from technical sources regarding explosive effects or demolition effects duration.
- ☐ Obtain information from Red Cross (or designated lead agency) regarding number of shelterees and support necessary for continued operation.
- ☐ Obtain from Red Cross (or designated lead agency) an estimated duration period for continued shelter operations, if any.
- ☐ Obtain information from utilities regarding outages, length of repair, safety, etc.
- ☐ Assess citizen / community needs for individual assistance and/or public assistance.
- ☐ Activate local unmet needs committee if appropriate.
- ☐ Gather financial information from the Finance Officer.
- ☐ As appropriate gather additional information to include:
  - ☐ Personnel that responded and the time involved in the response.
  - ☐ Time sheets or time logs.
  - ☐ Supplies used.
  - ☐ Contracts issued.

- [ ] Purchase orders issued.
- [ ] Any other expenditures.
- [ ] Damages to public buildings, equipment, utilities, etc.
- [ ] Loss of life or injury of any responder.
- [ ] Documents regarding economic impact.

- [ ] Develop or generate reports for the following, as appropriate:
  - [ ] FEMA
  - [ ] State
  - [ ] Local elected officials
  - [ ] County/City /Town Managers
  - [ ] Others requiring or requesting reports
- [ ] Coordinate recovery organizations including federal and state agencies and private or volunteer relief organizations, as appropriate.
- [ ] Establish donations management based on policy and procedure or guideline.
- [ ] It will be unlikely if a small, localized explosion will cause a Presidential declaration of disaster, but if a Presidential declaration of disaster is made, file "Request for Public Assistance" to apply for assistance as soon as possible with the proper state or federal agency.
- [ ] Ensure public officials are made aware of the assistance application process, if applicable.
- [ ] Ensure the general public is made aware, through the public information officer, of the assistance application process, if applicable.
- [ ] Perform an incident critique as soon as possible with all possible response organizations.
- [ ] Review agency and self performance.
- [ ] Review the weaknesses of the plan.
- [ ] Correct weaknesses.
- [ ] Implement hazard mitigation or modify hazard mitigation plan accordingly.
- [ ] Brief elected officials with Updated/Reviewed information and disaster recovery progress.

FLOOD CHECKLIST

Emergency Management / Incident Commander
Hertford County Emergency Operations Plan

Updated/Reviewed June 8, 2013

Planning:

- ☐ Ensure the public is well informed regarding flood watches and warnings.
- ☐ Coordinate with the National Weather Service for timely watches and warnings affecting local jurisdictions.
- ☐ Coordinate with local broadcast media to ensure timely and accurate Emergency Alert System activation.
- ☐ Coordinate with schools, daycare centers, hospitals, etc. in proper precautions and emergency actions prior to a flooding event.
- ☐ Ensure the community is a participant in the National Flood Insurance Program (NFIP).
- ☐ Coordinate the establishment of local laws to prohibit or minimize construction in the flood plain.
- ☐ Coordinate and plan at least one exercise (table top or practical) every six years.
- ☐ Coordinate with local planning boards and inspections departments regarding building codes and code enforcement to minimize damages.
- ☐ Conduct hazard analysis of vital facilities and the impact of a flood on one or more of those facilities.
- ☐ Procure or produce information pamphlets for distribution to the public, as applicable.
- ☐ Determine the availability of shelters and obtain shelter agreements if the Red Cross (or designated lead agency) has not.
- ☐ Coordinate with Red Cross, public agencies and/or the Salvation Army for shelter operations.
- ☐ Coordinate with Department of Transportation officials for information regarding roads and bridges likely to be closed due to flood.
- ☐ Coordinate with electric utilities to share information concerning power outages.

Response:

- ☐ Identify immediate action or response requirements.
- ☐ Immediately carry out those action requirements necessary to preserve life and/or property, including the deployment of required resources.
- ☐ Activate the EOC as appropriate.
- ☐ Organize or establish the EOC, based on operational procedure or guideline.
- ☐ Issue alert and warning based on procedure or guideline, as warranted.
- ☐ Establish communications with responding agencies.
- ☐ Through communications with responding agencies determine as quickly as possible:
  - ☐ The location of any established command post:

- Has incident command been established? If not, establish incident command.
- Has the incident commander been appointed or assumed command? Who is it?
- Have incident communications been fully established?
- What is the two way radio frequency being used by incident command?

- Number of killed or injured.
- General boundary of the affected area.
- The general extent of damages.
- The general extent of power or other utility disruption.
- Immediate needs of response forces.
- If voluntary evacuations of the population have begun.
- Location of any triage area.
- Location of any congregate care area established or ad hoc.

- Evaluate overall county situation.
- Establish communications with the State.
- Establish communications with the National Weather Service.
- Establish communications with and request a liaison from affected electric and gas utilities.
- Establish ongoing reporting from the response forces services, private agencies and utilities.
- Establish command post(s) as needed.
- Coordinate with Red Cross (or designated lead agency) the opening of appropriate number of shelters in the appropriate areas, based on shelter procedure or guideline.
- On order, evacuate affected areas with assistance from response forces.
- Conduct first staff briefing as soon as practical after EOC / Command post activation.
- Activate or establish rumor control through the public information officer (PIO).
- Establish a schedule for briefings.
- Brief city/county/agency/utility executives.
- Provide PIO with Updated/Reviewed information.
- Provide response forces with Updated/Reviewed information, as appropriate.
- Cause public information to be released, via the public information officer (PIO) as soon as practical.
- Issue action guidance as appropriate.
- Establish 24/7 duty roster for the EOC and/or command post.
- Develop and post any required maps or diagrams.

- [ ] Activate an events log.
- [ ] Ensure all appropriate forms (ICS) are being used to track personnel and resources.
- [ ] Review and follow resource procurement procedure or guideline.
- [ ] Inventory additional resources that may be used or called upon for use.
- [ ] Activate formal resource request procedure or guideline and resource tracking.
- [ ] Coordinate all resource requests being forwarded to the State.
- [ ] Activate financial tracking system coordinated by the Finance Officer.
- [ ] Activate damage assessment and follow damage assessment procedure or guideline.
- [ ] Develop a 12 hour incident action plan outlining actions that must be accomplished in the next 12 hours.
- [ ] Conduct a "second shift" or relieving shift briefing, if you are being relieved.
- [ ] Discuss with and present to your relief, the incident action plan for the next 12 hours.

Recovery:

- [ ] Gather damage assessment information (public, housing, business) from damage assessment teams.
- [ ] Obtain information from Red Cross (or designated lead agency) regarding number of shelterees and support necessary for continued operation.
- [ ] Obtain from Red Cross (or designated lead agency) an estimated duration period for continued shelter operations, if any.
- [ ] Obtain information from the dam owner and/or Army Corps of Engineers regarding safety, etc.
- [ ] Assess citizen / community needs for individual assistance and/or public assistance if applicable.
- [ ] Activate local unmet needs committee if appropriate.
- [ ] Gather financial information from the Finance Officer.
- [ ] As appropriate gather additional information to include:
    - [ ] Personnel that responded and the time involved in the response.
    - [ ] Time sheets or time logs.
    - [ ] Supplies used.
    - [ ] Contracts issued.
    - [ ] Purchase orders issued.
    - [ ] Any other expenditures.
    - [ ] Damages to public buildings, equipment, utilities, etc.
    - [ ] Loss of life or injury of any responder.
    - [ ] Documents regarding economic impact.
- [ ] Develop or generate reports for the following, as appropriate:

- ☐ FEMA
- ☐ State
- ☐ Local elected officials
- ☐ County/City /Town Managers
- ☐ Others requiring or requesting reports

☐ Coordinate recovery organizations including federal and state agencies and private or volunteer relief organizations.

☐ Establish donations management based on policy and procedure or guideline.

☐ If a Presidential declaration of disaster is made, file "Request for Public Assistance" to apply for assistance as soon as possible with the proper state or federal agency.

☐ Ensure public officials are made aware of the assistance application process, if applicable.

☐ Ensure the general public is made aware, through the public information officer, of the assistance application process, if applicable.

☐ Perform an incident critique as soon as possible with all possible response organizations.

☐ Review agency and self performance.

☐ Review the weaknesses of the plan.

☐ Correct weaknesses.

☐ Implement hazard mitigation or modify hazard mitigation plan accordingly.

☐ Brief elected officials with Updated/Reviewed information and disaster recovery progress.

