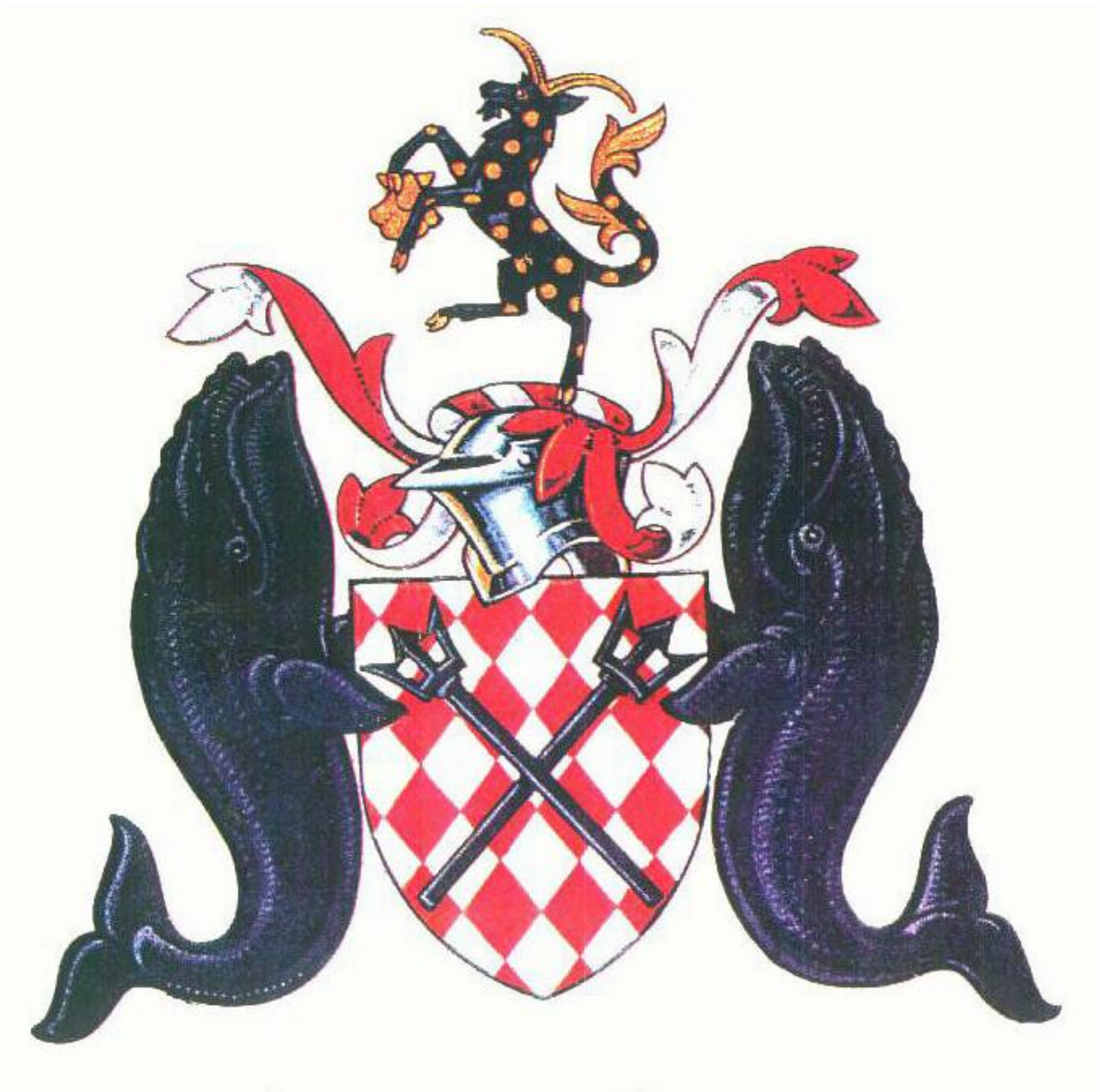


CARTERET COUNTY



EMERGENCY OPERATIONS PLAN

For All-Hazards

Reviewed and updated June 2023

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

LETTER OF PROMULGATION

DATE: July 1, 2023

TO: CARTERET COUNTY GOVERNMENT
LOCAL MUNICIPAL GOVERNMENTS
CARTERET COUNTY FIRE & EMS DEPARTMENTS
RESIDENTS OF CARTERET COUNTY

By virtue of the powers and authority vested in me as the Chair of the County Board of Commissioners, I hereby promulgate and issue the Carteret County Emergency Operations Plan, dated July 2023, as a regulation and guidance to provide for the protection of the life and property within Carteret County. The revised Carteret County Emergency Operations Plan (EOP), hereafter will be referred to as "The Plan."

The Plan outlines the coordinated actions to be taken by County, municipal, public safety officials and supporting organizations during emergencies and disastrous events. It identifies staffing and other resources available to minimize, respond to, and recover from the impacts of these emergencies or disasters. On May 16, 2005, The Board of Commissioners adopted a Resolution designating the National Incident Management System (NIMS) as the basis for all Incident Management and requires the use of the Incident Command System (ICS) at all levels of response.

This plan is an effective tool for county-wide emergency planning. It should be implemented as necessary for any significant incident/event or disaster, and when the County issues a State Of Emergency (SOE). The Emergency Services Department (ESD) is responsible for the maintenance and update of the plan annually, as required by ordinance, in coordination and agreement with appropriate participating agencies and units of government. Minor, technical changes made by the ESD shall not require re-approval, provided a copy of the changed section is provided to all parties on the distribution list.

Adoption of The Plan rescinds all previous versions of the Carteret County Emergency Operations Plan and shall remain in effect until a proper replacement Plan has been implemented.

Sincerely,


Jimmy Farrington, Chairman
Carteret County Board of Commissioners

Basic Plan - 1

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PREFACE

This Emergency Operations Plan is an all-hazards plan that describes how Carteret County will organize and respond to significant incidents or events in the community. It is based on, and is compatible with, Federal, State of North Carolina, and other applicable laws, regulations, plans, and policies, including the National Planning System (NPS) and the State of North Carolina's Emergency Management Plan. Carteret County has adopted the principles of the National Incident Management System (NIMS).

Consisting of a Base Plan, Emergency Support Functions, and Annexes, this EOP provides a framework for coordinated response and recovery activities to any all-hazards incident or event. The plan describes how various agencies and organizations in the County will coordinate resources and activities with other Federal, State, local, tribal, and private-sector partners.

INTRODUCTION

The Carteret County Emergency Operations Plan (EOP) is developed and maintained by the Department of Emergency Services to ensure a coordinated and effective response to any significant incident or event that might threaten Carteret County. The EOP should be reviewed each year by the first of June and updated in order to incorporate the most recent technological advances and the timeliest information available to the emergency management community, as well as new partnerships that have developed during the year.

Through the use of a functional format, reflective of the National Response Framework (NRF), the plan relies upon the principles of the National Incident Management System (NIMS) which provides a consistent common, national approach for incident management. The use of the NIMS fosters a prompt, efficient, and coordinated response by all of the diverse elements of the traditional and non-traditional emergency response community.

The EOP Base Plan serves as the conceptual and policy framework for anticipated response efforts. The 11 Functional Support Groups (FSGs) identifies primary and support agencies, and assigns the responsibilities for each agency for emergency situations. Defining the roles of each agency prior to an incident or event serves to reduce confusion and conflicting roles; therefore decreasing the impact of emergencies on persons, animals, and property.

This plan does not attempt to define how each agency or supporting agency should perform its individual tasks. The manner in which tasks are to be performed are contained in each FSG lead, department or agency's Standard Operating Procedures (SOPs), guidelines, and checklists.

Companion documents referenced throughout this EOP should be consulted when implementing applicable portions of the plan. This document contains some of the referenced materials, including emergency management authorizing ordinances and sample resolutions that can be used for implementing the plan. Other documents, such as Mutual Aid Agreements or Memorandums of Understanding are maintained separately, with a copy located at the Emergency Operations Center (EOC).

This plan meets the requirements of planning guidance promulgated by the Federal Emergency Management Agency (FEMA), Comprehensive Preparedness Guide (CPG) 101, and the legal responsibilities of Carteret County as identified in North Carolina General Statutes, Chapter 166-A. It provides all the necessary elements to ensure that local government can fulfill its legal responsibilities for emergency preparedness, response, recovery.

All previous versions of the Carteret County Emergency Operations Plan are hereby rescinded.

LETTER OF AGREEMENT

The Carteret County EOP (or "The Plan") is a multi-discipline, all-hazards plan that establishes a comprehensive framework for the management of significant incidents or events impacting Carteret County. The plan is implemented when it becomes necessary to mobilize the resources of the identified departments and agencies to save lives and protect property and infrastructure. Organizations with assigned responsibilities should be familiar with the entire plan; however, added emphasis must be given by those organizations to the sections for which they have primary or support responsibility. FSG leads, governmental agencies and departments are responsible for establishing their own SOPs and guidelines in order to conduct the operational tasks assigned to them in this plan. FSG leads and supporting agencies shall annually submit copies of their procedures to the Department of Emergency Services prior to the first of June.

By acknowledging this letter of agreement, the leadership of: Carteret County, Municipalities, Private Organizations and Volunteer groups agree to coordinate and conduct emergency operations in accordance with NC General Statutes, Carteret County Emergency Management Ordinance, the NIMS and maintain supporting plans, procedures, and emergency support function documents and checklists to accomplish assigned responsibilities of this Plan.

ACKNOWLEDGEMENT OF THE PLAN

All departments, agencies and non-profit groups identified in this plan were given the opportunity to provide comments and feedback on the development of the EOP during the planning process. All comments and feedback were adjudicated and are reflected in this final version.

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

PLAN ADMINISTRATION

The Carteret County EOP, including appendices and annexes, will be reviewed annually and approved as appropriate after an exercise or incident response. All updates and revisions to the plan will be tracked and recorded in the following table. This process will ensure that the most recent version of the plan is disseminated and implemented by emergency response personnel.

RECORD OF CHANGES

| PURPOSE OF CHANGE | DATE OF CHANGE | PAGE(S) CHANGED | CHANGE MADE BY |
|--|-----------------------|--|-----------------------|
| Clarify the use of WebEOC and change SOG to SOP. | 4/2/2015 | BP 25-29 31-35,37 | Jen Sawyer |
| Changed Carteret General Hospital to Carteret Health Care; Updated population to 2015 US Census Information; Changed Special Needs to Medically Fragile | 6/13/2016 | BP 7, 12, 13, 14, 23, 29, 30, 32, 34-37 ESF 6 2,4,5,7 ESF 8 1-4, 8 | Jen Sawyer |
| Added Gallants Channel High-rise bridge; Removed mobile command post resource; Updated Fire Contracts; Updated EMS Contracts; Added PIO responsibilities to Human Resources | 7/5/2018 | BP 12 ESF 2 2 ESF 4 1 ESF 8 2 BP 9, ESF 15 1-4 | Jen Sawyer |
| Plan Review | 4/3/2019 | Minor Changes Throughout & added ESF #6A – Donated Goods/Volunteer Management | Jen Sawyer |
| Updated population to 2019 US Census Information; Added ESF 2, ESF 7 and ES Director responsibilities; Minor changes throughout | 5/15/2020 | BP 13, 22, 23, 25, 34 | Jen Sawyer |
| Plan Review | 3/16/2021 | Minor changes throughout | Jen Sawyer |
| Plan Update; Added Chairperson, ESF 1, ESF 4, ESF 5, ESF 6, ESF 7, ESF 8, ESF 10, ESF 12, ESF 13, ESF 15 responsibilities; Minor changes throughout | 4/18/2022 | BP 32, ESF 1 3-7, ESF 4 2-3, ESF 5 1-3, ESF 6 1-5, ESF 7 2, ESF 8 3-10, ESF 10 2, ESF 12 1-5, ESF 13 2, ESF 15 1-12 | Jen Sawyer |
| Plan Update: Updated Agency Assignments to reflect dropping ESF designations, Updated Table | | BP: 9, 10, 13, 17, 21, 25, 30-42, FSGs: 45 & 141, SOE: 150 | Aaron Stryker |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

| | | | |
|--|--|--|--|
| <p>of Contents; Updated County Population; Added IS-2200 to EOC training; Updated Functional Support Group Summary; Highlighted Primary Agencies on EOC Position List; Restructured Organization and Assignment of Responsibilities; Updated Agency Assignments to reflect dropping ESF designations and added Command Group and Liaison Group; Updated State of Emergency Proclamation</p> | | | |
|--|--|--|--|

DISTRIBUTION LIST

Copies of this plan have been provided to the following jurisdictions, agencies, and persons. Updates will be provided by printed or electronic means; however, each department along with the EOC should maintain at least one or more hard copies. The recipient will have the responsibility for updating the EOP when changes are received. The Carteret County Emergency Services Department is ultimately responsible for all plan updates.

Amateur Radio Emergency Services
American Red Cross
Bogue Banks Water Corporation
Carteret Correctional Center
Carteret Health Care
County Board of Commissioners
County Department Heads
County Emergency Communications Center
County Manager and Deputies
Craven County Emergency Management
Emergency Services Department Personnel/Website
Carteret County Public School System
Fire & EMS Departments
Jones County Emergency Management
MCAS Cherry Point Emergency Management
Municipal Emergency Managers
Municipal Managers
Municipal Mayors
National Park Service – Cape Lookout
National Weather Service – Newport
NC Department of Transportation – Carteret County
NC Emergency Management
NC Ferry Division Emergency Management
NC Forestry
NC Parks and Recreation – Fort Macon
Police Departments
Radio Communications Vendor – ECI Communications
Salvation Army
Sheriff's Office Senior Staff
US Coast Guard – Atlantic Beach
US Coast Guard – Emerald Isle
US Forestry – Croatan National Forest
Western Carteret Water Corporation

FSG ASSIGNMENTS

Unless otherwise stated, the following table identifies agencies responsible for the review of the specific plan and Functional Support Groups (FSGs). Changes should be forwarded to the Emergency Services Director for revision and dissemination of the plan. This does not preclude other departments and agencies with a vital interest in the plan from providing input to the document; such input is, in fact, encouraged.

| Section | Assignment |
|--|--|
| Base Plan | Carteret County Emergency Services |
| Functional Support Group | |
| Command Group | Carteret County Emergency Services, Carteret County Manger's Office, Carteret County Finance Department, Carteret County Human Resources |
| Transportation Group | Carteret County Area Transportation System and Carteret County Public Schools Transportation Department |
| Communications & Information Technology Group | Carteret County Emergency Services, Carteret County Information Technology, and Carteret County Geographic Information Systems |
| Public Works and Engineering & Planning Department | Carteret County General Services Department and Carteret County Planning Department |
| Human Services Group | Carteret County Department of Social Services |
| Donations Management Group | Carteret County Parks and Recreation and Salvation Army |
| Public & Environmental Health Group | Carteret County Health Department and Carteret County Environmental Health Department |
| Sheriff's Office | Carteret County Sheriff's Office, NC State Highway Patrol and US Coast Guard, Sector NC |
| Agriculture and Natural Resources Group | Carteret County Agriculture Extension and Carteret County Health Department |
| Public Information Group | Carteret County Public Affairs and Municipal Public Affairs |
| Liaison Group | Non-County Agency Personnel assigned to the EOC |

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BASE PLAN

PURPOSE

This Plan predetermines actions to be taken during all-hazards incidents or events by government agencies, public safety departments, and supporting private organizations within Carteret County. Activation of this Plan will coordinate response and recovery actions thereby reducing the impact of these incidents or events on people and property.