HAZARDOUS MATERIALS FIXED FACILITY CHECKLIST

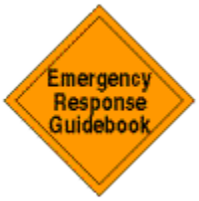
Emergency Management / Incident Commander
Hertford County Emergency Operations Plan

Updated/Reviewed June 8, 2013

Planning:

- ☐ Ensure the public is well informed through Community Right to Know.
- ☐ Coordinate with local plants, businesses or other facilities that have hazardous material and obtain information as allowed by Community Right to Know or SARA Title III (Code of Federal Regulations).
- ☐ Provide an avenue for such facilities to report chemical spills (i.e., 9-1-1).
- ☐ Coordinate with local broadcast media to ensure timely and accurate Emergency Alert System activation.
- ☐ Coordinate with Chemtrec (800-262-8200) for timely information regarding spills.
- ☐ Coordinate with schools, daycare centers, hospitals, etc. in proper precautions and emergency actions prior to a chemical spill or accident.
- ☐ Coordinate and plan at least one exercise (table top or practical) every six years or participate in an actual incident.
- ☐ Coordinate with local planning boards and inspections departments regarding building codes and code enforcement to minimize potential release of hazardous materials.
- ☐ Coordinate with State Title III Compliance department.
- ☐ Conduct hazard analysis of vital facilities and the impact of a major chemical spill on one or more of those facilities.
- ☐ Procure or produce information pamphlets for distribution to the public as appropriate.
- ☐ Coordinate with the facility for response and information.
- ☐ Establish or facilitate joint incident command with each extremely hazardous materials (EHS) facility.
- ☐ Establish or facilitate joint incident command with agencies likely to respond, such as fire departments, regional hazmat teams, etc.
- ☐ Determine the availability of shelters and obtain shelter agreements if the Red Cross (or other agency) has not.
- ☐ Coordinate with Red Cross, public agencies and/or the Salvation Army for shelter operations.

Response:



- ☐ Identify immediate action or response requirements. Refer to online Extremely Hazardous Substance (EHS) listing if needed.
- ☐ Refer to the facility listing for Extremely Hazardous Substances for the County if needed or appropriate.

- [ ] Immediately carry out those action requirements necessary to preserve life and/or property, including the deployment of required resources.
- [ ] Activate the EOC as appropriate.
- [ ] Organize or establish the EOC, based on operational procedure or guidelines.
- [ ] Issue alert and warning based on operational procedure or guidelines, as warranted.
- [ ] On order, evacuate affected areas with assistance from response or predetermined evacuation forces.
- [ ] Establish communications with responding agencies.
- [ ] Establish traffic control and security with law enforcement.
- [ ] Through communications with responding agencies determine as quickly as possible:
  - [ ] The location of any established command post:
    - [ ] Has incident command been established? If not, establish incident command.
    - [ ] Has the incident commander been appointed or assumed command? Who is it?
    - [ ] Have incident communications been fully established?
    - [ ] What is the two way radio frequency being used by incident command?
  - [ ] Number of killed or injured.
  - [ ] General boundary of the affected area.
  - [ ] The general extent of damages.
  - [ ] The general extent of power or other utility disruption.
  - [ ] Immediate needs of response forces.
  - [ ] If voluntary evacuations of the population have begun.
  - [ ] Location of any triage area.
  - [ ] Location of any congregate care area established or ad hoc.
- [ ] Evaluate overall county situation (i.e., Are roads blocked? What is the weather and what effect will it have?).
- [ ] Establish communications with the facility reporting the spill or leak.
- [ ] Request a technical liaison from the facility, report to the EOC (or command post).
- [ ] Establish communications with the State.
- [ ] Request hazardous materials team response if appropriate.
- [ ] Establish communications with and request a liaison from State transportation and electric, telephone and gas utilities as necessary.
- [ ] Establish communications with area schools, medical facilities and/or businesses that might be affected.
- [ ] Establish ongoing reporting from the response forces, private agencies and utilities.
- [ ] Establish command post(s) as needed.

- ☐ Coordinate with Red Cross (or designated lead agency) the opening of appropriate number of shelters in the appropriate areas, based on shelter procedure or guideline.
- ☐ Conduct first staff briefing as soon as practical after EOC activation.
- ☐ Activate or establish rumor control through the public information officer (PIO).
- ☐ Establish a schedule for briefings.
- ☐ Brief city/county/agency/utility executives.
- ☐ Provide PIO with Updated/Reviewed information.
- ☐ Establish, as appropriate, a Joint Information Center (JIC) with the facility.
- ☐ Provide response forces with all Updated/Reviewed information, as appropriate.
- ☐ Cause public information to be released, via the public information officer (PIO) as soon as practical.
- ☐ Issue action guidance as appropriate.
- ☐ Establish 24/7 duty roster for the EOC and/or command post.
- ☐ Develop and post any required maps or diagrams.
- ☐ Activate an events log.
- ☐ Ensure all appropriate forms (ICS) are being used to track personnel and resources.
- ☐ Review and follow resource procurement procedure or guideline.
- ☐ Inventory additional resources that may be used or called upon for use.
- ☐ Activate formal resource request procedure or guideline and resource tracking.
- ☐ Coordinate all resource requests being forwarded to the State.
- ☐ Activate financial tracking system coordinated by the Finance Officer.
- ☐ Activate damage assessment and follow damage assessment procedure or guideline.
- ☐ If the incident continues, develop a 12 hour incident action plan outlining actions that must be accomplished in the next 12 hours.
- ☐ Conduct a "second shift" or relieving shift briefing, if you are being relieved.
- ☐ Discuss with and present to your relief, the incident action plan for the next 12 hours.

Recovery:

- ☐ Gather damage assessment information (public, housing, business) from damage assessment teams.
- ☐ Obtain information from technical sources regarding health effects duration.
- ☐ Obtain information from Red Cross (or designated lead agency) regarding number of shelterees and support necessary for continued operation.
- ☐ Obtain from Red Cross (or designated lead agency) an estimated duration period for continued shelter operations, if any.
- ☐ Obtain information from utilities regarding outages, length of repair, safety, etc.
- ☐ Assess citizen / community needs for individual assistance and/or public assistance.

- ☐ Activate local unmet needs committee if appropriate.
- ☐ Gather financial information from the Finance Officer.
- ☐ As appropriate, gather additional information to include:
  - ☐ Personnel that responded and the time involved in the response.
  - ☐ Time sheets or time logs.
  - ☐ Supplies used.
  - ☐ Contracts issued.
  - ☐ Purchase orders issued.
  - ☐ Any other expenditures.
  - ☐ Damages to public buildings, equipment, utilities, etc.
  - ☐ Loss of life or injury of any responder.
  - ☐ Documents regarding economic impact.

Notation: It most cases the person responsible for the chemical leak or spill is responsible for cleanup and all costs associated with response as well. Volunteer resources and expenses may not be reimbursable unless under contract.

- ☐ Develop or generate reports for the following, as appropriate:
  - ☐ FEMA
  - ☐ State
  - ☐ Local elected officials
  - ☐ County/City /Town Managers
  - ☐ Others requiring or requesting reports
- ☐ Coordinate recovery organizations including federal and state agencies and private or volunteer relief organizations.
- ☐ Establish donations management based on policy and procedure or guideline.
- ☐ If a Presidential declaration of disaster is made, file "Request for Public Assistance" to apply for assistance as soon as possible with the proper state or federal agency.
- ☐ Ensure public officials are made aware of the assistance application process, if applicable.
- ☐ Ensure the general public is made aware, through the public information officer, of the assistance application process, if applicable.
- ☐ Perform an incident critique as soon as possible with all possible response organizations.
- ☐ Review agency and self performance.
- ☐ Review the weaknesses of the plan.
- ☐ Correct weaknesses.
- ☐ Implement hazard mitigation or modify hazard mitigation plan accordingly.
- ☐ Brief elected officials with Updated/Reviewed information and disaster recovery progress.

HAZARDOUS MATERIALS TRANSPORTATION CHECKLIST

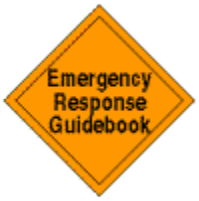
Emergency Management / Incident Commander
Hertford County Emergency Operations Plan

Updated/Reviewed June 8, 2013

Planning:

- ☐ Ensure the public is well informed regarding transportation issues relative to hazardous materials.
- ☐ Coordinate with local broadcast media to ensure timely and accurate Emergency Alert System activation, especially for the transient population.
- ☐ Coordinate with local plants, businesses or other facilities that receive or transport hazardous material and obtain information as allowed by Community Right to Know or SARA Title III (Code of Federal Regulations).
- ☐ Provide an avenue for transient transportation companies to report chemical spills (i.e., 9-1-1).
- ☐ Coordinate with Chemtrec (800-262-8200) for timely information regarding spills.
- ☐ Coordinate with local transportation departments or State Department of Transportation regarding potential for specifying truck routes for hazmat carriers, avoiding densely populated areas.
- ☐ Coordinate with schools, daycare centers, hospitals, etc. in proper precautions and emergency actions prior to a transportation chemical spill or accident.
- ☐ Obtain transportation information from DMV or other state agencies regarding the number of trucks passing through in a 24 hour time period, thus calculating your risk potential.
- ☐ Coordinate and plan at least one exercise (table top or practical) every three years or participate in an actual event.
- ☐ Conduct hazard analysis of vital facilities along transportation corridors and the impact of a major chemical spill on one or more of those facilities.
- ☐ Establish or facilitate joint incident command with agencies likely to respond, such as fire departments, regional hazmat teams, etc.
- ☐ Ensure fire department personnel and other responders meet or exceed OSHA 1910.120.
- ☐ Determine the location of the nearest hazmat response team and their capability.
- ☐ Determine the availability of shelters and obtain shelter agreements if the Red Cross (or other designated lead agency) has not.
- ☐ Coordinate with Red Cross, public agencies and/or the Salvation Army for shelter operations.

Response:



- ☐ Identify immediate action or response requirements. Refer to online Extremely Hazardous Substance (EHS) listing if needed.
- ☐ Immediately carry out those action requirements necessary to preserve life and/or

property, including the deployment of required resources.

- ☐ Activate the EOC as appropriate.
- ☐ Organize or establish the EOC, based on operational procedure or guidelines..
- ☐ Issue alert and warning based on operational procedure or guidelines, as warranted.
- ☐ On order, evacuate affected areas with assistance from response or predetermined evacuation forces.
- ☐ Establish communications with responding agencies.
- ☐ Establish traffic control and security with law enforcement.
- ☐ Through communications with responding agencies determine as quickly as possible:
  - ☐ The location of any established command post:
    - ☐ Has incident command been established? If not, establish incident command.
    - ☐ Has the incident commander been appointed or assumed command? Who is it?
    - ☐ Have incident communications been fully established?
    - ☐ What is the two way radio frequency being used by incident command?
  - ☐ Number of killed or injured.
  - ☐ General boundary of the affected area.
  - ☐ The general extent of damages.
  - ☐ The general extent of power or other utility disruption.
  - ☐ Immediate needs of response forces.
  - ☐ If voluntary evacuations of the population have begun.
  - ☐ Location of any triage area.
  - ☐ Location of any congregate care area established or ad hoc.
- ☐ Coordinate with the shipping or receiving company for response and information.
- ☐ Evaluate overall county situation (i.e. roads blocked, weather conditions that may affect the incident, etc.).
- ☐ Establish communications with the transporter reporting the spill or leak.
- ☐ Request a technical liaison from the carrier or shipper report to the EOC (or command post).
- ☐ Establish communications with the State.
- ☐ Request hazardous materials team response if appropriate.
- ☐ Establish communications with and request a liaison from State Transportation and electric, telephone and gas utilities as necessary.
- ☐ Establish communications with area schools, medical facilities and/or businesses that might be affected.
- ☐ Establish ongoing reporting from the response forces, private agencies and utilities.
- ☐ Coordinate with Red Cross (or designated lead agency) the opening of appropriate

number of shelters in the appropriate areas, based on shelter procedure or guideline.

- ☐ Conduct first staff briefing as soon as practical after EOC / Command post activation.
- ☐ Activate or establish rumor control through the public information officer (PIO).
- ☐ Establish a schedule for briefings.
- ☐ Brief city/county/agency/utility executives.
- ☐ Provide PIO with Updated/Reviewed information.
- ☐ Establish, as appropriate a Joint Information Center (JIC) with the carrier or manufacturer if appropriate.
- ☐ Provide response forces with all Updated/Reviewed information, as appropriate.
- ☐ Cause public information to be released, via the public information officer (PIO) as soon as practical.
- ☐ Issue action guidance as appropriate.
- ☐ Establish 24/7 duty roster for the EOC and/or command post.
- ☐ Develop and post any required maps or diagrams.
- ☐ Activate an events log.
- ☐ Ensure all appropriate forms (ICS) are being used to track personnel and resources.
- ☐ Review and follow resource procurement procedure or guideline.
- ☐ Inventory additional resources that may be used or called upon for use.
- ☐ Activate formal resource request procedure or guideline and resource tracking.
- ☐ Coordinate all resource requests being forwarded to the State.
- ☐ Activate financial tracking system coordinated by the Finance Officer.
- ☐ Activate damage assessment as appropriate and follow damage assessment procedure or guideline.
- ☐ If the incident continues, develop a 12 hour incident action plan outlining actions that must be accomplished in the next 12 hours.
- ☐ Conduct a "second shift" or relieving shift briefing, if you are being relieved.
- ☐ Discuss with and present to your relief, the incident action plan for the next 12 hours.

Recovery:

- ☐ Gather damage assessment information (public, housing, business) from damage assessment teams.
- ☐ Obtain information from technical sources regarding potential health effects duration.
- ☐ Obtain information from Red Cross (or designated lead agency) regarding number of shelterees and support necessary for continued operation.
- ☐ Obtain from Red Cross (or designated lead agency) an estimated duration period for continued shelter operations, if any.
- ☐ Obtain information from utilities regarding outages, length of repair, safety, etc.
- ☐ Assess citizen / community needs for individual assistance and/or public assistance.

- [ ] Activate local unmet needs committee if appropriate.
- [ ] Gather financial information from the Finance Officer.
- [ ] As appropriate gather additional information to include:
  - [ ] Personnel that responded and the time involved in the response.
  - [ ] Time sheets or time logs.
  - [ ] Supplies used.
  - [ ] Contracts issued.
  - [ ] Purchase orders issued.
  - [ ] Any other expenditures.
  - [ ] Damages to public buildings, equipment, utilities, etc.
  - [ ] Loss of life or injury of any responder.
  - [ ] Documents regarding economic impact.

Notation: In most cases the person responsible for the chemical leak or spill is responsible for cleanup and all costs associated with response as well. Volunteer resources may not be reimbursable unless under contract.

- [ ] Develop or generate reports for the following, as appropriate:
  - [ ] FEMA
  - [ ] State
  - [ ] Local elected officials
  - [ ] County/City /Town Managers
  - [ ] Others requiring or requesting reports
- [ ] Coordinate recovery organizations including federal and state agencies and private or volunteer relief organizations.
- [ ] Establish donations management based on policy and procedure or guideline.
- [ ] It is unlikely that a single hazardous materials spill will warrant a Presidential declaration, however, if a Presidential declaration of disaster is made, file "Request for Public Assistance" to apply for assistance as soon as possible with the proper state or federal agency.
- [ ] Ensure public officials are made aware of the assistance application process, if applicable.
- [ ] Ensure the general public is made aware, through the public information officer, of the assistance application process, if applicable.
- [ ] Perform an incident critique as soon as possible with all possible response organizations.
- [ ] Review agency and self performance.
- [ ] Review the weaknesses of the plan.
- [ ] Correct weaknesses.
- [ ] Implement hazard mitigation or modify hazard mitigation plan accordingly.

- [ ] Brief elected officials with Updated/Reviewed information and disaster recovery progress.

HURRICANE CHECKLIST

Emergency Management / Incident Commander
Hertford County Emergency Operations Plan

Updated/Reviewed June 8, 2013

Planning:

- ☐ Ensure the public is well informed regarding hurricane watches and warnings.
- ☐ Coordinate with the National Weather Service for timely watches and warnings affecting local jurisdictions.
- ☐ Coordinate with local broadcast media to ensure timely and accurate Emergency Alert System activation.
- ☐ Coordinate with schools, daycare centers, hospitals, etc. in proper precautions and emergency actions prior to hurricane "season."
- ☐ Coordinate and plan at least one exercise (table top or practical) every three years.
- ☐ Coordinate with local planning boards and inspections departments regarding building codes and code enforcement to minimize damages.
- ☐ Coordinate the establishment of local laws to strengthen building codes in hurricane prone areas.
- ☐ Conduct hazard analysis of vital facilities and the impact of a hurricane on one or more of those facilities.
- ☐ Procure or produce information pamphlets for distribution to the public, as applicable.
- ☐ Determine the availability of shelters and obtain shelter agreements if the Red Cross (or designated lead agency) has not.
- ☐ Coordinate with Red Cross, public agencies and/or the Salvation Army for shelter operations.
- ☐ Coordinate with Department of Transportation officials for information regarding roads and bridges likely to be used for evacuation.
- ☐ Establish evacuation routes and an overall evacuation plan, in conjunction with an overall hurricane plan.
- ☐ Coordinate with inland jurisdictions to host evacuating population.
- ☐ Coordinate with electric utilities to share information concerning power outages.

Response:

- ☐ Identify immediate action or response requirements.
- ☐ Immediately carry out those action requirements necessary to preserve life and/or property, including the deployment of required resources.
- ☐ Activate the EOC as appropriate and implement hurricane plan, if developed.
- ☐ Organize or establish the EOC, based on operational procedure or guideline.
- ☐ Issue alert and warning based on procedure or guideline, as warranted.
- ☐ Establish communications with responding agencies.
- ☐ Through communications with responding agencies determine as quickly as possible:

- The location of any established command post:
  - Has incident command been established? If not, establish incident command.
  - Has the incident commander been appointed or assumed command? Who is it?
  - Have incident communications been fully established?
  - What is the two way radio frequency being used by incident command?
- Number of killed or injured.
- General boundary of the affected area.
- The general extent of damages.
- The general extent of power or other utility disruption.
- Immediate needs of response forces.
- If voluntary evacuations of the population have begun.
- Location of any triage area.
- Location of any congregate care area established or ad hoc.