This Plan establishes a systematic, coordinated and effective focus on the capabilities required across the whole community to prepare, mitigate, respond to, and recover from the threats and hazards that pose the greatest risk from significant incidents or events occurring within the county and throughout Eastern, NC. Included are processes for evacuation, sheltering, and re-entry. It is intended in all instances to be consistent with the NIMS and encompasses all phases of Emergency Management (see Figure 1).



Figure 1 Five Phases of Emergency Management

This Plan is designed to address impacts from any all-hazards incident or event that could adversely affect Carteret County. It applies to all county government departments, fire and EMS departments, and other agencies which are tasked to provide support to the county in significant incidents or events. It describes the fundamental policies, strategies, and general concept of operations to be used in managing the significant incident or event from pre-onset through recovery.

SITUATION AND ASSUMPTIONS

A. Situation

- Carteret County is exposed to many threats and hazards, all of which have the potential to disrupt the community, cause damage, and create injury or fatalities. Likely threats and hazards include:

- Hurricanes, Tropical Storms, and Nor'Easters
- Tornadoes, Thunderstorms, and Damaging Winds
- Flooding and Storm Surge

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- Isolation
 - Hazardous Materials
 - Drought
 - Fires and Wildland Fires
 - Bridge Damage and/or Failures
 - Maritime Incidents
 - Widespread Power Failures
 - Aircraft Accidents
 - Acts of Terrorism
 - Other Criminal Acts
 - Pandemic and Health Emergencies
- Carteret County is geographically located in the central coastal area of North Carolina. It is bordered on the east by the Atlantic Ocean, on the northeast by Hyde County, on the north by Pamlico County as well as the Pamlico Sound, on the west by Craven and Jones Counties, and on the southwest by Onslow County (see Figure 2).

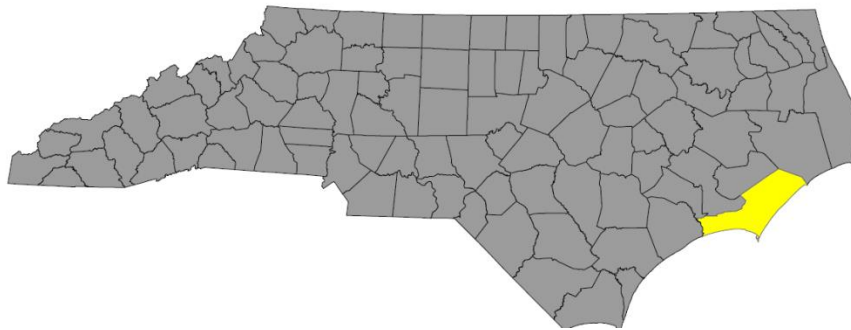


Figure 2 Map of North Carolina

- The county is primarily flat terrain with the average elevation being only 9 feet above sea level. The total land area covers approximately 524 square miles, with approximately 81 miles of Atlantic Ocean coastline. Barrier islands parallel the county's coast for this entire length, with the southern portion being developed and accessible by two high rise bridges, while the eastern portion is part of Cape Lookout National Seashore, not permanently inhabited, and is accessible only by private ferry or boat (see Figure 3).



Figure 3 Map of Carteret County

- There are eleven (11) municipalities in Carteret County, which include Atlantic Beach, Beaufort, Bogue, Cape Carteret, Cedar Point, Emerald Isle, Indian Beach, Morehead City, Newport, Peletier, and Pine Knoll Shores. The Town of Beaufort is the County Seat. The county is also home of the North Carolina State Port, one of fourteen strategic ports in the United States.
- The annual population as of July, 2022 Census Bureau data is 69,380. The seasonal population, from May to September, elevates to over 240,000.
- The major traffic arteries providing ingress and egress to the County are: US 70, NC 24, NC 12, NC 58, and NC 101. The NC 12 route includes North Carolina's Cedar Island to Ocracoke Island ferry, which serves as a gateway to the Northern Outer Banks.
- Several major bridges are located throughout the County and are heavily depended upon to provide routes for timely evacuations to occur. These major bridges include the following locations: NC 12 onto Cedar Island, US 70 from Stacy to Sea Level, US 70 at North River, US 70 over Gallants Channel, NC 101 over the Intracoastal Waterway, US 70 from Radio Island to Morehead City, Morehead City to Atlantic Beach, NC 58 from Emerald Isle to Cape Carteret, and NC 24 over the White Oak River. Due to the county's coastal proximity, numerous smaller bridges are present on many primary and secondary roads.
- A natural gas pipeline parallels US 70 into Morehead City. In Morehead City, the pipeline splits off at the Junction of US 70 and NC 24. One section turns east paralleling US 70 and the other section turns west paralleling NC 24 towards Jacksonville.
- Two railways run through the county; the NC Railroad and Norfolk Southern Railroad. Primary rail access is parallel to US 70 entering from Craven County and extending to and just beyond the North Carolina State Port.

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- There are two sizeable airports located in Carteret County. The Michael J. Smith Field in Beaufort has three (3) runways, one runway being 5,000 feet in length. This field has been designated as one of the busiest small airports in North Carolina. The U. S. Marine Corps operates Bogue Field, an outlying landing field in Bogue and located between NC 24 and the Bogue Sound. Additionally, the U. S. Marine Corps operates a second outlying landing field in Atlantic, capable of rotary craft operations only. Both Marine Corps sites are managed by Marine Corps Air Station (MCAS) Cherry Point in the nearby town of Havelock. Although the MCAS is located within Craven County, it serves as a major launch point for both fixed wing and rotary wing airframes which actively operate within Carteret County.
- The National Flood Insurance Program (NFIP) Administrator for Carteret County is the Carteret County Planning and Inspections Department. Maps indicating low lying flood areas are also located in the Planning and Inspections Department, and are available on the internet and in county libraries.
- Carteret County primarily receives its weather warnings from the National Weather Service (NWS) Office in Newport. NWS will detect and track potentially dangerous storms and conditions, issuing advisories as long as the threat exists. Carteret County Emergency Services coordinates with the NWS regularly. Also, during predictable incidents, Emergency Services will coordinate with NC Emergency Management to maintain and update severe weather information.
- Additional characteristics or key facilities within the county include:
 - NC Aquarium (Pine Knoll Shores)
 - NC State Historical site (Fort Macon)
 - Cape Lookout National Seashore
 - Croatan National Forest
 - US Coast Guard Stations (Atlantic Beach and Emerald Isle)
 - USMC BT11 Bombing Range (Pamlico Sound)
 - Carteret Community College
 - Carteret Health Care
 - Numerous industrial and commercial areas including retail outlets
 - A large number of recreational boaters
 - Popular beach and tourism destination
 - Large open farms in select areas
- Many locations within the county have permits to operate sewage treatment plants. The Carteret County Health Department maintains information on these locations and operators.
- Carteret County Government has mutual aid (or similar) agreements with surrounding and inclusive jurisdictions and key non-governmental organizations. Prior written agreements are necessary for potential FEMA or state reimbursement following a disaster.
- Carteret County relies upon Duke Energy and Carteret Craven Electrical Membership Corporation (EMC) for electric utility service.

- Carteret County relies upon Century Link for local telephone service. Also, Spectrum provides Voice over Internet Protocol (VOIP) internet phone service. Collectively, these two vendors reflect the bulk of internet access available to those within Carteret County.
- County Resource Management, including mission assignment, deployment, and demobilization will be coordinated from the County Emergency Operations Center (EOC) during significant incidents or events. Municipal Resource Management will be managed by each locality's EOC and coordinated as necessary with the county's EOC.

B. Assumptions

- One or more of the threats and hazards listed in Section A (Situation) could impact Carteret County. Cascading events are very likely in times of disaster. The impact of those could also create:
 - Loss of water distribution, waste water, and water treatment capabilities
 - Impassable road networks
 - Need for mass care and/or feeding operations (short and long term), or sheltering, including Medically Fragile patients and companion animals
 - Damage or destruction of communications networks
 - Dramatic increase in media attention necessitating public information
 - Overwhelming of local resources and the need for federal or state assistance
 - Controlled access and re-entry control into damaged areas
 - Need for damage assessment
 - Increased demands and potential failure of auxiliary power for essential facilities
 - Management of donated goods and spontaneous volunteers
 - Contamination of public and private wells
 - Depletion of staff
 - Damage or destruction of vital facilities
 - Reconstruction management program
 - Severe economic impact
 - Environmental impact on wildlife and natural environment
 - Need for debris clearance, removal and disposal
 - Need for temporary debris burn sites, chipping and mulching sites
 - Damage or destruction of vital records and historical properties
 - Demand for temporary housing units
 - Medical emergency facilities at capacity
 - Failure of 9-1-1 System
 - Continuity of Operations implementation for key governmental and emergency facilities
 - Looting
 - Mass Casualties

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- It is prudent and necessary for the county, municipalities, public safety departments, and supporting agencies to plan for and to carry out emergency and disaster response, and short-term recovery operations utilizing local resources.
- All levels of government and its partners must develop Continuity of Operations planning encompassing staffing, lines of succession, and mode of operations.
- Officials of the county and all partners are aware of the possible occurrence of an emergency or major disaster and their responsibilities in execution of this plan, and will respond as needed.

CONCEPT OF OPERATIONS

- Carteret County has developed, implemented, and maintains a comprehensive Emergency Management Program through the county's Emergency Services Department (ESD). The ESD monitors threats and hazards which could impact the area and conducts appropriate emergency operations to address emergency situations affecting the county.
- State of North Carolina General Statute 166 A-2 requires county and city governments to organize and plan for the protection of life and property from the effects of any all-hazards incident within its borders. To accomplish this all-hazards approach, this EOP and other components of this plan are scalable, flexible, and implement the concepts identified in the NIMS to align key roles and responsibilities across all lines of county government and municipalities.
- In significant incidents or events, the Director of Emergency Services and the County Manager, or his/her designees will carry out the direction and control of emergency activities under the authority of the County Commissioners. Designated officials of municipal government will do the same within their jurisdiction, in coordination with the county.
- The county's primary EOC is located at 300 N. 12th Street, Morehead City. The county EOC serves as a central coordinating point for countywide emergency operations. It will be staffed and operated as the situation dictates per the county's EOC Operating Guidelines. In the event the primary EOC is inaccessible due to a significant incident or event, an alternate EOC, which is located at Newport Middle School, 500 East Chatham St., Newport, will be utilized.
- The Chief Elected Official (Chair of the Board of County Commissioners) or the designee of the jurisdiction (as defined in NCGS 14-288.1) may declare a State of Emergency to exist within the county, or any part thereof, and begin implementing emergency procedures (as defined in county ordinances). Any individual authorized to issue a State of Emergency may also declare its extension or termination.
- Information on specific critical facilities and resources is maintained in the Carteret County Emergency Services Department, and is accessible from the county EOC.
- The Public Information Officer (PIO) will disseminate emergency public information through available media outlets, mass email and telephone alerting, and social media.

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- Prior planning and training of personnel, both County and Municipal, is a prerequisite to effective emergency operations, and must be considered an integral part of disaster preparations. Relevant training for County personnel will be directed by the County Manager, the Emergency Services Director or his/her designees. Training requirements for all primary and support agencies include but are not limited to ICS 100, ICS 200, ICS 700, ICS 800 and ICS 2200. Advanced training to include ICS 300 and ICS 400 is a prerequisite for each FSG lead and department head that functions in any potential EOC role. Certifications for training are kept on file in the Emergency Services Department.
- Coordination with surrounding jurisdictions is essential when events occur which creates impact beyond jurisdictional borders.
- It is the responsibility of the elected officials to ensure that all legal documents of either a public or private nature recorded by designated officials be protected and preserved in accordance with existing law, statutes, and ordinances.
- Departments, agencies and organizations assigned either primary or supporting responsibilities in this document must develop implementation documents and standard operating procedures in order to support this plan. All operations are to be conducted in accordance with the NIMS as required by Homeland Security Presidential Directive 5.
- When local government resources are depleted during emergency operations, request for assistance will be made to other jurisdictions, higher levels of government, and/or other agencies in accordance with existing or negotiated mutual aid agreements. Requests for state or federal resources must be made through the Carteret County Emergency Services Director or their designee as stated in the NC GS 166A-7 County and Municipal Emergency Management, "The governing body of each county is responsible for emergency management, as defined in NCGS 166A-4, within the geographical limits of such county. All emergency management efforts within the county will be coordinated by the county, including activities of the municipalities within the county." The Director will forward all requests to the North Carolina Division of Emergency Management. All parties must understand the process for requesting and obtaining state and federal resources.
- When any all-hazards incident or event affects a relatively small portion of the County (i.e., one of the municipalities), the Emergency Services Department will respond to the municipal EOC, or command post, to provide assistance and request state and local resources for the affected area. At no time will the County Emergency Services Director assume direction and control of municipal resources, unless requested by the municipal officials and approved by the County Manager.
- The principal function and responsibility of the county EOC will typically include the following:
 - The EOC may follow an ICS command structure to include a Unified Command/Coordination approach, however the county EOC primarily serves as a facilitator for

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the allocation of resources, incident prioritization, coordination and integration of multiple agencies for large-scale all-hazards incidents and events (see Figure 5).

- When the county EOC is activated, there should be coordination between the EOC Director and the Incident Commander(s) to ensure a consistent response.
- Ensure that each agency involved in incident management activities provide appropriate situational awareness and resource status information;
- Establish priorities and objectives in concert with Incident Commanders;
- Acquire and allocate resources required by incident management personnel;
- Anticipate and identify future resource requirements;
- Coordinate and resolve policy issues arising from the incident(s); and
- Provide strategic coordination as required.

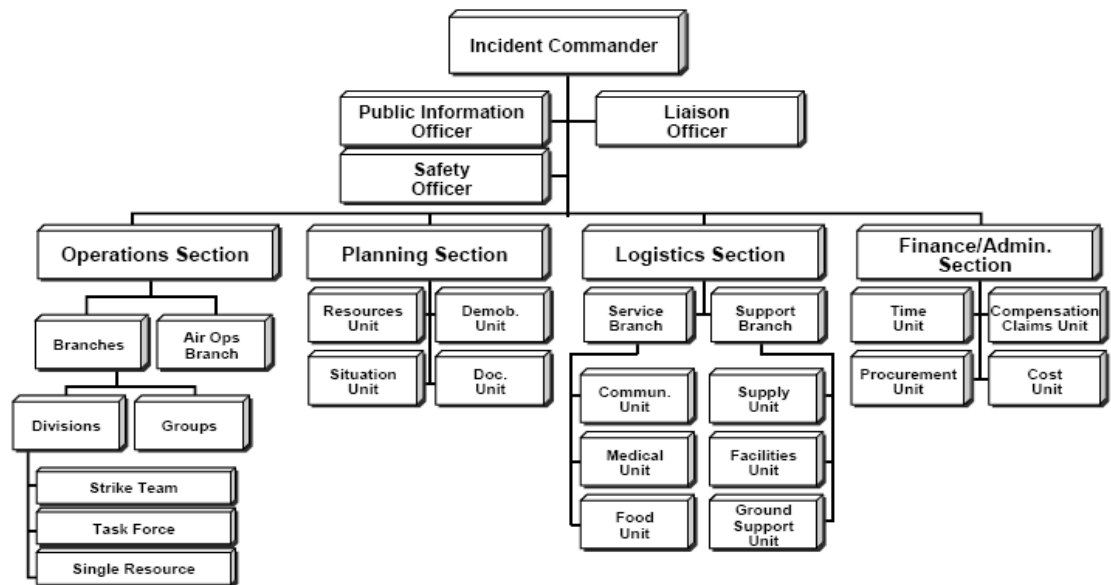


Figure 4 Example EOC Incident Command Staff Organization

- **Management Section/Emergency Coordinator** includes the following activities and responsibilities:
 - Overall EOC management
 - Public information assignment
 - Identification of a media center
 - Rumor Control
 - Public Inquiries
 - Provision for public safety communications and policy
 - Identification of a Safety Officer
 - Facility Security
 - Agency liaison
 - State/federal field activity coordination

- **Operations Section** includes the following activities and responsibilities:
 - General/Special Population Warning
 - Authority to activate Emergency Alert System
 - Evacuation (Inmate, Special Medical Population, General Population, Pets and Livestock, etc.)
 - Transportation Management
 - Traffic Direction and Control
 - Access Control
 - Debris Removal
 - Hazardous Materials Management
 - Coroner Operations
 - Emergency Medical Care
 - Urban search and rescue
 - Crisis counseling for emergency responders
 - Disease prevention and control
 - Utility restoration
 - Flood Operations
 - Initial damage assessment
 - Safety Assessments
 - Shelter and feeding operations
 - Emergency food and water distribution
 - Communications
 - Public Works
 - Firefighting
 - Emergency Management
 - Public Health
 - Agriculture
 - Public Safety

- **Planning Section** includes the following activities and responsibilities:
 - Situation status
 - Situation analysis
 - Information display
 - Documentation
 - Advance planning
 - Technical services
 - Action planning
 - Demobilization

- **Logistics Section** includes the following activities and responsibilities:
 - Field incident support
 - Communications support
 - Transportation support

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- Personnel
 - Supply and procurement
 - Resource tracking
 - Sanitation services
 - Computer support
 - Private sector coordination
 - Volunteer and donations
- **Finance/Administration Section** includes the following activities and responsibilities:
 - Fiscal management
 - Time-keeping
 - Purchasing
 - Compensation and claims
 - Cost recovery
 - Travel requests, forms, claims
- The National Response Framework (NRF) establishes the basis for fulfilling the federal government's role in providing response and recovery assistance to a state and its affected local governments impacted by a significant disaster of any kind, resulting in a required federal response.
 - Under the provisions of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, a Federal Coordinating Officer (FCO) will be appointed as the President's representative to coordinate overall delivery of federal assistance to federally declared disasters. Federal departments and agencies have been assigned missions to provide assistance directly to the state, under the overall direction of the FCO. Carteret County Emergency Services shall be the lead coordinating agency with state and federal officials.
 - Local governments will use their day to day procedures for requesting assistance and/or resources. All requests to the county or to the state and federal government will be coordinated by the Emergency Services Department per NC GS 166-A-7.
 - The NWS office will detect and track potentially dangerous storm systems. The NWS issues advisories containing strategic information on any storm system that might affect Carteret County and continues to issue updated advisories, watches, and warnings as long as any threat exists. Such advisories are broadcast over the NWS/National Oceanic and Atmospheric Association (NOAA) Weather Radio System and dangerous situations should be repeated on county public safety channels, radio, and television stations, as they become aware of these dangerous situations.
 - The Carteret County Emergency Services Department will coordinate with the NWS to maintain up-to-date information concerning potential severe weather. As appropriate, such information will be provided to the citizens of the affected area utilizing the public media, mass telephone or email alerting systems, and social media. Municipal governments will coordinate with the EOC (if activated) or Emergency Services Department as appropriate to the situation.

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- The Amateur Radio Emergency Services (ARES) and SKYWARN amateur radio operators, by agreement with the NWS will report any weather conditions with the potential to cause severe damage in Carteret County.
- The Carteret County Department of Planning and Development has identified areas that are prone to flooding. When Emergency Services is notified of potential problems in any of these areas, the department, utilizing the public media, mass telephone or email alerting systems, and social media, will provide notices to monitor and to prepare to evacuate if needed.
- The 11 County FSGs and their responsibilities are listed in the table below.

FUNCTIONAL SUPPORT GROUPS SUMMARY

| FSG | RESPONSIBILITY |
|--|--|
| COMMAND GROUP | Manages the EOC and EOC personnel, provides situational awareness for municipal and state stakeholders, prioritizes resource and personnel assignments, provides strategic goals for the incident. |
| TRANSPORATION GROUP | Manages the transportation infrastructure including highways, airports, and railways. Management includes the restrictions of movement as appropriate, safety, and also damage assessment and infrastructure repair and recovery. |
| COMMUNICATIONS & INFORMATION TECHNOLOGY GROUP | Manages the coordination with telecommunications and information technology systems, to include the repair and recovery of county systems. Manages state radio assets as requested by the county. Develops and implements county communication plans per ICS standards. Facilitates the use, repair, and recovery of public safety communication systems. Directs and facilitates the county emergency communications center and any citizen telephone lines established. Coordinates public alerts through IPAWS or Mass Notification System. |
| PUBLIC WORKS AND ENGINEERING & PLANNING DEPARTMENT | Manages the coordination of public works and engineering services. Public works services may include solid waste disposal, water distribution, sewer system operation, and debris management. Coordination of services includes technical advice, technical evaluations, engineering services, construction management, damage assessment, and emergency contracting and repairs. |
| HUMAN SERVICES GROUP | Manages the coordination involved with the provision of temporary shelter, mass care and feeding, disaster welfare information, and in some instances providing services to disaster workers. |
| DONATIONS MANAGEMENT GROUP | Manages the collection, distribution and delivery of goods, cash and voluntary services donated to support disaster relief efforts and to assist in providing unmet needs of disaster victims inside the county. |

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|---|--|
| PUBLIC & ENVIRONMENTAL HEALTH GROUP | Responsible for: (1) providing for general protection of public's health, (2) providing general coordination of emergency medical services, mass medical activities and mental health services to ensure the safety of life and property. Provide care, identification, and disposition of victims of a mass casualty. |
| SHERIFF'S OFFICE | Coordinates activities of agencies responding to a search for a lost person, missing aircraft, missing watercraft or suspected drowning. |
| AGRICULTURE AND NATURAL RESOURCES GROUP | Organizes and coordinates support for the protection of the agricultural and natural and cultural resources during emergency incidents or events. This section works to provide nutrition assistance; respond to animal and agricultural health issues; provide technical expertise, coordination and support of animal and agricultural emergency management; ensure the safety and defense of the supply of meat, poultry, and processed egg products; and ensures the protection of natural and cultural resources and historic properties. |
| PUBLIC INFORMATION GROUP | Responsible for the distribution of emergency public information and protective action guidance. It also is responsible for the staffing, operating, maintaining, and coordination of Public Information Centers and Joint Information Centers. |
| LIAISON GROUP | Personnel that are Subject Matter Experts that have been request to the EOC to more effectively support operations and information sharing. |

➤ Pre-Incident Actions are implemented if the Emergency Services Director receives notice of a significant incident or event. Pre-incident actions may include but are not limited to:

- Communication alert & warning
- Public health and safety
- Responder health and safety
- Protection of property
- EOC activation by the Carteret County Emergency Services Director
- Incident Action Planning by EOC personnel, planning section
- Notification of response personnel and the development of a staffing pattern
- Initiate a State of Emergency
- Pre-staging of supplies at POD's (Points of Distribution) and CRDP (Centralized Receiving and Distribution Point)

➤ Response Actions include but are not limited to:

- Law Enforcement
- Protection of responder health and safety
- Fire
- Emergency Medical Services
- Evacuation

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- Dissemination of public information
 - Actions to minimize additional damage
 - Search and Rescue
 - Distribution of emergency supplies
 - Emergency Debris Clearance
 - Protection and restoration of critical infrastructure
- Recovery Actions occur after the initial response has been implemented. These actions should assist individuals and communities return to a normal state as much as feasible. During the recovery period, some of the actions that may need to be implemented may include, but are not limited to:
- Damage Assessment by Carteret County Tax Department and Municipal partners
 - Re-entry of residents
 - Deactivation of EOC by Emergency Services Director
 - Termination of State of Emergency by Chairman of BOC
 - Disaster Assistance Centers (DAC) to be opened as necessary
 - Debris Removal Contracts activated
 - Cleanup and restoration of public facilities, businesses, and residences
 - Operation of PODs located throughout the County to ensure citizens can receive disaster relief commodities such as water and food
 - Re-establishment of habitats and prevention of subsequent damage to natural resources
 - Protection of cultural or archeological sites during other recovery operations
 - Long-term recovery
- During a hurricane threat or declared evacuation, all agencies that are assigned primary and supporting responsibilities will maintain on-going communications with the EOC or Emergency Services Department and will coordinate media releases with county and other municipal Public Information Officers.
- Certain incidents may require a primary or supporting FSG to staff the EOC until released by the EOC Director.

EOC POSITION LIST

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

| EOC Position P = Primary; S = Support | Base Plan | Transportation Group | Communication & IT Group | Public Works and Engineering & Planning Department | Human Services Group | Donations Management Group | Public & Environmental Health Group | Sheriff Office | Agriculture & Natural Resources Group | Public Information Group | Liaison Group |
|---|-----------|----------------------|--------------------------|--|----------------------|----------------------------|-------------------------------------|----------------|---------------------------------------|--------------------------|---------------|
| Chairman CC BOC | S | | | | | | | | | | |
| Commissioners | S | | | | | | | | | | |
| Mayor | S | | | | | | | | | | |
| County MGR | S | | | | | | | | S | P | |
| Asst. CM | S | | | | | | | | | S | |
| Town MGRS | S | | | | | | | | | S | |
| County ESD | P | S | P | | S | S | S | S | S | S | S |
| Municipal EMS | S | | | | | | | | | | |
| Attorney | S | | | | | | | | | | |
| CCATS / Trans Dir | S | P | | | | | | | | | |
| Civic Center/Parks | S | | | | | P | | | | | |
| CO-OP Extension | S | | | | | | | P | | | |
| CC Emergency Comms | S | | P | | | | | | | | |
| EMS Coordinator | S | | | | S | | | | | | |
| EMS Medical Director | S | | | | | | | | | | |
| Finance Director | S | S | | | | S | | | | | |
| Fire Marshal | S | | | | | S | | | | | |
| Health Director | S | | | | S | | P | S | S | | |
| General Services | S | S | | | | | | | | | |
| HR Director | S | | | | | | | | | | |
| IT Director | S | | P | | | | | | S | | |
| Planning & Zoning | S | | S | | | | | | | | |
| PIO | S | | | | | | | | P | S | |
| Register of Deeds | S | | | | | | | | | | |
| Senior Programs | S | | | | | | | | | | |
| Sheriff | S | S | | | | S | S | P | S | S | |
| Social Services Director | S | | | | P | S | | | | | |
| Tax Administrator | S | | S | | | | | | | | |
| ARC Director | S | | | | S | S | | | | | |
| CC ARES | S | | S | | S | S | | | | | |
| Carteret Health Care | S | | | | | | S | | | | |
| CAP | S | | | | | | S | | | | |
| Medical Examiner | S | | | | | | | | | | |
| Municipal/ Town Police Chiefs | S | S | | | S | S | | S | S | S | |
| Municipal Fire/EMS | S | S | | | | | S | S | | S | |
| Municipal PW | S | S | | S | | | | | | | |
| NC Highway Patrol | S | S | | | | | S | | | | |
| Salvation Army | S | | | | S | P | | | | | S |
| Shore Protection Office | S | | | S | | | | | | S | |
| Supt of Carteret County Schools | S | | S | | | | | | | | |
| Trans Dir of CC Schools | S | | | | | | | | | | |
| VFD Chiefs | S | | | | | | S | S | | S | |
| NCDOT | S | S | | | | | | | | | |
| NC Ferry Division | S | S | | | | | | | | | |
| NC Railroad | S | S | | | | | | | | | |
| NC State Parks | S | S | | | | | | | | | |
| National Park Serv | S | S | | | | | | | | | |
| NC State Ports | S | S | | | | | | | | | |
| US Army Corp | S | S | | | | | | | | | |
| US Coast Guard | S | S | | | | | S | | | | |
| Michael J. Smith Field | S | S | | | | | | | | | |
| National Park Serv | S | S | | | | | | | | | |
| N.C. Forestry | | | | | | | S | | | | |
| Adjoining Counties | | | | | | | | | | | |
| NCEM | | | | | | | | S | | | S |
| NC Marine Fisheries | | | | | | | | S | | | |
| NC Department Wildlife | | | | | | | | S | | | |
| NC Search & Rescue | | | | | | | | S | | | |
| US Environ Protection | | | | | | | | | | | |
| NC Dept Envir Health | | | | | | | | | | | |
| NC Regional Response | | | | | | | | | | | |