- Evaluate overall county situation.
- Establish communications with the State.
- Establish communications with the National Weather Service and National Hurricane Center.
- Establish communications with and request a liaison from affected telephone, electric and gas utilities.
- Establish ongoing reporting from the response forces services, private agencies and utilities.
- Establish command post(s) as needed.
- Coordinate with Red Cross (or designated lead agency) the opening of appropriate number of shelters in the appropriate areas, based on shelter procedure or guideline.
- On order, evacuate affected areas with assistance from response forces.
- Conduct first staff briefing as soon as practical after EOC / Command post activation.
- Activate or establish rumor control through the public information officer (PIO).
- Establish a schedule for briefings.
- Brief city/county/agency/utility executives.
- Provide PIO with Updated/Reviewed information.
- Provide response forces with Updated/Reviewed information, as appropriate.
- Cause public information to be released, via the public information officer (PIO) as soon as practical.
- Issue action guidance as appropriate.
- Establish 24/7 duty roster for the EOC and/or command post.

- ☐ Develop and post any required maps or diagrams.
- ☐ Activate an events log.
- ☐ Ensure all appropriate forms (ICS) are being used to track personnel and resources.
- ☐ Review and follow resource procurement procedure or guideline.
- ☐ Inventory additional resources that may be used or called upon for use.
- ☐ Activate formal resource request procedure or guideline and resource tracking.
- ☐ Coordinate all resource requests being forwarded to the State.
- ☐ Activate financial tracking system coordinated by the Finance Officer.
- ☐ Activate damage assessment and follow damage assessment procedure or guideline.
- ☐ Develop a 12 hour incident action plan outlining actions that must be accomplished in the next 12 hours.
- ☐ Conduct a "second shift" or relieving shift briefing, if you are being relieved.
- ☐ Discuss with and present to your relief, the incident action plan for the next 12 hours.

Recovery:

- ☐ Gather damage assessment information (public, housing, business) from damage assessment teams.
- ☐ Obtain information from Red Cross (or designated lead agency) regarding number of shelterees and support necessary for continued operation.
- ☐ Obtain from Red Cross (or designated lead agency) an estimated duration period for continued shelter operations, if any.
- ☐ Assess citizen / community needs for individual assistance and/or public assistance if applicable.
- ☐ Activate local unmet needs committee if appropriate.
- ☐ Gather financial information from the Finance Officer.
- ☐ As appropriate gather additional information to include:
  - ☐ Personnel that responded and the time involved in the response.
  - ☐ Time sheets or time logs.
  - ☐ Supplies used.
  - ☐ Contracts issued.
  - ☐ Purchase orders issued.
  - ☐ Any other expenditures.
  - ☐ Damages to public buildings, equipment, utilities, etc.
  - ☐ Loss of life or injury of any responder.
  - ☐ Documents regarding economic impact.
- ☐ Develop or generate reports for the following, as appropriate:

- ☐ FEMA
- ☐ State
- ☐ Local elected officials
- ☐ County/City /Town Managers
- ☐ Others requiring or requesting reports

☐ Coordinate recovery organizations including federal and state agencies and private or volunteer relief organizations.

☐ Establish donations management based on policy and procedure or guideline.

☐ If a Presidential declaration of disaster is made, file "Request for Public Assistance" to apply for assistance as soon as possible with the proper state or federal agency.

☐ Ensure public officials are made aware of the assistance application process, if applicable.

☐ Ensure the general public is made aware, through the public information officer, of the assistance application process, if applicable.

☐ Perform an incident critique as soon as possible with all possible response organizations.

☐ Review agency and self performance.

☐ Review the weaknesses of the plan.

☐ Correct weaknesses.

☐ Implement hazard mitigation or modify hazard mitigation plan accordingly.

☐ Brief elected officials with Updated/Reviewed information and disaster recovery progress.

MAJOR FIRES CHECKLIST

Emergency Management / Incident Commander
Hertford County Emergency Operations Plan

Updated/Reviewed June 8, 2013

Planning:

- ☐ Ensure the public is well informed regarding fire potential, especially during drought conditions.
- ☐ Coordinate with fire departments regarding response capability and the resources they will need to fight such fires.
- ☐ Coordinate with state and federal fire fighting agencies as appropriate. Acquire planning assistance from the Fire Marshal.
- ☐ Coordinate with local planning boards and inspections departments regarding building codes and code enforcement to minimize damages that might occur from major fires.
- ☐ Conduct hazard analysis of vital facilities and the impact of a major fire on one or more of those facilities. Encourage such facilities to incorporate fire plans and evacuation plans in their respective emergency plan. Ensure fire departments have conducted inspections and pre-plans.
- ☐ Coordinate with local broadcast media to ensure timely and accurate Emergency Alert System activation.
- ☐ Determine the availability of shelters and obtain shelter agreements if the Red Cross (or designated lead agency) has not.
- ☐ Coordinate with Red Cross, public agencies and/or the Salvation Army for shelter operations.

Response:

- ☐ Identify immediate action or response requirements.
- ☐ Immediately carry out those action requirements necessary to preserve life and/or property, including the deployment of required resources.
- ☐ Activate the EOC as appropriate.
- ☐ Organize or establish the EOC, based on operational procedure or guideline.
- ☐ Issue alert and warning based on procedure or guideline, as warranted.
- ☐ On order, evacuate affected areas with assistance from response or predetermined evacuation forces.
- ☐ Establish communications with responding agencies.
- ☐ Establish communications with Fire Marshal and/or fire scene commander.
- ☐ Establish traffic control and security with law enforcement.
- ☐ Through communications with responding agencies determine as quickly as possible:
  - ☐ The location of any established command post:
    - ☐ Has incident command been established? If not, establish incident command.
    - ☐ Has the incident commander been appointed or assumed

command? Who is it?

- ☐ Have incident communications been fully established?
- ☐ What is the two way radio frequency being used by incident command?

- ☐ Number of killed or injured.
- ☐ General boundary of the affected area.
- ☐ The general extent of damages.
- ☐ The general extent of power or other utility disruption.
- ☐ Immediate needs of response forces.
- ☐ If voluntary evacuations of the population have begun.
- ☐ Location of any triage area.
- ☐ Location of any congregate care area established or ad hoc.

- ☐ Coordinate with the fire scene commander for information.
- ☐ Evaluate overall county situation.
- ☐ Establish communications with the State.
- ☐ Establish communications with and request a liaison from State Transportation and electric and gas utilities as necessary.
- ☐ Establish communications with area schools, medical facilities and/or businesses that might be affected.
- ☐ Establish ongoing reporting from the response forces, private agencies and utilities.
- ☐ Establish command post(s) as needed.
- ☐ Coordinate with Red Cross (or designated lead agency) the opening of appropriate number of shelters in the appropriate areas, based on shelter procedure or guideline.
- ☐ Conduct first staff briefing as soon as practical after EOC / Command post activation.
- ☐ Activate or establish rumor control through the public information officer (PIO).
- ☐ Establish a schedule for briefings.
- ☐ Brief city/county/agency/utility executives.
- ☐ Provide PIO with Updated/Reviewed information.
- ☐ Establish, as appropriate, a Joint Information Center (JIC) with the facility.
- ☐ Provide response forces with Updated/Reviewed information, as appropriate.
- ☐ Cause public information to be released, via the public information officer (PIO) as soon as practical.
- ☐ Issue action guidance as appropriate.
- ☐ Establish 24/7 duty roster for the EOC and/or command post.
- ☐ Develop and post any required maps or diagrams.
- ☐ Activate an events log.

- ☐ Ensure all appropriate forms (ICS) are being used to track personnel and resources.
- ☐ Review and follow resource procurement procedure or guideline.
- ☐ Inventory additional resources that may be used or called upon for use.
- ☐ Activate formal resource request procedure or guideline and resource tracking.
- ☐ Coordinate all resource requests being forwarded to the State.
- ☐ Activate financial tracking system coordinated by the Finance Officer.
- ☐ Activate damage assessment and follow damage assessment procedure or guideline.
- ☐ If incident continues, develop a 12 hour incident action plan outlining actions that must be accomplished in the next 12 hours.
- ☐ Conduct a "second shift" or relieving shift briefing, if you are being relieved.
- ☐ Discuss with and present to your relief, the incident action plan for the next 12 hours.

Recovery:

- ☐ Gather damage assessment information (public, housing, business) from damage assessment teams.
- ☐ Obtain information from technical sources regarding explosive effects or demolition effects duration.
- ☐ Obtain information from Red Cross (or designated lead agency) regarding number of shelterees and support necessary for continued operation.
- ☐ Obtain from Red Cross (or designated lead agency) an estimated duration period for continued shelter operations, if any.
- ☐ Obtain information from utilities regarding outages, length of repair, safety, etc.
- ☐ Assess citizen / community needs for individual assistance and/or public assistance.
- ☐ Activate local unmet needs committee if appropriate.
- ☐ Gather financial information from the Finance Officer.
- ☐ As appropriate gather additional information to include:
  - ☐ Personnel that responded and the time involved in the response.
  - ☐ Time sheets or time logs.
  - ☐ Supplies used.
  - ☐ Contracts issued.
  - ☐ Purchase orders issued.
  - ☐ Any other expenditures.
  - ☐ Damages to public buildings, equipment, utilities, etc.
  - ☐ Loss of life or injury of any responder.
  - ☐ Documents regarding economic impact.
- ☐ Develop or generate reports for the following, as appropriate:

- ☐ FEMA
- ☐ State
- ☐ Local elected officials
- ☐ County/City /Town Managers
- ☐ Others requiring or requesting reports

- ☐ Coordinate recovery organizations including federal and state agencies and private or volunteer relief organizations, as appropriate.
- ☐ Establish donations management based on policy and procedure or guideline.
- ☐ It will be unlikely a localized major fire event will cause a Presidential declaration of disaster, but if a Presidential declaration of disaster is made, file "Request for Public Assistance" to apply for assistance as soon as possible with the proper state or federal agency.
- ☐ Ensure public officials are made aware of the assistance application process, if applicable.
- ☐ Ensure the general public is made aware, through the public information officer, of the assistance application process, if applicable.
- ☐ Perform an incident critique as soon as possible with all possible response organizations.
- ☐ Review agency and self performance.
- ☐ Review the weaknesses of the plan.
- ☐ Correct weaknesses.
- ☐ Implement hazard mitigation or modify hazard mitigation plan accordingly.
- ☐ Brief elected officials with Updated/Reviewed information and disaster recovery progress.

NUCLEAR / RADIOLOGICAL INCIDENT CHECKLIST

Emergency Management / Incident Commander
Hertford County Emergency Operations Plan

Updated/Reviewed June 8, 2013

Planning:

- ☐ Ensure plans, procedures and policies are developed and in place and that response personnel are trained.
- ☐ Ensure the public living in the area is kept well informed regarding potential hazards associated with a nuclear facility or nuclear materials.
- ☐ Coordinate with the nuclear facility owner or the Nuclear Regulatory Commission as appropriate for timely information affecting local jurisdictions.
- ☐ Coordinate with schools, daycare centers, hospitals, etc. in proper precautions and emergency actions prior to a potential nuclear accident if it is likely to affect such a facility.
- ☐ Ensure evacuation routes are clearly established and well marked.
- ☐ Coordinate with local broadcast media to ensure timely and accurate Emergency Alert System activation.
- ☐ Ensure that warning systems in place at the facility are appropriate, meet regulations, and are coordinated with all jurisdictions.
- ☐ Conduct hazard analysis of vital facilities and the impact of a nuclear accident or containment failure on one or more of those facilities.
- ☐ Procure or produce information pamphlets for distribution to the public if appropriate.
- ☐ Coordinate and plan at least one exercise (table top or practical) every two years.
- ☐ Ensure exercises are conducted in accordance with FEMA and NRC requirements.
- ☐ Ensure all facilities that hold nuclear materials, including medical facilities are known and properly placarded.
- ☐ Pre-determine locations for reception, congregate care and decontamination areas for the public or evacuation population.
- ☐ Coordinate with Red Cross, public agencies and/or the Salvation Army for shelter operations.
- ☐ As much as possible, pre-determine traffic control and security road block locations and requirements for each affected area.
- ☐ Conduct training in radiological monitoring for responding personnel.
- ☐ Conduct training in emergency worker decontamination.
- ☐ Conduct annual back-up alert training.
- ☐ Conduct annual school training.
- ☐ Ensure appropriate equipment such as dosimetry, radiation detection instruments, etc. are procured, checked, tested and kept calibrated.
- ☐ Ensure that facility and county plans are Updated/Reviewed and in accordance with the State Plan.
- ☐ Ensure that surrounding counties are coordinated in mutual aid responses.
- ☐ Carry out other planning actions necessary under NUREG, FEMA or State guidance.

Response:

- ☐ Upon notification of an event, activate the EOC as appropriate.
- ☐ Follow EOC Operational procedure or guideline.
- ☐ Fixed facility - Establish communications with the nuclear facility owner / operator.
- ☐ Transportation - Establish communications with the material owner.
- ☐ Establish communications with the State and request immediate assistance if the circumstances warrant it.
- ☐ Establish Incident Command.
- ☐ Ensure appropriate radiation procedure or guidelines are followed.
- ☐ Ensure that appropriate established procedure or guidelines are followed as appropriate to the condition.
- ☐ Establish command posts, traffic control points and security road blocks where planned.
- ☐ Establish communications with EAS stations following the Alert and Warning procedure or guideline.
- ☐ Establish communications with responding agencies.
- ☐ Evaluate overall county effect and calculate plume pathway if applicable.
- ☐ Assist the Radiological Officer to assess initial potential for radiation exposure to the general population in the immediate or affected area.
- ☐ Ensure EALs (Emergency Action Levels) are current (Nuclear power stations).
- ☐ Coordinate the opening of appropriate number of shelters and decontamination stations in the appropriate areas in anticipation of evacuation.
- ☐ If schools are in session, discuss evacuation procedure or guidelines and prepare to evacuate such schools if recommended to do so.
- ☐ Establish communications with area schools, and/or businesses that might be affected.
- ☐ Ensure that all actions are coordinated with facility or the transporter, state and federal agencies and surrounding counties.
- ☐ Evaluate overall county situation.
- ☐ Request a technical liaison from the facility or DOE /NRC report to the EOC (or command post).
- ☐ Establish ongoing reporting from the response forces, private agencies and utilities.
- ☐ Establish Incident Command.
- ☐ Establish command post(s) as needed.
- ☐ Coordinate with Red Cross (or designated lead agency) the opening of appropriate number of shelters in the appropriate areas, based on shelter procedure or guideline.
- ☐ Conduct first staff briefing as soon as practical after EOC activation.
- ☐ Activate or establish rumor control through the public information officer (PIO).
- ☐ Establish a schedule for briefings.
- ☐ Brief city/county/agency/utility executives.
- ☐ Provide PIO with Updated/Reviewed information.

- ☐ Establish, as appropriate, a Joint Information Center (JIC) with the facility.
- ☐ Provide response forces with Updated/Reviewed information, as appropriate.
- ☐ Cause public information to be released, via the public information officer (PIO) as soon as practical.
- ☐ Issue action and radiation protection guidance as appropriate.
- ☐ Establish 24/7 duty roster for the EOC and/or command post.
- ☐ Develop and post any required maps or diagrams.
- ☐ Activate an events log.
- ☐ Ensure all appropriate forms (ICS) are being used to track personnel and resources.
- ☐ Review and follow resource procurement procedure or guideline.
- ☐ Inventory additional resources that may be used or called upon for use.
- ☐ Activate formal resource request procedure or guideline and resource tracking.
- ☐ Coordinate all resource requests being forwarded to the State.
- ☐ Activate financial tracking system coordinated by the Finance Officer.
- ☐ Activate damage assessment and follow damage assessment procedure or guideline.
- ☐ Develop a 12 hour incident action plan outlining actions that must be accomplished in the next 12 hours.
- ☐ Conduct a "second shift" or relieving shift briefing, if you are being relieved.
- ☐ Discuss with and present to your relief, the incident action plan for the next 12 hours.

Recovery:

- ☐ Coordinate emergency worker decon and ensure all returning equipment is properly decontaminated.
- ☐ Obtain information from the facility owner regarding length of repair, safety, etc.
- ☐ Gather damage assessment information (public, housing, business) from damage assessment teams.
- ☐ Obtain information from technical sources regarding health effects duration.
- ☐ Obtain information from Red Cross (or designated lead agency) regarding number of shelterees and support necessary for continued operation.
- ☐ Obtain from Red Cross (or designated lead agency) an estimated duration period for continued shelter operations, if any.
- ☐ Obtain information from utilities regarding outages, length of repair, safety, etc.
- ☐ Assess citizen / community needs for individual assistance and/or public assistance.
- ☐ Activate local unmet needs committee if appropriate.
- ☐ Gather financial information from the Finance Officer.
- ☐ As appropriate gather additional information to include:
    - ☐ Personnel that responded and the time involved in the response.

- ☐ Time sheets or time logs.
- ☐ Supplies used.
- ☐ Contracts issued.
- ☐ Purchase orders issued.
- ☐ Any other expenditures, including medical monitoring.
- ☐ Damages to public buildings, equipment, utilities, etc.
- ☐ Loss of life or injury of any responder.
- ☐ Documents regarding economic impact.

Notation: It most cases the facility responsible for a radiological event and radiation incidents are responsible for all costs associated with response. Volunteer resources may not be reimbursable unless under contract. Documentation is essential.

- ☐ Develop or generate reports for the following, as appropriate:
  - ☐ FEMA
  - ☐ State
  - ☐ Local elected officials
  - ☐ County/City /Town Managers
  - ☐ Others requiring or requesting reports
- ☐ Coordinate recovery organizations including federal and state agencies and private or volunteer relief organizations.
- ☐ Establish donations management based on policy and procedure or guideline.
- ☐ If a Presidential declaration of disaster is made; file "Request for Public Assistance" to apply for assistance as soon as possible with the proper state or federal agency.
- ☐ Ensure public officials are made aware of the assistance application process, if applicable.
- ☐ Ensure the general public is made aware, through the public information officer, of the assistance application process, if applicable.
- ☐ Perform an incident critique as soon as possible with all possible response organizations.
- ☐ Review agency and self performance.
- ☐ Review the weaknesses of the plan.
- ☐ Correct weaknesses.
- ☐ Implement hazard mitigation or modify hazard mitigation plan accordingly.
- ☐ Brief elected officials with Updated/Reviewed information and disaster recovery progress.