CONTINUITY OF GOVERNMENT

- All levels of county and municipal government, along with public safety agencies, shall develop and maintain procedures to ensure continuity of government in case of any emergency and/or disaster that could result in disruption of government functions. Planning must address the preservation of physical records, preservation of electronic data, staff phone and recall lists, operating procedures, and alternate locations for the conducting of operations. All county departments shall coordinate to ensure that the same alternate facility is not designated in a manner which would provide overcrowding.
- The line of succession for the Carteret County Board of Commissioners proceeds from the Chairman to the Vice-Chairman to other Commissioners in order of seniority in accordance with policy. Should seniority be an equal factor in distinguishing the responsible official, Commissioners should be appointed in alphabetical order. Each municipality shall determine its own order of succession.
- Continued operation or restoration of the following facilities and systems is essential to support an immediate response following a disaster or emergency, and for long term recovery operations:
 - Health and medical facilities
 - Emergency services facilities
 - Communications networks
 - Electrical distribution systems
 - Water distribution systems
 - Transportation infrastructure, resources, and facilities
 - Sewer systems
 - Public buildings and schools
 - Landfill and debris sites
 - Public and private supply centers and retail outlets

AUTHORITIES AND REFERENCES

Selected references that form the legal basis for actions outlined in this plan are on file in the Carteret County Emergency Services Department. These references include the following:

- Federal
 - Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended by Public Law 100-77
 - Emergency Planning and Community Right to Know Act (SARA Title III)
 - OSHA 1910.120
 - Civil Defense Act of 1950, as amended
 - Oil Pollution Act of 1990 (OPA 90)
 - Comprehensive Environmental Compensation and Recovery Act (CERCLA)

➤ State

- NCGS 166-A-2 Emergency Management Act
- NC Oil Pollution and Hazardous Substances Control Act of 1978
- NC Governor's Executive Order 73
- NCGS 115C-242 Use of North Carolina School Buses

➤ Local

- Carteret County Emergency Management Ordinance
- Sample Proclamation for State of Emergency
- Sample Termination of State of Emergency
- Mutual Aid Agreements with Partner Agencies

DIRECTION AND CONTROL

This section outlines the direction and control procedures for emergency operations, and identifies personnel and resources that are utilized in the coordinated response activities.

- The overall direction and control of county emergency activities is vested with the Chairman of the County Commissioners or alternate within the chain of succession. The County Manager and the Emergency Services Director carry out the function of disaster coordination at the direction of the County Commissioners. The Incident Commander will establish on-site management. Emergency Services will support the Incident Commander. The supporting agencies and their respective responsibilities are identified in the FSGs of this plan.
- In order to conduct effective emergency operations, direction and control functions will operate from the Carteret County EOC. The EOC shall be activated as necessary in accordance with EOC Standard Operating Procedures (SOPs) or upon the direction of the Chairman of the Board of Commissioners (their successor), the County Manager, the Emergency Services Director or their deputies.
- At a minimum, the county's EOC will be activated by the ESD or his/her appointee, if one or more of the following situations occur.
 - Widespread, imminent threat to public safety/health
 - Extensive multi-agency/jurisdictional response and coordination are required to resolve or recover from the emergency
 - Any incident creating widespread evacuation
 - Local resources are inadequate/depleted and significant mutual aid, state, and or federal resources are needed to resolve the emergency
 - The disaster affects multiple political jurisdictions within the county, which are relying on the same emergency resources to resolve the situation
 - Local emergency ordinances are implemented to control an emergency situation.

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- The county EOC serves as the central direction and control point for countywide emergency response activities. Should this location become inoperable, an alternate EOC can be opened at the Newport Middle School.
- During incidents/events agencies, departments and municipalities may send representatives to the county EOC to enhance communications with the County.
- During incidents/events the primary means of communications between the county EOC and agencies, departments and municipalities will be managed by using the county's crisis management tool WebEOC. Email and telephone will be considered the alternative means to communicate only if WebEOC is down.
- Municipalities may act in unity with the County on such issues as proclamations, security, evacuation, reentry, recovery, public information, instructions on protection of life and property, and resource management.
- Municipalities within the county may exercise independent direction and control of their own emergency resources. Additional resources may be requested and sent to the municipality. Requests for state and or federal assistance will be directed to the county's EOC. If the EOC is not operational, the requests will be forwarded to the Emergency Services Director or his/her designee.
- Most routine emergencies within the county are directed by a single agency with direction and control being exercised by the senior on-scene officer, with mutual aid as appropriate. All responses are to be conducted in accordance with the NIMS. When two or more agencies with jurisdiction respond, the response is conducted in accordance with local ordinances, policies, procedures, and agreements.
- Prior to activation of the EOC, documented requests for state or federal assistance will be directed to the Carteret County Emergency Services Director or their designee.
- Whenever the EOC is activated, or activation becomes imminent, the Emergency Services Director will notify the NC Division of Emergency Management.
- Standard Operating Procedures (SOP) or Standard Operating Guidelines (SOG) will be utilized within the EOC to manage operations and the dispatch of resources.
- Personnel that are assigned or will be responding to the EOC will be assigned duties in one or more of the FSGs. FSGs represent functional groupings of the type of assistance that a jurisdiction is likely to need to respond to a disaster or major emergency.
- A single agency is designated as the lead agency with responsibility for the FSG operations, and other agencies are designated as supporting. An agency that is designated as the lead agency either has statutory responsibility for that function, or has developed the necessary expertise to lead that function. In some instances, the mission of the agency is very similar to the mission of the FSG; therefore, the skills needed to respond to a disaster can be immediately demonstrated by existing staff. In other instances, the "lead agency" has the

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necessary contacts to coordinate the activities of the support function. Coordination during a disaster is more important than control. When the county's EOC is activated or activation is indicated, the lead agency for each FSG will dispatch a representative to the EOC to coordinate the activities assigned to that FSG.

- When considering the judicious use of curfews and the restriction of movements, the ability of the private sector to restart operations should be strongly considered to include the delivery of goods and services, and the travel of essential employees.
- The Control Group is established as a coordinating body of county and municipal government. The Control Group ensures the coordination of efforts, particularly in regards to evacuations declared prior to impacting hurricanes, but may meet in regards to any other significant incident or event. The Carteret County Control Group consists of the Chairman of the County Commissioners, the Mayors of each municipality, the Superintendent of Public Schools, the County Manager, the Sheriff, NC Highway Patrol, and the Emergency Services Director. In accordance with this plan or any established municipal procedure, a Deputy or successor may represent their jurisdiction or department. The Control Group generally meets at the recommendation of the Emergency Services Director and harmoniously decides on the following:
 - State of Emergencies
 - Evacuations
 - Shelter Openings
 - Bridge Closures for Bogue Banks
 - Re-entry
 - Termination of State of Emergencies
- The following table describes the levels of operations for the Carteret County EOC.

| Level | EOC - Activation Status | Operation(s) |
|-------|--|--|
| 4 | CLOSED | Normal day-to-day operations |
| 3 | MONITORING | Normal day-to-day operations; Closely monitoring a specific incident (i.e., weather, planned events) |
| 2 | PARTIALLY - Emergency Services personnel and essential personnel | Any all-hazards incident that is likely to require the activation of mutual-aid agreements from other jurisdictions. All emergency support function agencies are alerted and may be required to report to the EOC. |
| 1 | FULL - 24-hour staffing including all assigned representatives and functions | Any all-hazards incident that will likely require state and/or federal assistance. |

ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

This section tasks departments of Carteret County, municipalities, quasi-government agencies, and volunteer agencies, with specific emergency functions that may be in addition to their day-to-day responsibilities. Each agency listed is responsible for the development and maintenance of internal SOP's, SOG's, checklists, and/or memorandums of understanding in order to accomplish these responsibilities. Each agency is responsible for ensuring representation in the EOC if requested.

➤ Chair, County Board of Commissioners (or successor)

- Serve as the Chair of the Carteret County Control Group
- Carry out provisions of N.C. General Statutes and local ordinances relating to emergencies.
- Declare a State of Emergency for Carteret County and assume direction and control of emergency operations in cooperation with other members of the control group, which may, but all are not required, include the following:
 - Execution of the Carteret County Emergency Operations Plan
 - Order an evacuation to include all or portions of the county
 - Restrict the sale of alcohol and or firearms
 - Order a curfew
 - Restrict entry into Carteret County
 - Enforce ordinances in effect
 - Ensure adequate planning for Hazardous Materials Events
 - Ensure the line of succession for county departments and agencies
 - Relocate the seat of government if administrative offices become damaged beyond usage
 - Declare a State of Emergency in existence for unincorporated areas of the county, if necessary and where applicable, in coordination with municipal officials
 - Implement other measures to protect life and property
 - Coordinate emergency response activities with Chairpersons of adjoining jurisdictions and Mayors in Carteret County
 - Direct county personnel to return to work following a disaster or emergency.

➤ County Manager

- Serve on the Carteret County Control Group
- Ensure adequate space, facilities, and equipment for an EOC
- Implement the Carteret County Emergency Operations Plan by authority of the Chairperson, County Board of Commissioners
- Direct county agencies to develop and update emergency plans and SOPs to respond to emergencies and disasters
- Support the Emergency Services Department in annual exercises and tests of the emergency plans

- Acts as county's PIO or designates an alternate that is trained in PIO procedures and has a support team in place
- Coordinate emergency response activities with Managers of adjoining jurisdictions
- Implement direction, control, coordination, and policy-making functions as necessary to provide for optimum protection of public health and safety
- Ensure that all county agencies document all expenditures related to the emergency/disaster in accordance with FEMA guidelines
- Determine sheltering or evacuation needs, in coordination with the Emergency Services Director, and with the advice of other officials as appropriate
- Issue orders to terminate non-essential functions of county government and re-direct forces to respond to the disaster
- Plan for the activation of damage assessment and recovery functions of local government
- Ensure that persons who are medically fragile have been provided assistance, if needed and as possible
- Provide financial and resource support to the Medically Fragile Shelter
- Provide financial and resource support to the Pet Co-Location Shelter
- Develop and issue policies on essential personnel prior to emergency situations
- Direct all county personnel to support emergency operations as assigned, in coordination with the EOC

➤ **Emergency Services Director**

- Serve as the Vice-Chair of the Carteret County Control Group
- Develop, maintain and update the Emergency Operations Plan, standard operating procedures, guidelines, memorandums of understanding, implementing documents and resource manuals used during emergency operations
- Develop, in consultation with all first responder agencies county-wide criteria for the cessation of emergency services when unsafe to operate and maintain and hold calls for service until such time it is again safe to respond
- Perform assigned duties according to NC General Statutes and local ordinances
- Develop emergency plans in accordance with federal and state guidelines
- Coordinate emergency operations within the county and provide emergency support services to municipalities
- Maintain current notification and recall lists of departmental personnel, as well as key officials with county and city government, public safety departments, and other response and recovery partners
- Provide for the training of personnel within the Emergency Services Department and assist, as appropriate with the training of emergency response and recovery partners. Training to include EOP orientation, NIMS/ICS training, exercises, and other training as deemed necessary.
- Maintain and update a current list of key resources in the county, including fuel and operational personnel to support response and recovery operations
- Receive and coordinate requests for resources from municipalities and direct resources to areas of greatest need

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- Coordinate with private industry for use of privately-owned resources
- Coordinate emergency response activities with neighboring jurisdictions
- Forward requests for additional resources to either adjoining jurisdictions or to the NC Division of Emergency Management when county resources are unable to meet response or recovery requirements
- Alert and activate county emergency services when informed of an impending emergency or major emergencies which occur
- Serve as a member of the Local Emergency Planning Committee (LEPC) as defined by SARA Title III planning requirements
- Serve as the principal advisor to the Carteret County Control Group during emergency operations
- Identify and arrange for suitable shelters for emergencies or disasters in coordination with the county's Department of Social Services and the American Red Cross
- Maintain operational readiness of the EOC, Medically Fragile Shelter, and Pet Co-Location Shelter, when required
- Ensure that adequate facilities are available for various functions as needed to support disaster operations, e.g. pre-designated Central Distribution Receiving Point, Points of Distribution, Disaster Recovery Centers, etc. with appropriate agreements in place
- Maintain administrative records as needed
- Ensure that required documentation is maintained during an emergency period
- Function as an alternate PIO, when needed
- Ensure adequate warnings are disseminated throughout local government, emergency departments, and county
- Disseminate public information and conduct education programs relating to disaster recovery procedures, pre-disaster
- Assist with securing Disaster Recovery Center facilities and equipment
- Assist with notification of applicants that may be eligible for Public Assistance Programs
- Assist the LEPC in planning for hazardous material incidents
- Ensure that the public is educated throughout the year with public awareness programs concerning the various hazards and threats within the county, and the need to be self-sufficient for a period of seven to ten days
- Manage public safety fixed site communications, mobile communications assets, and continuity of communications operations within the county.
- Review written plans submitted annually by various agencies and departments
- Ensure operational mobile command post
- Ensure redundant 9-1-1 facilities are regularly tested and operational as needed
- Maintain designated and identified portable generators for emergency operations
- Serve as the lead agency for disaster preparedness planning and funding
- Develop, maintain and update SOPs for each ESD division during emergencies
- Ensure that communication procedures are established for the use of logs, messages, forms and message control
- Ensure that contracted public safety departments are instructed annually, and prior to predictable disasters on required documentation for possible reimbursement

➤ **Carteret County Sheriff**

- Serve as a member of the Control Group
- Develop and maintain SOPs to direct and control law enforcement operations during emergencies or disasters
- Provide direction and control for law enforcement, traffic control, evacuations and re-entry
- Identify law enforcement assistance needs and develop necessary mutual aid agreements to support those needs
- Provide security for the EOC, staging areas, shelters, vital facilities and essential equipment locations
- Control ingress and egress into damaged, evacuated and secured areas and facilities
- Direct activities as lead agency for county search and rescue activities
- Relocate and house prisoners when necessary
- Coordinate the need for additional law enforcement support with the NC Highway Patrol, other state law enforcement agencies, Municipal Police Departments, and adjacent jurisdictions
- Develop procedures to ensure that county law enforcement personnel are trained in accordance with OSHA 1910.120 for hazardous material incidents
- Coordinate actions with municipal police departments to ensure continuity of operations throughout the county
- Safeguard staff and prisoners

➤ **Public Information Officer**

- Maintain current inventories of public information resources and partners
- Prepare procedures, memorandums of understanding, SOPs, and mutual aid agreements to coordinate public information services during disasters.
- Develop talking points and pre-scripted messages/media briefs for significant incidents and events in conjunction with the County Manager and the Emergency Services Director.
- Coordinate, with the County Manager or the Emergency Services Director's approval, the release of all media advisories and news releases for county departments during emergency situations
- Provide for citizen information and issuance of emergency instructions
- Offer emergency information for non-English speaking and hearing-impaired groups
- Inform citizens and visitors of evacuation orders, recommended protective actions, flooded areas, impediments to movement and other hazards
- Monitor print and electronic media outlets for accuracy of information and secure correction of misleading information
- Coordinate the access of media representatives to public officials
- Handle media inquiries
- Maintain an activity and phone log
- Provide feedback to EOC staff personnel on citizens' complaints and concerns
- Provide a schedule for media briefings

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- Maintain up-to-date phone, fax and email contact lists for release of information to local media contacts
- Support the distribution of information via email and mass telephone alerting systems, as well as social media

➤ **Social Services Director**

- Develop, maintain and revise SOPs for the Department of Social Services' (DSS) operations during emergency or disasters
- Coordinate and supervise emergency shelter openings with Carteret County Emergency Services, Carteret County Health Department, Carteret County School System and American Red Cross
- Provide shelter managers, supplies and other support personnel during sheltering periods as required
- Coordinate emergency shelter operations with the American Red Cross
- Provide liaison, as necessary, with the American Red Cross and Salvation Army for the receipt, management and distribution of solicited and unsolicited donated goods following a disaster
- Ensure that adult care homes develop evacuation or in-place care plans and coordinate with social services and emergency services departments

➤ **Health Department Director**

- Develop, maintain and revise SOPs for emergency public health operations during emergencies
- Coordinate health care for emergency shelters and mass care facilities with DSS, American Red Cross and/or the Salvation Army
- Provide nurses to staff emergency shelters
- Coordinate with water supply authorities to expedite emergency public water supplies
- Provide health inspections and immunizations to evaluate, detect, prevent or control communicable disease
- Coordinate environmental public health activities for waste disposal, refuse, food safety, water, sanitation, restaurants and vector/vermin control in the County
- Provide inspection of mass care facilities, to assure proper sanitation practices
- Coordinate with the proper authorities to establish a temporary morgue, or if necessary expand morgue services
- Coordinate with area mental health center to ensure that crisis counselors are available in disaster assistance centers, shelter area, crisis line activities and for support staff
- Coordinate the distribution of exposure limiting drugs, medicines, vaccines, or other preventative measures when required
- Coordinate animal control service and facilities and to prepare for and staff Pet Co-Location Shelter in cooperation with Emergency Services.
- Provide support to the Medically Fragile Shelter during an emergency, as needed
- Provide water testing services

- Serve as the lead agency for animal control issues
- Coordinate the efforts of other animal welfare groups and volunteers during times of disasters
- Identify property that could be used to house large animals forced from their regular quarters
- Coordinate emergency vaccination for rabies as required
- Coordinate efforts to re-unite lost pets and owners and outside volunteer agencies
- Advise the EOC, other county, and municipal staff on animal protection issues

➤ **General Services Director**

- Secure County facilities in preparation for impending emergencies and to minimize damage following a disaster
- Compile report on damages to county owned buildings and deliver to the EOC, County Manager, and Emergency Services following a disaster
- Coordinate the repair and replacement of county owned vital facilities following a disaster
- Terminate non-essential services and re-deploy personnel and equipment resources to areas of greatest need
- Develop procedures, guidelines or memorandums of understandings with municipalities to utilize excess resources to support recovery operations throughout the county
- Develop, maintain and update SOPs for public works and public buildings functions during emergency periods
- Coordinate the implementation of the debris management and removal plan.
- Coordinate Public Works and Engineering efforts by the EOC when activated
- Provide maintenance support for county vehicles
- Provide maintenance service and distribution of back-up generators as directed by the EOC.
- Coordinate the emergency replacement or repairs of county owned vehicles and equipment following disasters.
- Support emergency vehicle refueling and emergency generator operations as necessary
- Ensure county utility systems are safeguarded to the extent possible

➤ **Carteret County Tax Administrator**

- Develop, maintain and revise SOPs for county tax operation and record protection during significant incidents or events
- Provide property tax information assistance for county residents
- Lead and coordinate the damage assessment process
- Provide trained Damage Assistant Teams to assist with damage assessment
- Revise property tax records to reflect damage to privately owned property as directed
- Provide clerical and support staff if needed
- Provide GIS information and support as needed

➤ **Carteret County Finance Director**

- Develop, maintain and review SOPs for county emergency financial record keeping during large scale emergencies or disasters
- Develop and maintain standard operating procedures for emergency purchases and procurement by the EOC and County Manager utilizing budgeted and contingency funds, considering potential outages of computer systems and electrical power
- Assist the Public Buildings Director with documentation of disaster damage to county-owned facilities
- Provide expense information in support of the Governor's request for a Presidential Declaration of Disaster
- Assist county departments in recording and reporting their emergency expenses
- Ensure contracted public safety departments are invited to any disaster sub-grantee meetings and workshops
- Assist contracted public safety departments in recording and reporting their emergency expenses, allow reimbursable expenses to be filed under the auspices of the county, and to distribute these funds upon receipt
- Assist in the establishment and management of post-disaster donated funds
- Coordinate emergency related expenditure procedures with municipal finance officers to ensure that applicable state and federal forms are submitted following a declared disaster

➤ **Planning and Development Director**

- Assist the Tax Department with the coordination of county Damage Assessment Teams, assist with conducting field surveys and assist with the training and equipping of these teams
- Assist Tax Department with the collection of data and the preparation of damage assessment reports and summaries to be submitted to the EOC, County Manager, and the Emergency Services Department
- Approve occupancy of damaged and or temporarily repaired structures as possible
- Assist state and/or federal teams with assessments when dispatched to the county
- Prepare procedures, Memorandum of Understanding, and Mutual Aid Agreements as necessary to fulfill responsibilities i.e. agreements with other agencies to assist with inspections after an emergency incident or event
- Request, through the EOC, additional inspectors to assist in identification of habitable structures when needed
- Provide citizens with information regarding rebuilding and repairs in cooperation with the Public Information Officer
- Coordinate the maintenance of Carteret County's Multi-Jurisdictional Hazard Mitigation Plan, along with assistance from the Emergency Services Department
- Support the EOC during significant incidents or events with personnel trained in the discipline of disaster incident action planning.

➤ **Information Technology (IT) Director**

- Develop SOPs for the use, repair, replacement of, or restoration of county IT systems, including websites, Geographic Information System (GIS), email, and 9-1-1 data systems, social media, and WebEOC.
- Provide GIS specialists during disasters or emergencies
- Provide computers and telecommunications support staff, including around the clock support to the EOC when operational
- Provide real time support for internet and telephone resources to county temporary field offices
- Assist with the collection and dissemination of situational awareness material
- Assist departments with vital records retention, protection, and restoration.

➤ **Carteret County Shore Protection Manager**

- Inspect County and Municipal oceanfront beaches and report initial damage findings to EOC.
- Assist state and/or federal teams with beach and inlet assessments.
- Assist all partners with formulating reimbursement requests to replace sand lost.
- Assist county and municipal partners with providing information regarding dune repair, protective sand fence installation, and dune planning in addition to oceanfront rebuilding and repairs guidelines as required by the NC Division of Coastal Management.

➤ **Carteret County Attorney**

- Assist with the emergency legal matters and contracts pertaining to evacuations, recovery, and purchase of goods and services.

➤ **Senior Center Director**

- Provide access to the Senior Center for use as a Medically Fragile Shelter as determined necessary by the EOC
- Provide support to Medically Fragile Shelter operations during an emergency
- Assist the Department of Social Services with the coordination of efforts of volunteers recruited to assist in the management and distribution of donated goods, particularly for the elderly
- Advise officials on the needs of the elderly following disasters

➤ **Carteret County Register of Deeds**

- Develop, maintain and revise SOPs for vital record retention, protection, and restoration.

➤ **Superintendent, Carteret County Public School System**

- Serve as a member of the Control Group
- Develop, maintain and revise SOPs for the safety and protection of students, facility and other personnel during emergency situations
- Coordinate evacuation and transportation operations for students during emergencies
- Provide support personnel, equipment and facilities as necessary (schools, buses, bus drivers, cafeteria personnel, and other equipment, etc.)
- Provide school facilities for temporary shelters, as needed and develop memorandum of understanding for use of facilities
- Assist with transportation of county residents in a disaster or emergency situation including the elderly, handicapped and medically fragile citizens when requested by the EOC
- Maintain school transportation resources and provide for the refueling of these resources when necessary
- Following an incident or disaster, conduct damage assessments of school properties and report to the EOC or County Manager
- Provide assistance with standby generator connections and refueling of generators where needed

➤ **Carteret County Area Transportation System (CCATS)**

- Provide transportation assets to medically fragile and other populations during an emergency as directed by the EOC, in combination with the school system.
- Coordinate transportation operations with county schools through the EOC.
- Provide current resource list to Emergency Services office annually by May 1st
- Provide vans and drivers to support emergency operations during significant incidents or events.

➤ **Carteret Health Care**

- Develop, maintain and revise SOPs for mass casualty activities during major emergencies or disasters
- Identify equipment, manpower limitations, and develop mutual aid agreements for the procurement of needed resources during emergencies or disasters
- Coordinate with other area hospitals concerning the receipt of mass casualties
- Coordinate, when appropriate with the county Health Director, funeral homes, medical examiners, American Red Cross liaisons, and other health care professionals
- Support community drills and exercises whenever possible

➤ **Carteret Health Care Home Health**

- Activation of the Medically Fragile Shelter in an emergency incident or event when requested by the EOC or Emergency Services Director

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

- Staff and manage Medically Fragile Shelter during an emergency incident or event in coordination with the Department of Social Services
- Maintain an active public and private partnership between health care agencies, oxygen providers, and long-term care facilities
- Assist with review and updates of the Medically Fragile Plan annually or as needed
- Assist with the development and implementation of disaster preparedness planning and awareness to those medically fragile
- Work in partnership with the Department of Social Services and Public Health on issues pertaining to the Medically Fragile Registry

➤ **EMS Medical Director**

- Develop, maintain, and revise SOPs directing the provisions of emergency medical care and mass casualty activities within Carteret County, to include the consideration of potential community isolation and other disaster operations
- Coordinating with and advising the EOC, the Emergency Services Director, and all emergency medical agencies in taking actions to reduce injuries and the loss of life during disaster operations
- Support the Emergency Services Department and emergency medical agencies in the conducting of disaster drills and exercises

➤ **Carteret County and Municipal Fire & EMS Departments**

- Develop and maintain standard operating procedures for the coordination of firefighting, rescue, hazardous materials response, and emergency medical activities, including operations during disasters and major emergencies
- Assist with dissemination of warning instructions as warranted
- Coordinate firefighting actions with the U. S. and/or NC Forestry Services for wild-land fire operations
- Provide for the relocation of firefighting equipment to diverse locations during impending disasters as needed to prevent damage
- Support and participate in disaster drills and exercises at least annually
- Conduct basic search and rescue operations during emergency or disaster situations
- Support the evacuation of medically fragile facilities and handicapped or disabled individuals
- Provide preliminary, emergency clearing of roadways following a disaster and assisting in the provision of preliminary damage reports to the EOC
- Participate in post-disaster sub-grantee meetings and workshops when state or federal reimbursement is applicable
- Maintain detailed, complete, written documentation of all disaster related incidents, events, and work performed, such as the of ICS 214 forms
- Staff your stations during disasters or as soon as safe to do so, particularly when communications and/or 9-1-1 services are down
- Ensure the capability exists to alert personnel on your primary assigned frequency (talk-a-round mode) in case of central communications system failure

- Serve as a community hub for the distribution of emergency public information when communications are non-functional, and a point for the provision of emergency supplies as appropriate (PODs)
- Outside of municipal limits, implement local command and control within your districts until attempt to contact can be made with the Emergency Communications Center (ECC) or EOC, at which time operations should be coordinated with the ECC or EOC

➤ **Cooperative Extension Director**

- Develop and maintain SOPs for the coordination of animal needs during and following disasters
- Identify facilities that may be used as animal shelters and develop such agreements as necessary to implement
- Provide support to the EOC
- In conjunction with the Health Director and County PIO, educate citizens on proper food handling procedures and how to decontaminate food and drinking water following a disaster

➤ **Clerk of Superior Court**

- Coordinate and notify Judicial Officials of potential impacts to the Court System and operations
- Coordinate court closures and re-openings as requested by the EOC or County Manager
- Develop, maintain and revise SOPs for vital record retention, protection, and restoration.