POWER FAILURE CHECKLIST

Emergency Management / Incident Commander
Hertford County Emergency Operations Plan

Updated/Reviewed June 8, 2013

Planning:

- ☐ Coordinate with local electric utilities for information affecting local jurisdictions, obtain historical information on average outages and extended outages. Gather emergency contact information from each utility that provides service.
- ☐ Coordinate with schools, daycare centers, nursing homes, rest homes, hospitals, etc. in proper precautions and emergency actions prior to a major power failure. Encourage the purchase and installation of emergency generators.
- ☐ Coordinate with local planning boards and inspections departments regarding building codes and code enforcement to minimize damages that might occur from a prolonged power failure.
- ☐ Conduct hazard analysis of vital facilities and the impact of a major power failure on one or more of those facilities. Encourage such facilities to incorporate stand-by generators in their respective emergency plan.
- ☐ Coordinate with local broadcast media to ensure timely and accurate Emergency Alert System activation.
- ☐ Procure or produce information pamphlets for distribution to the public with assistance from utilities. "What to do When the Lights Go Out".
- ☐ Determine the availability of shelters and obtain shelter agreements if the Red Cross (or designated lead agency) has not.
- ☐ Coordinate with Red Cross, public agencies and/or the Salvation Army for shelter operations, as appropriate.

Response:

Notation: Most major power failures are the result of other incidents such as winter storms, tornadoes, etc. Additionally, you should refer to the specific cause event checklist.

- ☐ Identify immediate action or response requirements.
- ☐ Immediately carry out those action requirements necessary to preserve life and/or property, including the deployment of required resources.
- ☐ Activate the EOC as appropriate.
- ☐ Organize or establish the EOC, based on operational procedure or guideline.
- ☐ Issue alert and warning based on procedure or guideline, as warranted.
- ☐ Establish communications with responding agencies.
- ☐ Through communications with responding agencies determine as quickly as possible:
  - ☐ General boundary of the affected area
  - ☐ The general extent of power or other utility disruption
  - ☐ Immediate needs of response forces or utilities

- [ ] Estimated time of repair or duration of outage
- [ ] Estimated population affected
- [ ] Road closures or other transportation issues

- [ ] Evaluate overall county situation.
- [ ] Communicate with National Weather Service for forecast information for estimated duration of outage / failure (Freezing temperatures, etc.).
- [ ] Establish communications with the State.
- [ ] Establish communications with and request a liaison from electric and gas utilities as appropriate.
- [ ] Establish ongoing reporting from the response forces and utilities.
- [ ] Establish Incident Command.
- [ ] Coordinate with Red Cross (or designated lead agency) the opening of appropriate number of shelters in the appropriate areas, based on shelter procedure or guideline.
- [ ] Conduct first staff briefing as soon as practical after EOC / Command post activation.
- [ ] Activate or establish rumor control through the public information officer (PIO).
- [ ] Establish a schedule for briefings.
- [ ] Brief city/county/agency/utility executives.
- [ ] Provide PIO with updated/reviewed information.
- [ ] Establish, as appropriate, a Joint Information Center (JIC) with the facility.
- [ ] Provide response forces with updated/reviewed information, as appropriate.
- [ ] Cause public information to be released, via the public information officer (PIO) as soon as practical.
- [ ] Issue action guidance as appropriate.
- [ ] Establish 24/7 duty roster for the EOC and/or command post.
- [ ] Develop and post any required maps or diagrams.
- [ ] Activate an events log.
- [ ] Ensure all appropriate forms (ICS) are being used to track personnel and resources.
- [ ] Review and follow resource procurement procedure or guideline.
- [ ] Inventory additional resources that may be used or called upon for use.
- [ ] Activate formal resource request procedure or guideline and resource tracking.
- [ ] Coordinate all resource requests being forwarded to the State.
- [ ] Activate financial tracking system coordinated by the Finance Officer.
- [ ] Activate damage assessment and follow damage assessment procedure or guideline.
- [ ] If incident continues, develop a 12 hour incident action plan outlining actions that must be accomplished in the next 12 hours.
- [ ] Conduct a "second shift" or relieving shift briefing, if you are being relieved.

- [ ] Discuss with and present to your relief, the incident action plan for the next 12 hours.

Recovery:

- [ ] Gather damage assessment information (public, housing, business) from damage assessment teams.
- [ ] Obtain information from technical sources regarding outage effects.
- [ ] Obtain information from Red Cross (or designated lead agency) regarding number of shelterees and support necessary for continued operation.
- [ ] Obtain from Red Cross (or designated lead agency) an estimated duration period for continued shelter operations, if any.
- [ ] Obtain information from utilities regarding outages, length of repair, safety, etc.
- [ ] Assess citizen / community needs for individual assistance and/or public assistance.
- [ ] Activate local unmet needs committee if appropriate.
- [ ] Gather financial information from the Finance Officer.
- [ ] As appropriate gather additional information to include:
    - [ ] Personnel that responded and the time involved in the response.
    - [ ] Time sheets or time logs.
    - [ ] Supplies used.
    - [ ] Contracts issued.
    - [ ] Purchase orders issued.
    - [ ] Any other expenditures.
    - [ ] Damages to public buildings, equipment, utilities, etc.
    - [ ] Loss of life or injury of any responder.
    - [ ] Documents regarding economic impact.
- [ ] Develop or generate reports for the following, as appropriate:
    - [ ] FEMA
    - [ ] State
    - [ ] Local elected officials
    - [ ] County/City /Town Managers
    - [ ] Others requiring or requesting reports
- [ ] Coordinate recovery organizations including federal and state agencies and private or volunteer relief organizations, as appropriate.
- [ ] Establish donations management based on policy and procedure or guideline.
- [ ] It will be unlikely if a localized power outage will cause a Presidential declaration of disaster, but if a Presidential declaration of disaster is made, file "Request for Public Assistance" to apply for assistance as soon as possible with the proper state or federal

agency.

- ☐ Ensure public officials are made aware of the assistance application process, if applicable.
- ☐ Ensure the general public is made aware, through the public information officer, of the assistance application process, if applicable.
- ☐ Perform an incident critique as soon as possible with all possible response organizations.
- ☐ Review agency and self performance.
- ☐ Review the weaknesses of the plan.
- ☐ Correct weaknesses.
- ☐ Implement hazard mitigation or modify hazard mitigation plan accordingly.
- ☐ Brief elected officials with updated/reviewed information and disaster recovery progress.

TERRORIST THREAT / INCIDENT CHECKLIST

Emergency Management / Incident Commander
Hertford County Emergency Operations Plan

Updated/Reviewed June 8, 2013

Planning:

- ☐ Develop comprehensive terrorism response plans and guidelines.
- ☐ Ensure the public is well informed regarding the factual potential for terrorist incidents by developing and distributing factual information.
- ☐ At the Elevated condition, coordinate with business, government agencies, schools, daycare centers, hospitals, etc. in proper precautions and emergency actions prior to a terrorist incident.
- ☐ Coordinate with the Department of Homeland Security, FBI, Center for Disease Control and other federal agencies for information and warnings affecting local jurisdictions. Also coordinate with State Emergency Management, public health and others for similar warnings and information.
- ☐ Conduct hazard analysis of vital facilities and the impact of a terrorist incident on one or more of those facilities.
- ☐ Procure or produce information pamphlets for distribution to the public.
- ☐ Coordinate and plan at least one terrorist incident exercise (table top or practical) every three years.
- ☐ Determine the availability of shelters and obtain shelter agreements if the Red Cross (or designated lead agency) has not.
- ☐ Coordinate with local broadcast media to ensure timely and accurate Emergency Alert System activation.

Response:

- ☐ Identify type of terrorist incident (i.e., chemical, biological, explosive, etc.).
- ☐ Identify immediate action or response requirements.
- ☐ Ensure response forces have as much information as possible.
- ☐ EMS may activate mass casualty plan if appropriate.
- ☐ Health may activate bioterrorism plan if appropriate.
- ☐ Hospitals may activate radiation contamination or other contamination plans if appropriate.
- ☐ Immediately carry out those action requirements necessary to preserve life and/or property, including the deployment of required resources.
- ☐ Activate the EOC as appropriate.
- ☐ Organize or establish the EOC, based on operational procedure or guideline.
- ☐ Issue alert and warning based on procedure or guideline, as warranted.
- ☐ On order, evacuate affected areas with assistance from available response forces.
- ☐ Establish communications with responding agencies.

- ☐ Establish traffic control and security with law enforcement.
- ☐ Through communications with responding agencies determine as quickly as possible:
  - ☐ The specific type of incident and it involves additional incidents such as bio-chemical, explosives, radioactive materials, toxins, etc.
  - ☐ The location of any established command post:
    - ☐ Has incident command been established? If not, establish incident command.
    - ☐ Has the incident commander been appointed or assumed command? Who is it?
    - ☐ Have incident communications been fully established?
    - ☐ What is the two way radio frequency being used by incident command?
  - ☐ Number of killed or injured.
  - ☐ General boundary of the affected area.
  - ☐ The general extent of damages.
  - ☐ The general extent of power or other utility disruption.
  - ☐ Immediate needs of response forces.
  - ☐ If voluntary evacuations of the population have begun.
  - ☐ Location of any triage area.
  - ☐ Location of any congregate care area established or ad hoc.
- ☐ Evaluate overall county situation, including weather conditions and patterns that may affect the incident or the further dispersal of material.
- ☐ Request a technical liaison from the Health Department, and from law enforcement, both knowledgeable of terrorist activity; report to the EOC (or command post). Liaisons should also have knowledge regarding chemical, biological, nuclear and explosive weapons or other weapons of mass destruction.
- ☐ Establish communications with the State.
- ☐ Request hazardous materials team response if appropriate.
- ☐ Establish communications with and request a liaison from State Transportation and electric, telephone and gas utilities as necessary.
- ☐ Establish communications with area schools, medical facilities and/or businesses that might be affected.
- ☐ Establish ongoing reporting from the response forces, private agencies and utilities.
- ☐ Establish command post(s) as needed.
- ☐ Coordinate with Red Cross (or designated lead agency) the opening of appropriate number of shelters in the appropriate areas, based on shelter procedure or guideline.
- ☐ Conduct first staff briefing as soon as practical after EOC / Command post activation.
- ☐ Activate or establish rumor control through the public information officer (PIO).
- ☐ Establish a schedule for briefings.

- ☐ Brief city/county/agency/utility executives.
- ☐ Provide PIO with updated/reviewed information.
- ☐ Establish, as appropriate, a Joint Information Center (JIC) with the facility.
- ☐ Provide response forces with updated/reviewed information, as appropriate.
- ☐ Cause public information to be released, via the public information officer (PIO) as soon as practical.
- ☐ Issue action guidance as appropriate.
- ☐ Establish 24/7 duty roster for the EOC and/or command post.
- ☐ Develop and post any required maps or diagrams.
- ☐ Activate an events log.
- ☐ Ensure all appropriate forms (ICS) are being used to track personnel and resources.
- ☐ Review and follow resource procurement procedure or guideline.
- ☐ Inventory additional resources that may be used or called upon for use.
- ☐ Activate formal resource request procedure or guideline and resource tracking.
- ☐ Coordinate all resource requests being forwarded to the State.
- ☐ Activate financial tracking system coordinated by the Finance Officer.
- ☐ Activate damage assessment and follow damage assessment procedure or guideline.
- ☐ If incident continues, develop a 12 hour incident action plan outlining actions that must be accomplished in the next 12 hours.
- ☐ Conduct a "second shift" or relieving shift briefing, if you are being relieved.
- ☐ Discuss with and present to your relief, the incident action plan for the next 12 hours.

Recovery:

- ☐ Gather damage assessment information (public, housing, business) from damage assessment teams.
- ☐ Obtain information from technical sources regarding explosive effects, biological or other effects duration.
- ☐ Obtain information from Red Cross (or designated lead agency) regarding number of shelterees and support necessary for continued operation.
- ☐ Obtain from Red Cross (or designated lead agency) an estimated duration period for continued shelter operations, if any.
- ☐ Obtain information from utilities regarding outages, length of repair, safety, etc.
- ☐ Assess citizen / community needs for individual assistance and/or public assistance.
- ☐ Activate local unmet needs committee if appropriate.
- ☐ Gather financial information from the Finance Officer.
- ☐ As appropriate gather additional information to include:
    - ☐ Personnel that responded and the time involved in the response.

- [ ] Time sheets or time logs.
- [ ] Supplies used.
- [ ] Contracts issued.
- [ ] Purchase orders issued.
- [ ] Any other expenditures.
- [ ] Damages to public buildings, equipment, utilities, etc.
- [ ] Loss of life or injury of any responder.
- [ ] Documents regarding economic impact.

- [ ] Develop or generate reports for the following, as appropriate:
  - [ ] FEMA
  - [ ] State
  - [ ] Local elected officials
  - [ ] County/City /Town Managers
  - [ ] Others requiring or requesting reports
- [ ] Coordinate recovery organizations including federal and state agencies and private or volunteer relief organizations, as appropriate.
- [ ] Establish donations management based on policy and procedure or guideline.
- [ ] If a Presidential declaration of disaster is made, file "Request for Public Assistance" to apply for assistance as soon as possible with the proper state or federal agency.
- [ ] Ensure public officials are made aware of the assistance application process, if applicable.
- [ ] Ensure the general public is made aware, through the public information officer, of the assistance application process, if applicable.
- [ ] Perform an incident critique as soon as possible with all possible response organizations.
- [ ] Review agency and self performance.
- [ ] Review the weaknesses of the plan.
- [ ] Correct weaknesses.
- [ ] Implement hazard mitigation or modify hazard mitigation plan accordingly.
- [ ] Brief elected officials with updated/reviewed information and disaster recovery progress.

TORNADO CHECKLIST

Emergency Management / Incident Commander
Hertford County Emergency Operations Plan

Updated/Reviewed June 8, 2013

Planning:

- ☐ Ensure the public is well informed regarding tornado watches and warnings.
- ☐ Coordinate with the National Weather Service for timely watches and warnings affecting local jurisdictions.
- ☐ Coordinate with local broadcast media to ensure timely and accurate Emergency Alert System activation.
- ☐ Coordinate with schools, daycare centers, hospitals, etc. in proper precautions and emergency actions relative to tornado events.
- ☐ Coordinate and plan at least one exercise (table top or practical) every six years.
- ☐ Coordinate with local planning boards and inspections departments regarding building codes and code enforcement to minimize damages.
- ☐ Coordinate the establishment of local laws to strengthen building codes in tornado prone areas.
- ☐ Conduct hazard analysis of vital facilities and the impact of a tornado on one or more of those facilities.
- ☐ Procure or produce information pamphlets for distribution to the public, as applicable.
- ☐ Determine the availability of shelters and obtain shelter agreements if the Red Cross (or designated lead agency) has not.
- ☐ Coordinate with Red Cross, public agencies and/or the Salvation Army for shelter operations.
- ☐ Coordinate with Department of Transportation officials for information regarding roads and bridges likely to be used for evacuation.
- ☐ Coordinate with electric utilities to share information concerning power outages.

Response:

- ☐ Identify immediate action or response requirements.
- ☐ Immediately carry out those action requirements necessary to preserve life and/or property, including the deployment of required resources.
- ☐ Activate the EOC as appropriate and implement tornado plan, if developed.
- ☐ Organize or establish the EOC, based on operational procedure or guideline.
- ☐ Issue alert and warning based on procedure or guideline, as warranted.
- ☐ Establish communications with responding agencies.
- ☐ Establish traffic control and security with law enforcement.
- ☐ Through communications with responding agencies determine as quickly as possible:
  - ☐ The location of any established command post:

- Has incident command been established? If not, establish incident command.
- Has the incident commander been appointed or assumed command? Who is it?
- Have incident communications been fully established?
- What is the two way radio frequency being used by incident command?

- Number of killed or injured.
- General boundary of the affected area.
- The general extent of damages and any secondary issues such as chemical spills, explosions, flooding, etc.
- The general extent of power or other utility disruption.
- Immediate needs of response forces.
- If voluntary evacuations of the population have begun.
- Location of any triage area.
- Location of any congregate care area established or ad hoc.

- Evaluate overall county situation.
- Establish communications with the State.
- Establish communications with the National Weather Service.
- Establish communications with and request a liaison from affected telephone, electric and gas utilities.
- Establish ongoing reporting from the response forces services, private agencies and utilities.
- Establish command post(s) as needed.
- Coordinate with Red Cross (or designated lead agency) the opening of appropriate number of shelters in the appropriate areas, based on shelter procedure or guideline.
- On order, evacuate affected areas with assistance from response forces.
- Conduct first staff briefing as soon as practical after EOC / Command post activation.
- Activate or establish rumor control through the public information officer (PIO).
- Establish a schedule for briefings.
- Brief city/county/agency/utility executives.
- Provide PIO with updated/reviewed information.
- Provide response forces with Updated/Reviewed information, as appropriate.
- Cause public information to be released, via the public information officer (PIO) as soon as practical.
- Issue action guidance as appropriate.
- Establish 24/7 duty roster for the EOC and/or command post.
- Develop and post any required maps or diagrams.

- ☐ Activate an events log.
- ☐ Ensure all appropriate forms (ICS) are being used to track personnel and resources.
- ☐ Review and follow resource procurement procedure or guideline.
- ☐ Inventory additional resources that may be used or called upon for use.
- ☐ Activate formal resource request procedure or guideline and resource tracking.
- ☐ Coordinate all resource requests being forwarded to the State.
- ☐ Activate financial tracking system coordinated by the Finance Officer.
- ☐ Activate damage assessment and follow damage assessment procedure or guideline.
- ☐ Develop a 12 hour incident action plan outlining actions that must be accomplished in the next 12 hours.
- ☐ Conduct a "second shift" or relieving shift briefing, if you are being relieved.
- ☐ Discuss with and present to your relief, the incident action plan for the next 12 hours.