➤ **Mayors (City & Towns)**

- Participate in the Carteret County Control Group
- Provide a 24-hour contact or representation in the EOC
- Ensure coordinated policy and public information dissemination in conjunction with the County PIO and Emergency Services Director.
- Utilize municipal personnel, facilities and equipment resources to support the Carteret County EOP, not to conflict with municipal requirements
- Assess the needs of the municipality and request resources through the Emergency Services Director
- Enforce provisions of local ordinances relating to disasters/emergencies as well as NC General Statutes
- Declare a State of Emergency for the municipality in cooperation with the county and other municipalities
- Ensure protection of life and property within the municipality
- Conduct damage assessment surveys utilizing municipal officials within municipal limits and provide for training of damage assessment teams on a regular basis

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

- Coordinate development of internal, interdepartmental and interagency SOPs and memorandums of understanding
- Ensure that drills and emergency exercises are conducted periodically to test the EOP
- Coordinate policy making functions necessary to ensure public health and safety within the municipal borders
- Make available municipal resources, as appropriate, in response to resource requests from other agencies
- Implement emergency policies, procedures and ordinances as appropriate for the governing body

➤ **Local Emergency Planning Committee (LEPC) Chairman**

- Carry out the responsibilities for local emergency planning pursuant to SARA Title III and adhere to the policies of the NC Emergency Response Commission.
- Assess and make recommendations as to the current level of prevention, preparedness and response capabilities of existing programs and procedures.
- Ensure the development of plans to protect the public from hazardous substances
- Develop and ensure that procedures for notification are in place and effective in the event of a hazardous materials accident
- Ensure that facility emergency coordinators provide information to the LEPC in a timely manner

➤ **Amateur Radio Operators**

- Provide a liaison to the Carteret County EOC during emergency activation
- Transmit/receive emergency traffic as necessary during disasters at the direction of the EOC
- Disassemble and relocate radio equipment to alternate locations, if necessary
- Maintain message log for all traffic support post disaster emergency communications requirements
- Provide weather and spotter information to the EOC Department
- Provide operators in all public shelters, when requested.

➤ **Salvation Army**

- Support feeding of emergency personnel
- Coordinate satellite field feeding operations for the public in coordination with the county's EOC
- Provide clothing and related assistance to disaster victims
- Coordinate all disaster response efforts with the county's EOC
- Assist with accepting, storing, sorting and distributing donated goods

➤ **American Red Cross**

- Coordinate activities with the Emergency Services Director, Social Services Director and Health Director in providing shelter/mass care services
- Provide support personnel as requested for shelter/mass care operations
- Provide trained and physically capable shelter managers and staff to operate ARC designated shelters, if needed
- Provide training for shelter staff in support of shelter operations
- Cooperate/coordinate with Salvation Army and other agencies in the delivery of mass feeding services

➤ **All Carteret County Staff**

- All Department Heads and their Deputies shall maintain accurate and complete recall rosters, including emergency contacts
- All county employees are essential personnel and are subject to recall for any all-hazards incident that occurs in Carteret County
- As soon as safe to do so, all employees not otherwise tasked shall report to work following a disaster in accordance with instructions of the applicable Department Head, the County Manger, or the EOC, which may indicate an alternate work location or assignment
- In the absence of direction or communications, attempt to report to your normal work location for posted instructions or other messages; otherwise report to the nearest fire department and the officer in charge, and provide whatever assistance possible until communications are re-established

INFORMATION COLLECTION, ANALYSIS, AND DISSEMINATION

Information collection, analysis, and sharing are vital to the successful response to and recovery from any disaster. The types of information needed during an event can change depending on the nature of the emergency. The following are certain types of information that are generally required, the source of the information, and any specific times the information is needed.

- **Damage Assessments**
 - Completed by the Carteret County Tax Office and Shore Protection Office
 - Completed within 24 hours after the disaster has taken place
- **Incident Action Plans (IAPs)**
 - Completed by the Planning Section
 - IAPs should be ready for review at least 1 hour prior to the beginning of an operational period. Once approved, they should be disseminated to all EOC staff and incident responders.
- **Shelter Population**
 - Completed by the Operations Section/Human Services Branch

- This information should be available with real time figures upon request of any party requiring the information of operations, planning, logistics, or finance objectives.
- Weather Updates
 - Completed by the Planning Section/Situation Unit Leader
 - This information should be available in real time upon the request of any party requiring the information for operations, planning, logistics, or finance objectives.
- Law Enforcement Sensitive Information
 - Completed by Operations/Law Enforcement Branch
 - This information will be made available and disseminated only to those individuals who demonstrate a valid “need to know.” The Law Enforcement Branch will determine when if information needs to be disseminated.

COMMUNICATIONS

Communications is a critical component to any incident. This EOP works to enable interoperable communications between responders, the EOC, and other organizations or individuals needing information. The Carteret County Department of Emergency Services – 911 Communications Department is the party having overall responsibility for the communications aspect of the county’s response. Communications during the event will follow standard departmental protocol and procedure.

Individuals within the EOC will use the following means of communication with the responders in the field:

- Desk phone
- Cell phone
- Radio
- Email

Communications from the EOC to the field will follow the above priority listing. Phones should be the first line of communications so as to reduce the amount of radio traffic flowing into the 911 center. Should phones be inoperable during the event, the Communications Manager will consult with the Emergency Services Director to determine the best course of action in regards to radio communications.

ADMINISTRATION, FINANCE, AND LOGISTICS

The Logistics Section is responsible for acquiring, collecting and moving county and donated resources to enhance response to and recovery from emergencies and disasters; establishing and maintaining communications and data processing capabilities within the EOC; and developing and maintaining facilities required to support disaster operations. Additionally, the Logistics Section coordinates military (mainly NC National Guard) support to emergency response and disaster recovery efforts. It contracts for and purchases goods and services necessary for county response to and recovery from disasters and emergencies. At full activation, the Logistics Section Chief position must be occupied 24 hours per day.

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

The Finance Section is responsible for processing invoices and assuring prompt payment for goods and services necessary to support emergency response and disaster recovery efforts. In addition, the Finance Section is responsible for documenting all disaster-related costs and projecting county funding requirements. At full activation, the Finance Section must be operational approximately 12 hours per day.

Functional Support Groups (FSGs)

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| Public Information Group | 132 |
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*****Note that these groups are consider the standard group setup for the EOC***
"Ad-Hoc" groups could be created depending on the current and/or projected situation**

COMMAND GROUP

PRIMARY AGENCY: Carteret County Emergency Services Department

SUPPORTING AGENCIES: Carteret County Finance Department
Carteret County Human Resources
Carteret County Manger's Office

EOC STAFFING: Carteret County Emergency Services Department
Carteret County Finance Department
Carteret County Human Resources
Carteret County Manger's Office

I. PURPOSE

The purpose of the Command Group is to provide overall incident coordination. This is completed by maintaining incident information, providing situational awareness, maintaining incident documentation and financial records. The Command Group provides conflict resolution throughout the incident, sets the strategic objectives, and prioritizes emergency responses, personnel, and equipment.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

- An incident has occurred that requires additional emergency response above normal mutual aid and/or automatic aid response capabilities.
- An incident has occurred that encompasses most of, if not all of, Carteret County and multiple agencies and jurisdictions are mobilizing a response.
- An agency or jurisdiction has requested the County EOC be activated to support emergency responses.
- An agency or jurisdiction has requested a Field EOC be activated to support

B. ASSUMPTIONS

- The Command Group is staffed with personnel trained and experienced in their respective roles.
- The Command Group maintains policies, procedures, and equipment to quickly activate to provide emergency response support through the EOC or at an Incident Command Post in the field.

III. CONCEPT OF OPERATIONS

A. GENERAL

The Command Group is comprised of County Senior Staff that coordinates EOC Operations and forms a collaborative group to effectively and efficiently support emergency operations in

the field. The Command Group is comprised of Subject Matter Experts each tasked with a specific function.

B. Specific

- **Emergency Services** – provides staffing for the following positions:
 - **EOC Director** – Emergency Services Director – overall command and control during an EOC activation.
 - **EOC Deputy Director** – Emergency Management Coordinator – oversees EOC Operations to include staff care and equipment needs.
 - **Operations Section Chief** – Fire Marshal – monitors emergency operations around the County and assists with resource needs.
 - **Planning Section Chief** – Emergency Services Deputy Director – assists with emergency response planning and future operations.
 - **Logistics Section Chief** – Deputy Fire Marshal – coordinate the movement of resources around the county to include out-of-county support.
 - **Emergency Medical Services** – EMS Operations Supervisor – oversees EMS operations throughout the county and coordinates transportation for the Medically Fragile Shelter.
 - **Resource Unit Lead** – Emergency Management Coordinator – tracks available and deployed resources around the county, to include out-of-county support.
 - **Documentation Unit Lead** – Emergency Services Executive Administrative Assistant – ensures incident documentation is completed and filed correctly.
 - **Situation Unit Lead** – Emergency Services Executive Administrative Assistant – collects data and completes reports for stakeholders showing operations around the county with different levels of detail
- **Municipal/Private Sector Liaison Officer** – County Manager – serves as a point of contact in the EOC for municipal management and private businesses.
- **Finance Department** – provides staffing to ensure financial documentation is collected and the incident costs are captured for any reimbursement packages
- **Human Resources** – provides staffing for the following positions:
 - **Human Resources** – Human Resources Director – assists with EOC staff wellness and coordinates staffing needs.
 - **Safety Officer** – Safety Officer – identifies safety hazards in the EOC and around the county and completes safety messages to be sent to emergency response agencies.
 - **Public Information Officer** – Public Affairs – coordinates the collection, analysis, and disseminate of information cleared for public consumption.

**CHECKLIST
COMMAND GROUP**

EOC Director

| PREPAREDNESS GUIDELINES | COMMENTS/NOTES |
|--|-----------------------|
| Obtain a briefing or gather situational awareness from whatever sources available on the extent of the emergency | |
| Depending on the type of incident and the information available, order partial or full activation of the EOC | |
| Determine which sections are needed, assign Section Chiefs as appropriate and ensure they are staffing their sections as required | |
| Operations Section Chief | |
| Logistics Section Chief | |
| Planning Section Chief | |
| Finance/Administration Section Chief | |
| Determine which Management Section positions are required and ensure they are filled as soon as possible. | |
| Liaison Officer | |
| Security Officer | |
| Public Information Officer | |
| Safety Officer | |
| IT Support | |
| Initiate EOC notifications of operational posture and confirm readiness of EOC staff/FSGs. Create an incident in WebEOC. Notify all county emergency responders that we are operating on WebEOC. | |
| Ensure that the EOC is properly set up and ready for operations | |
| Ensure that an EOC check-in procedure is established immediately | |
| Ensure that an EOC organization and staffing chart is posted and completed (ICS 203) | |
| Ensure that EOC telephones and/or radio communications are established and functioning | |
| Schedule the initial planning meeting | |
| Assign a Liaison Officer to coordinate with intra-county municipal agencies | |
| Develop an overall strategy with the Command Staff and establish incident response objectives and priorities | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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| Brief Section Chiefs; appoint alternated as necessary | |
| Determine the need for evacuation. If evacuation is required, ensure the PIO utilizes news media to pass specific evacuation instructions | |
| Consider declaring a local emergency. Distribute declaration to the County Manager | |
| Sign into NC SPARTA | |
| Establish the frequency of briefing sessions for EOC Staff (Planning P). | |
| Establish operational work periods for EOC Staff | |
| Direct Section Chiefs to maintain all appropriate Unit Logs, charts, and records | |
| Direct Section Chiefs to provide section situation reports prior to the end of each operational period, or as needed, for the completion of the IAP by the PSC. | |
| Review and approve the IAP developed by the PSC with the assistance of the Command Staff. Ensure proper distribution of the IAP. | |
| Ensure that proper warning has been given to affected areas, agencies, or facilities. | |
| Ensure that assessments are made for mutual aid requirements and that request for such aid are made promptly to the County | |
| RESPONSE GUIDELINES | COMMENTS/NOTES |
| Monitor general staff activities to ensure that all appropriate actions are being taken | |
| In conjunction with the PIO, conduct news conferences and review media release for final approval, following the established procedure for information releases and media briefings. | |
| Ensure that the Liaison Officers is providing for and maintaining effective intra-county municipal agency coordination. | |
| Based on current status reports, establish initial strategic objectives for the County EOC | |
| In coordination with Command Staff, prepare management functions objectives for the IAP Meeting | |
| Convene the IAP Meeting. Ensure that all Section Chiefs, Management Staff, and other key agency representatives are in attendance. Ensure that appropriate Action Planning procedures are followed. Ensure the meeting is facilitated appropriately by the Planning Section | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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|--|-----------------------|
| Once the Action Plan is completed by the Planning Section, review, approve and authorize its implementation. | |
| Conduct periodic briefings with the general staff to ensure strategic objectives are current and appropriate. | |
| Conduct periodic briefings for elected officials or their representatives. | |
| Formally issued Emergency Proclamations for the County, and coordinate local government proclamations with other emergency response agencies, as appropriate | |
| RECOVERY GUIDELINES | COMMENTS/NOTES |
| Authorize demobilization of sections, branches and unites when they are no longer required | |
| Notify the State EBO, and other appropriate organizations, of the planned demobilization as appropriate. | |
| Ensure that any open actions not yet completed will be handled after demobilization. | |
| Ensure that all required forms or reports are completed prior to demobilization. | |
| Be prepared to provide input to the after-action report. | |
| Deactivate the County EOC at the designated time, as appropriate. | |
| Proclaim termination of the emergency response and proceed with recovery operations. | |

EOC Deputy Director

| | |
|--|-----------------------|
| PREPAREDNESS GUIDELINES | COMMENTS/NOTES |
| Respond immediately to appropriate EOC location and assist the EOC Director in determining operational status | |
| Obtain a briefing or gather situational awareness from whatever source available on the extent of the emergency | |
| Ensure that the EOC staff check-in procedure is established immediately | |
| Ensure EOC Management staff's working area is set-up properly and that appropriate personnel, equipment, and supplies are in place | |
| Sign into the EOC upon arrival on the hard copy sign in/out sheet | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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| Set up your workstation and review your position responsibilities | |
| Log into WebEOC and sign into the incident utilizing the Sign In/Sign Out board | |
| Confirm position specific priorities based on status reports | |
| Utilizing the Resource Management Board in WebEOC, request additional resources if needed | |
| RESPONSE GUIDELINES | COMMENTS/NOTES |
| Utilize WebEOC to maintain the Position Activity Log and document the history of the emergency/disaster | |
| Messages received | |
| Actions taken | |
| Decisions | |
| Requests: justification, documentation and completion | |
| EOC personnel | |
| Expenditures | |
| Support management staff activities to ensure that all appropriate actions are being taken | |
| Assist EOC Director in determining and communicating priorities, objectives, and decisions to all EOC Staff. | |
| Assist with preparations for EOC Action Planning meeting | |
| Ensure the EOC management staff has sufficient administrative support | |
| Coordinate additional staffing needs with Logistics Unit | |
| Ensure all positions document activities in the Position Activity Log in WebEOC. | |
| Participate in EOC Action Planning and Management Team meetings. | |
| Report significant events and any issues as directed by the EOC Director | |
| Check with the General Staff on health and welfare of all EOC staff. Consult with EOC Director on appointing additional staff and cardinalate additional support needed | |
| Mediate and resolve and personnel conflicts | |
| Arrange for and facilitate operational debriefs and critical incident stress debriefs for ECO Staff, as required | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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|--|-----------------------|
| Brief your relief shift at shift change, ensuring that ongoing activities are identified and follow-up requirements are known. | |
| RECOVERY GUIDELINES | COMMENTS/NOTES |
| Assist EOC Director with demobilization procedures | |
| Ensure that any operations not yet completed are handled and assigned after demobilization. | |
| Complete all required forms and reports prior to demobilization and forward to Documentation Unit | |
| Assist with the deactivation of the EOC at the designated time, as appropriate | |
| Assist with the preparation of the EOC After Action Report | |
| Organize and facilitate staff debriefings and critical stress debriefs | |
| Organize and coordinate staff recognition initiatives (thank you letter for time and expertise staff contributed towards EOC operations) | |
| Ensure position specific EOC After Action Reports comments or issues are provided in WebEOC | |
| Sign out of the incident in WebEOC using the Sign In/Sign Out board | |
| Log off WebEOC and shut down laptop or PC | |
| Clean workstation and organize paperwork and notebooks | |
| Determine what follow-up to your assignment might be required before you leave | |
| Leave a forwarding phone number where you can be reached | |
| Sign out of the EOC on the hard copy sign in/out sheet | |

Operations Section Chief

| | |
|--|-----------------------|
| PREPAREDNESS GUIDELINES | COMMENTS/NOTES |
| Respond immediately to appropriate EOC location and determine operational status | |
| Sign into the EOC upon arrival on the hard copy sign in/out sheet | |
| Obtain briefing from the EOC Director | |
| Determine incident objectives and recommended strategies | |
| Determine status of tactical assignments | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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|--|--|
| Identify current organization, location of resources, and assignments | |
| Determine location of current staging areas and resource assigned there | |
| Set up your workstation and review your position responsibilities | |
| Ensure that the Operations Section is set up properly and that appropriate personnel, equipment, and supplies are in place including telecommunications, maps, and status boards | |
| Log into WebEOC and sign into the incident utilizing the Sign In/Sign Out board | |
| Based on the situation, activate appropriate branches based on functions or geographical assignments within the section. Designate Branch Coordinators as necessary | |
| Fire | |
| Police | |
| Health | |
| Environmental | |
| Engineering | |
| ESS | |
| Utilities | |
| Aire Operations | |
| Special Operations | |
| Others as needed | |
| Establish radio or cell-phone communications with other EOCs operating in the region and coordinate accordingly | |
| Coordinate with the Municipal/Private Liaison Officer regarding the need for Agency Representatives in the Operations Section | |
| Obtain a current communications status briefing from the Communications & IT Group | |
| Ensure that there is adequate equipment and frequencies available for the section | |
| Determine radio channels to be used by the EOC | |
| Identify key issues currently affecting the Operations Section; meet with section personnel and determine appropriate section objectives for the first operational period | |
| Review responsibilities of branches operating the section; develop a plan/process detailing strategies for carry out Operations objectives | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

| | |
|---|-----------------------|
| Project ahead, anticipate situations and problems before they occur; based on the existing and forecast situation, determine future requirements | |
| Utilizing the Resource Management Board in WebEOC, request additional resources as needed; obtain necessary equipment and supplies | |
| RESPONSE GUIDELINES | COMMENTS/NOTES |
| Utilize WebEOC to maintain the Position Activity Log and document the history of the emergency/disaster | |
| Message received | |
| Actions taken | |
| Decisions | |
| Request; justification, documentation, completion | |
| EOC personnel | |
| Expenditures | |
| Ensure that all section personnel are logged into WebEOC and maintaining their Position Activity Log and other paperwork as required | |
| Conduct periodic briefings and work to reach consensus among Operations staff on objectives for each operational period | |
| Prepare for and participate in EOC Director's Action Planning meeting and other relevant EOC Management Team meetings | |
| Work closely with each Branch Coordinator to ensure that the Operations Section objectives, as defined in the current Action Plan, are being addressed | |
| Ensure that situation and resources information is provided to the appropriate units in the Planning Section on a regular basis or as the situation requires, including Branch Status Reports and new incoming incident reports | |
| Ensure that intelligence information from Branch Coordinators is made available to the Planning Section's Situation Unity in a timely manner | |
| Ensure that the branch coordinate all resource needs through the Logistics Section utilizing the Resource Management Board in WebEOC | |
| Authorize resource requests and forward extraordinary and/or Critical Resource request to the EOC Director for approval | |
| Brief the EOC Director and other Management Team members on all major incidents | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

| | |
|--|-----------------------|
| Brief Branch Coordinators and Section Staff periodically on any updated information you may have received | |
| Share status information with other sections as appropriate | |
| Ensure information is collected, evaluated, displayed, and disseminated about the emergency situation and the EOC's operation response | |
| Coordinate activity of response operations | |
| Collect damage information from all available resources | |
| Determine if next operational period is needed | |
| Prepare and submit reports to the EOC Director | |
| RECOVERY GUIDELINES | COMMENTS/NOTES |
| Deactivate branches and any organizational elements when no longer required | |
| Ensure that all paperwork is complete and logs are closes and sent to the Documentation Unit | |
| Ensure that any open actions will be handled by the appropriate entity after demobilization | |
| Ensure that all required forms or reports are completed prior to demobilization and send to the Documentation Unit as required | |
| Ensure position specific EOC After Action Report comments or issues are provided in WebEOC | |
| Sign out of the incident in WebEOC using the Sign In/ Sign Out board | |
| Log off WebEOC and shut down laptop or PC | |
| Clean workstation and organize paperwork and notebooks | |
| Determine what follow-up to your assignment might be required before you leave | |
| Leave a forwarding phone number where you can be reached | |
| Sign out of the EOC on the hard copy sign in/out sheet | |

Planning Section Chief

| | |
|--|-----------------------|
| PREPAREDNESS GUIDELINES | COMMENTS/NOTES |
| Respond immediately to appropriate EOC location and determine operational status | |
| Sign into the EOC upon arrival on the hard copy sign in/out sheet | |
| Obtain a briefing from the EOC Director | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

| | |
|---|-----------------------|
| Set up your workstation and review your position responsibilities | |
| Ensure that the Planning Section is setup properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards | |
| Log into WebEOC and sign into the incident utilizing the Sign In/ Sign Out board | |
| Inform the EOC Director and General Staff when your section is fully operational | |
| Assist as required to develop an overall strategy | |
| Utilizing the Resource Management Board in WebEOC, request additional resources if needed; obtain necessary equipment and supplies | |
| Based on the situation, activate units within the Planning Section as needed and designate leaders for each unit | |
| Situation Unit | |
| Resource Unit | |
| Demobilization Unit | |
| Technical Specialist Unit | |
| Documentation Unit | |
| Advance Planning Unit | |
| Recovery Unit | |
| Review responsibilities of units in the Planning Section; develop plans for carrying out all responsibilities | |
| Keep the EOC Director and EOC Management Team informed of significant events | |
| Project ahead, anticipate situations and problems before they occur; based on the existing and forecast situation, determine future requirements | |
| RESPONSE GUIDELINES | COMMENTS/NOTES |
| Utilize WebEOC to maintain the Position Activity Log and document the history of the emergency/disaster | |
| Messages received | |
| Actions taken | |
| Decisions | |
| Request; justification, documentation and completion | |
| EOC personnel | |
| Expenditures | |
| Ensure the Situation Unit is maintaining current information for the EOC Situation Report | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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|---|-----------------------|
| Ensure that an EOC Situation report is produced, approved, and distributed to EOC sections | |
| Ensure that all status boards and other display are kept current | |
| Ensure that the Information Officer has immediate and unlimited access to all status reports and displays | |
| Ensure that objectives for each section are completed, collected and posted in preparation for the next Action Planning meeting | |
| Work closely with each branch/unit within the Planning Section to ensure the section objectives, as defined in the current EOC Action Plan, are being addressed | |
| Ensure the Documentation Unit maintains files on all EOC Activities and provides reproduction and archiving services for the EOC, as required | |
| Ensure that fiscal and administrative requirements are coordinated through the Finance/Administration Section | |
| Ensure Risk Management Officer is involved in Action Planning process | |
| RECOVERY GUIDELINES | COMMENTS/NOTES |
| Complete all logs and documentation and forward to Documentation Unit | |
| Ensure any open actions are assigned to appropriate Planning staff or other EOC sections to follow up on | |
| Ensure that all expenditures and financial claims have been coordinated through the Finance/Administration Section | |
| Ensure position specific EOC After Action Report comments or issues are provided in WebEOC | |
| Sign out of the incident in WebEOC using the Sign In/ Sign Out board | |
| Log off WebEOC and shut down laptop or PC | |
| Clean workstation and organize paperwork and notebooks | |
| Determine what follow-up to your assignment might be required before you leave | |
| Leave a forwarding phone number where you can be reached | |
| Sign out of the EOC on the hard copy sign in/out sheet | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

Logistics Section Chief

| PREPAREDNESS GUIDELINES | COMMENTS/NOTES |
|--|-----------------------|
| Respond immediately to appropriate EOC location and determine operational status | |
| Sign into the EOC upon arrive on the hard copy sign in/out sheet | |
| Obtain briefing from the EOD Director | |
| Confirm position specific priorities based on current status report | |
| Set up your workstation and review your position responsibilities | |
| Log into WebEOC and sign into the incident utilizing the Sign In/ Sing Out board | |
| Ensure the Logistics Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps, status boards, vendor references, and other resource directories | |
| Utilizing the Resource Management Board in WebEOC, request additional resources as needed; obtain necessary equipment and supplies | |
| Meet with the Finance/Administration Section and determine level of purchasing authority for the Logistics Section | |
| Ensure implementation of an immediate and accurate resource tracking system on all supplies or materials ordered, and coordinate the same with the Finance Section | |
| Project ahead, anticipate situations and problems before they occur; based on the existing and forecast situation, determine future requirements | |
| RESPONSE GUIDELINES | COMMENTS/NOTES |
| Utilize WebEOC to maintain the Position Activity Log and document the history of the emergency/disaster | |
| Messages received | |
| Actions taken | |
| Decisions | |
| Request; justification, documentation and completion | |
| EOC personnel | |
| Expenditures | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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| Ensure that the Finance Section receives all resource request when it is necessary to order resources beyond internal capabilities | |
| Ensure the monitoring of all critical supplies and equipment to prevent any shortages that could result in response failure | |
| Provide the Planning Section Chief with the Logistics Section's objectives prior to each Action Planning meeting | |
| Participate in preparation of the Incident Action Plan | |
| Provide input on resource availability, support needs, identified shortages, and response timelines for key resources | |
| Identify future operational needs (both current and contingency) in order to anticipate logistical requirements | |
| Ensure Incident Communications Plan (ICS Form 205) is prepared | |
| Ensure Medical Plan (ICS Form 206) is prepared | |
| Assist in the preparation of Transportation Plan | |
| Ensure that all resources are tracked and accounted for in cooperation with the Planning Section Resource Unit, as well as resources ordered through mutual aid | |
| Monitor incident expansion/contraction due to changes in conditions, meeting of objectives | |
| RECOVERY GUIDELINES | COMMENTS/NOTES |
| Identify high cost resources that could be demobilized early | |
| Ensure coordination with Operations before commencing demobilization | |
| Complete all logs and forms and forward to the Documentation Unit | |
| Ensure that all expenditures and financial claims have been coordinated through the Finance/Administration Section | |
| Ensure position specific EOC After Action Report comments or issues are provided in WebEOC | |
| Sign out of the incident in WebEOC using the Sign In/Sign Out board | |
| Log off WebEOC and shut down laptop or PC | |
| Clean workstation and organize paperwork and notebooks | |
| Determine what follow-up to you assignment might be required before you leave | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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| Leave a forwarding phone number where you can be reached | |
| Sign out of the EOC on the hard copy sign in/out sheet | |