Recovery:

- ☐ Gather damage assessment information (public, housing, business) from damage assessment teams.
- ☐ Obtain information from Red Cross (or designated lead agency) regarding number of shelterees and support necessary for continued operation.
- ☐ Obtain from Red Cross (or designated lead agency) an estimated duration period for continued shelter operations, if any.
- ☐ Obtain information from utilities regarding damage, outages and customers affected.
- ☐ Assess citizen / community needs for individual assistance and/or public assistance if applicable.
- ☐ Activate local unmet needs committee if appropriate.
- ☐ Gather financial information from the Finance Officer.
- ☐ As appropriate gather additional information to include:
  - ☐ Personnel that responded and the time involved in the response.
  - ☐ Time sheets or time logs.
  - ☐ Supplies used.
  - ☐ Contracts issued.
  - ☐ Purchase orders issued.
  - ☐ Any other expenditures.
  - ☐ Damages to public buildings, equipment, utilities, etc.
  - ☐ Loss of life or injury of any responder.
  - ☐ Documents regarding economic impact.
- ☐ Develop or generate reports for the following, as appropriate:

- ☐ FEMA
- ☐ State
- ☐ Local elected officials
- ☐ County/City /Town Managers
- ☐ Others requiring or requesting reports

☐ Coordinate recovery organizations including federal and state agencies and private or volunteer relief organizations.

☐ Establish donations management based on policy and procedure or guideline.

☐ If a Presidential declaration of disaster is made, file "Request for Public Assistance" to apply for assistance as soon as possible with the proper state or federal agency.

☐ Ensure public officials are made aware of the assistance application process, if applicable.

☐ Ensure the general public is made aware, through the public information officer, of the assistance application process, if applicable.

☐ Perform an incident critique as soon as possible with all possible response organizations.

☐ Review agency and self performance.

☐ Review the weaknesses of the plan.

☐ Correct weaknesses.

☐ Implement hazard mitigation or modify hazard mitigation plan accordingly.

☐ Brief elected officials with updated/reviewed information and disaster recovery progress.

WINTER STORM CHECKLIST

Emergency Management / Incident Commander
Hertford County Emergency Operations Plan

Updated/Reviewed June 8, 2013

Planning:

- ☐ Ensure the public is well informed regarding winter storm watches and warnings.
- ☐ Coordinate with the National Weather Service for timely watches and warnings affecting local jurisdictions.
- ☐ Coordinate with local broadcast media to ensure timely and accurate Emergency Alert System activation.
- ☐ Coordinate with schools, daycare centers, hospitals, etc. in proper precautions and emergency actions prior to winter season.
- ☐ Coordinate and plan at least one exercise (table top or practical) every six years.
- ☐ Coordinate with local planning boards and inspections departments regarding building codes and code enforcement to minimize damages.
- ☐ Coordinate the establishment of local laws to strengthen building codes.
- ☐ Conduct hazard analysis of vital facilities and the impact of a major winter storm on one or more of those facilities.
- ☐ Procure or produce information pamphlets for distribution to the public, as applicable.
- ☐ Determine the availability of shelters and obtain shelter agreements if the Red Cross (or designated lead agency) has not.
- ☐ Coordinate with Red Cross, public agencies and/or the Salvation Army for shelter operations.
- ☐ Coordinate with Department of Transportation officials for information regarding roads and bridges likely to ice or be closed.
- ☐ Coordinate transportation for persons that may be stranded or otherwise isolated or likely to need emergency assistance.
- ☐ Coordinate with electric utilities to share information concerning power outages.

Response:

- ☐ Identify immediate action or response requirements.
- ☐ Immediately carry out those action requirements necessary to preserve life and/or property, including the deployment of required resources.
- ☐ Activate the EOC as appropriate and implement winter storm plan, if developed.
- ☐ Organize or establish the EOC, based on operational procedure or guideline.
- ☐ Issue alert and warning based on procedure or guideline, as warranted.
- ☐ If areas are isolated, on order, evacuate affected areas with assistance from response or predetermined transportation forces.
- ☐ Establish communications with responding agencies.
- ☐ Establish traffic control and security with law enforcement.

- [ ] Through communications with responding agencies determine as quickly as possible:
  - [ ] The location of any established command post:
    - [ ] Has incident command been established? If not, establish incident command.
    - [ ] Has the incident commander been appointed or assumed command? Who is it?
    - [ ] Have incident communications been fully established?
    - [ ] What is the two way radio frequency being used by incident command?
  - [ ] Number of killed or injured.
  - [ ] General boundary of the affected area.
  - [ ] The general extent of damages.
  - [ ] The general extent of power or other utility disruption.
  - [ ] Immediate needs of response forces.
  - [ ] If voluntary evacuations of the population have begun.
  - [ ] Location of any triage area.
  - [ ] Location of any congregate care area established or ad hoc.
- [ ] Evaluate overall county situation (i.e., roads impassable, power failures, traffic accidents, etc.).
- [ ] Establish communications with the State.
- [ ] Establish communications with the National Weather Service.
- [ ] Establish communications with and request a liaison from affected telephone, electric and gas utilities.
- [ ] Establish ongoing reporting from the response forces, private agencies and utilities.
- [ ] Establish command post(s) as needed.
- [ ] Coordinate with Red Cross (or designated lead agency) the opening of appropriate number of shelters in the appropriate areas, based on shelter procedure or guideline.
- [ ] Conduct first staff briefing as soon as practical after EOC / Command post activation.
- [ ] Activate or establish rumor control through the public information officer (PIO).
- [ ] Establish a schedule for briefings.
- [ ] Brief city/county/agency/utility executives.
- [ ] Provide PIO with updated/reviewed information.
- [ ] Provide response forces with Updated/Reviewed information, as appropriate.
- [ ] Cause public information to be released, via the public information officer (PIO) as soon as practical.
- [ ] Issue action guidance as appropriate.
- [ ] Establish 24/7 duty roster for the EOC and/or command post.

- [ ] Develop and post any required maps or diagrams.
- [ ] Activate an events log.
- [ ] Ensure all appropriate forms (ICS) are being used to track personnel and resources.
- [ ] Review and follow resource procurement procedure or guideline.
- [ ] Inventory additional resources that may be used or called upon for use.
- [ ] Activate formal resource request procedure or guideline and resource tracking.
- [ ] Coordinate all resource requests being forwarded to the State.
- [ ] Activate financial tracking system coordinated by the Finance Officer.
- [ ] Activate damage assessment and follow damage assessment procedure or guideline.
- [ ] Develop a 12 hour incident action plan outlining actions that must be accomplished in the next 12 hours.
- [ ] Conduct a "second shift" or relieving shift briefing, if you are being relieved.
- [ ] Discuss with and present to your relief, the incident action plan for the next 12 hours.

Recovery:

- [ ] Gather damage assessment information (public, housing, business) from damage assessment teams.
- [ ] Obtain information from Red Cross (or designated lead agency) regarding number of shelterees and support necessary for continued operation.
- [ ] Obtain from Red Cross (or designated lead agency) an estimated duration period for continued shelter operations, if any.
- [ ] Obtain information from the National Weather Service and other sources regarding duration, accumulations, etc.
- [ ] Obtain information about continued road closures and additional isolated persons or communities.
- [ ] Assess citizen / community needs for individual assistance and/or public assistance if applicable.
- [ ] Activate local unmet needs committee if appropriate.
- [ ] Gather financial information from the Finance Officer.
- [ ] As appropriate gather additional information to include:
    - [ ] Personnel that responded and the time involved in the response.
    - [ ] Time sheets or time logs.
    - [ ] Supplies used.
    - [ ] Contracts issued.
    - [ ] Purchase orders issued.
    - [ ] Any other expenditures.
    - [ ] Damages to public buildings, equipment, utilities, etc.

- ☐ Loss of life or injury of any responder.
- ☐ Documents regarding economic impact.

☐ Develop or generate reports for the following, as appropriate:

- ☐ FEMA
- ☐ State
- ☐ Local elected officials
- ☐ County/City /Town Managers
- ☐ Others requiring or requesting reports

☐ Coordinate recovery organizations including federal and state agencies and private or volunteer relief organizations.

☐ Establish donations management based on policy and procedure or guideline.

☐ If a Presidential declaration of disaster is made, file "Request for Public Assistance" to apply for assistance as soon as possible with the proper state or federal agency.

☐ Ensure public officials are made aware of the assistance application process, if applicable.

☐ Ensure the general public is made aware, through the public information officer, of the assistance application process, if applicable.

☐ Perform an incident critique as soon as possible with all possible response organizations.

☐ Review agency and self performance.

☐ Review the weaknesses of the plan.

☐ Correct weaknesses.

☐ Implement hazard mitigation or modify hazard mitigation plan accordingly.

☐ Brief elected officials with updated/reviewed information and disaster recovery progress.