Resource Unit Lead

| PREPAREDNESS GUIDELINES | COMMENTS/NOTES |
|---|-----------------------|
| Respond immediately to the appropriate EOC location and determine operational status | |
| Sign into the EOC upon arrival on the hard copy sign in/out sheet | |
| Obtain briefing from the EOC Director | |
| Set up your workstation and review your position responsibilities | |
| Log into WebEOC and sign into the incident utilizing the Sign In/Sign Out board | |
| Confirm position specific priorities based on status report | |
| Assist as required to develop an overall strategy | |
| Project ahead, anticipate situations and problems before they occur; based on the existing and forecast situation, determine future requirements | |
| Utilizing the Resource Management Board in WebEOC, request additional resources if needed | |
| RESPONSE GUIDELINES | COMMENTS/NOTES |
| Utilize WebEOC to maintain the Position Activity Log and document the history of the emergency/disaster | |
| Messages received | |
| Actions taken | |
| Decisions | |
| Request; justification, documentation and completion | |
| EOC personnel | |
| Expenditures | |
| Gather, post and maintain incident resource status on the Resource Management Board in WebEOC | |
| Status Board should track requests by providing at a minimum: Date and time of request; Items requested; Priority designation; Time the request was processed; Estimated time of arrival or delivery to the requesting party; Location of use; Estimate of how long the resource will be needed | |
| Utilize the WebEOC Resource Management board to make, track and document resource request | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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| Monitor List View for any new requests | |
| Review resource requests for eligibility and completeness, notify the requestor to obtain additional information required to process requests if needed | |
| Assign pending resource requests to appropriate position if eligible to be processed by the EOC | |
| Coordinate with the Finance Section for review of resource requests | |
| Update current status of resources requests for tracking | |
| Continue to assess the information in the List View | |
| Ensure that all requests are assigned to the incident, their status, and location | |
| Determine what resource have been assigned to the incident, their status and location | |
| Compile, maintain and display resource status information in WebEOC | |
| All tactical and support personnel and apparatus (including volunteer, city, mutual aid, or hired | |
| Transportation and support vehicles: confirm resources assigned to staging; confirm resources assigned to tactical operations; confirm resources assigned to other Command and General Staff functions | |
| Maintain master roster of all resource at the incident: total number of personnel assigned to the incident; total number of specific equipment/apparatus types | |
| Assist in preparation of the IAP | |
| Assist in identification of additional and special resources: other disciplines; technical specialists | |
| Establish and maintain staging areas for operations related equipment and personnel | |
| Work closely with the Logistics Unit and assist in notifying requesting parties of the status of their resource request. This particularly critical in situations when there will be delays in filling the request | |
| RECOVERY GUIDELINES | COMMENTS/NOTES |
| Complete all logs and documentation and forward to the Documentation Unit | |
| Ensure that all expenditures and financial claims have been coordinated through the Finance Section | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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| Ensure any open actions will be handled by the appropriate entity after demobilization | |
| Ensure position specific EOC After Action Report comments or issues are provided in WebEOC | |
| Sign out of the incident in WebEOC using the Sign In/Sign Out board | |
| Log off WebEOC and shut down laptop or PC | |
| Clean workstation and organize paperwork and notebooks | |
| Determine what follow-up to your assignment might be required before you leave | |
| Leave a forwarding phone number where you can be reached | |
| Sign out of the EOC on the hard copy sign in/out sheet | |

Documentation Unit Lead

| PREPAREDNESS GUIDELINES | COMMENTS/NOTES |
|---|-----------------------|
| Respond immediately to the appropriate EOC location and determine operational status | |
| Sign into the EOC upon arrival on the hard copy sign in/out sheet | |
| Obtain briefing from the Planning Section Chief | |
| Confirm position specific priorities based on status report | |
| Assist as required to develop an overall strategy | |
| Support operational and function meetings as required | |
| Set up your workstation and review your position responsibilities | |
| Log into WebEOC and sign into the incident utilizing the Sign In/Sign Out board | |
| Utilizing the Resource Management Board in WebEOC, request additional resources if needed | |
| RESPONSE GUIDELINES | COMMENTS/NOTES |
| Utilize WebEOC to maintain the Position Activity Log and document the history of the emergency/disaster | |
| Messages received | |
| Actions taken | |
| Decisions | |
| Request; justification, documentation and completion | |
| EOC personnel | |
| Expenditures | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

| | |
|--|-----------------------|
| Prepare incident documentation when requested | |
| Meet with the Planning Section Chief to determine what EOC material should be maintained as official records | |
| Establish and maintain EOC filing documentation system | |
| Initiate and maintain a roster of all activated EOC positions to ensure that Position Activity Logs are accounted for and submitted to the Planning Section Chief at the end of each shift | |
| Reproduce and distribute the Situation Reports and Action Plans and ensure distribution is made to the Operational Area EOC | |
| Establish a filing system to organize and systematically categorize all situation messages in chronological order, to include internal and externally generated messages | |
| Retain and file duplicate copies of official forms and reports, include those generated by computer | |
| Make sure times are posted and logged accordingly on all documents and files | |
| Record WebEOC status board information on a regular basis, especially as significant events change | |
| Check for errors, omissions or tasked functions are not completed and contact appropriate functional area for completion | |
| Keep up to date on the situation and resources associated with your unit; maintain current status reports and displays | |
| Provide periodic situation or status reports to the Planning Section Chief and keep them advised of your unit status and activity and on any problem areas | |
| Review situation reports as they are received; verify information where questions exist | |
| Assist the Planning Section Chief with IAP development and distribution | |
| RECOVERY GUIDELINES | COMMENTS/NOTES |
| Ensure any open actions will be handled by the appropriate entity after demobilization | |
| Ensure all required forms or reports are completed prior to demobilization and forward to the Planning Section Chief as required | |
| Ensure position specific EOC After Action Report comments or issues are provided in WebEOC | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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| Sign out of the incident in WebEOC using the Sign In/ Sign Out board | |
| Log off WebEOC and shut down laptop or PC | |
| Clean workstation and organize paperwork and notebooks | |
| Determine what follow-up to your assignment might be required before you leave; communicate information to the Planning Section Chief | |
| Leave a forwarding phone number where you can be reached | |
| Sign out of the EOC on the hard copy sign in/out sheet | |

Situation Unit Lead

| PREPAREDNESS GUIDELINES | COMMENTS/NOTES |
|--|-----------------------|
| Respond immediately to the appropriate EOC location and determine operational status | |
| Sign into the EOC upon arrival on the hard copy sign in/out sheet | |
| Obtain briefing from the Planning Section Chief | |
| Confirm position specific priorities based on status report | |
| Set up your workstation and review your position responsibilities | |
| Log into WebEOC and sign into the incident utilizing the Sign In/Sign Out board | |
| Project ahead, anticipate situations and problems before they occur; based on the existing and forecast situation, determine future requirements | |
| Utilizing the Resource Management Board in WebEOC, request additional resources if needed | |
| RESPONSE GUIDELINES | COMMENTS/NOTES |
| Utilize WebEOC to maintain the Position Activity Log and document the history of the emergency/disaster | |
| Messages received | |
| Actions taken | |
| Decisions | |
| Request; justification, documentation and completion | |
| EOC personnel | |
| Expenditures | |
| Oversee the collection and analysis of all incident or disaster related information | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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|---|-----------------------|
| Oversee the preparation and distribution of the EOC Situation Report | |
| Coordinate with the Documentation Unit for the reproduction of relevant plans and distribution as required | |
| Prepare a situation briefing for the EOC Action Planning meeting | |
| Provide current situation and intel assessments based on analysis of information received from a variety of sources and report to the Planning Section Chief and other staff as requested | |
| Develop situation and intel reports for dissemination to Planning Section Chief, EOC Command, and other section chiefs for the action planning process | |
| Seek available information which may be useful in the development of current situation assessments for the affected areas(s) | |
| Evaluate the content of all incoming field situation and major incident reports; provide incoming intelligence information directly to appropriate EOC sections | |
| Monitor and ensure the orderly flow of incident-related information within the EOC | |
| Coordinate with EOC PIO to transmit and receive status information | |
| Assist Planning Section Chief in developing the IAP | |
| Conduct situation analysis: what happened? what is forecast to happen? what must be anticipated? | |
| Keep up to date on the situation and resources associated with your Unit; maintain current status reports and displays | |
| Make a list of key issues currently facing your Unit, clearly establish action items to be accomplished within the next operational period | |
| RECOVERY GUIDELINES | COMMENTS/NOTES |
| Complete all logs and forms and forward to Documentation Unit | |
| Ensure any open actions will be handled by the appropriate entity after demobilization | |
| Ensure position specific EOC After Action Report comments or issues are provided in WebEOC | |
| Sign out of the incident in WebEOC using the Sign In/ Sign Out board | |
| Log off WebEOC and shut down laptop or PC | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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| Clean workstation and organize paperwork and notebooks | |
| Determine what follow-up to your assignment might be required before you leave; communicate information to the Planning Section Chief | |
| Leave a forwarding phone number where you can be reached | |
| Sign out of the EOC on the hard copy sign in/out sheet | |

Municipal/Private Section Liaison Officer

| PREPAREDNESS GUIDELINES | COMMENTS/NOTES |
|--|-----------------------|
| Respond immediately to the appropriate EOC location and determine operational status | |
| Sign into the EOC upon arrival on the hard copy sign in/out sheet | |
| Obtain briefing from the EOC Director | |
| Obtain summary of the incident organizations (ICS 201, 203) | |
| Determine companies/agencies already involved in the incident and whether they are cooperating (operating in a support mode "outside" the EOC), or assisting (have equipment and/or personnel assigned to the EOC) | |
| Confirm position specific priorities based on current status report | |
| Set up your workstation and review your position responsibilities | |
| Log into WebEOC and sign into the incident utilizing the Sign In/ Sign Out board | |
| Utilizing the Resource Management Board in WebEOC, request additional resources as need; obtain necessary equipment and supplies | |
| RESPONSE GUIDELINES | COMMENTS/NOTES |
| Utilize WebEOC to maintain the Position Activity Log and document the history of the emergency/disaster | |
| Messages received | |
| Actions taken | |
| Decisions | |
| Requests: justification, documentation and completion | |
| EOC personnel | |
| Expenditures | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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|---|-----------------------|
| Identify agency representatives from each agency, including communications link | |
| Contact agency representatives already on-site, ensuring they | |
| Have signed into WebEOC | |
| Understand their assigned functions | |
| Know their work locations | |
| Are fully briefed on the incident | |
| Maintain communications with their agencies and obtain situation status reports regularly | |
| Act as a point of contact for all agencies assigned to the EOC | |
| Monitor incident operations to identify current or potential inter-organizational issues | |
| Interview agency representatives concerning resource and capabilities and restrictions on use and provide this information at planning meetings | |
| Work with the PIO and EOC Director to coordinate media releases associated with inter-governmental cooperation issues | |
| Monitor incident operations to identify potential inter-organizational problems and keep Command apprised of such issues | |
| Support operational and functional meetings are required | |
| RECOVERY GUIDELINES | COMMENTS/NOTES |
| Complete all logs and forms and forward to Documentation Unit | |
| Ensure any open actions will be handled by the appropriate entity after demobilization | |
| Release agency representatives that are no longer required in the EOC after authorized by the EOC Director | |
| Ensure position specific After Action Report comments or issues are provided in WebEOC | |
| Sing out of the incident in WebEOC using the Sign In/Sign Out board | |
| Log off WebEOC and shut down laptop or PC | |
| Clean workstation and organize paperwork and notebooks | |
| Leave a forwarding phone number where you can be reached | |
| Sign out of the EOC on the hard copy sign in/out sheet | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

Finance Department

| PREPAREDNESS GUIDELINES | COMMENTS/NOTES |
|--|-----------------------|
| Respond immediately to the appropriate EOC location and determine operational status | |
| Sign into the EOC upon arrival on the hard copy sign in/out sheet | |
| Obtain briefing from the EOC Director | |
| Determine appropriate staffing levels based on EOC activation and planned action, notify additional staff as required | |
| Confirm position specific priorities based on current status report | |
| Assist as required to develop an overall strategy | |
| Support operational and functional meetings as required | |
| Set up your workstation and review your position responsibilities | |
| Log into WebEOC and sign into the incident utilizing the Sign In/ Sign Out board | |
| Inform the EOC Director and general staff when your section is fully operation | |
| Utilizing the Resource Management Board in WebEOC, request additional resources as need; obtain necessary equipment and supplies | |
| RESPONSE GUIDELINES | COMMENTS/NOTES |
| Utilize WebEOC to maintain the Position Activity Log and document the history of the emergency/disaster | |
| Messages received | |
| Actions taken | |
| Decisions | |
| Requests: justification, documentation and completion | |
| EOC personnel | |
| Expenditures | |
| Initiate or update a time report from all applicable personnel assigned to the incident for each operational period | |
| Participate in all Action Planning meetings | |
| Review resource request for fiscal awareness and appropriateness | |
| Ensure the EOC Director, General Staff, and elected/other officials maintain awareness of the current fiscal situation and other related matters | |
| Ensure the procurement and analysis of fiscal data | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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| Ensure the maintenance of financial records | |
| Ensure the procurement and tracking of all staff time: purchase orders and contracts in coordination with the Logistics Section; worker's compensation claims received in the EOC; travel and expense claims | |
| Provide situation and resources information to the Planning Section on a periodic basis or as the situation requires | |
| Share status information with other sections as appropriate | |
| Maintain appropriate administrative and fiscal records | |
| Organize and direct recording of equipment time | |
| Ensure that the section is supporting other elements consistent with priorities established by the EOC Director | |
| RECOVERY GUIDELINES | COMMENTS/NOTES |
| Complete all logs and forms and forward to Documentation Unit | |
| Ensure any open actions will be handled by the appropriate entity after demobilization | |
| Ensure position specific After Action Report comments or issues are provided in WebEOC | |
| Sign out of the incident in WebEOC using the Sign In/Sign Out board | |
| Log off WebEOC and shut down laptop or PC | |
| Clean workstation and organize paperwork and notebooks | |
| Determine what follow-up to your assignment might be required before you leave | |
| Leave a forwarding phone number where you can be reached | |
| Sign out of the EOC on the hard copy sign in/out sheet | |

Human Resources

| | |
|--|-----------------------|
| PREPAREDNESS GUIDELINES | COMMENTS/NOTES |
| Respond immediately to the appropriate EOC location and determine operational status | |
| Sign into the EOC upon arrival on the hard copy sign in/out sheet | |
| Obtain briefing from the EOC Director | |
| Confirm position specific priorities based on current status report | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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| Set up your workstation and review your position responsibilities | |
| Log into WebEOC and sign into the incident utilizing the Sign In/ Sign Out board | |
| Assist as required to develop an overall strategy | |
| Project ahead, anticipate situations and problems before they occur based on the existing and forecast situation, determine future requirements | |
| Utilizing the Resource Management Board in WebEOC, request additional resources as need; obtain necessary equipment and supplies | |
| RESPONSE GUIDELINES | COMMENTS/NOTES |
| Utilize WebEOC to maintain the Position Activity Log and document the history of the emergency/disaster | |
| Messages received | |
| Actions taken | |
| Decisions | |
| Requests: justification, documentation and completion | |
| EOC personnel | |
| Expenditures | |
| Coordinate with the Finance Section to provide guidance on emergency timekeeping procedures with respect to salary, benefits, worker's compensation and documentation consistent with Federal, State, County, and City guidelines and assist in implementation of these procedures as needed | |
| Coordinate with the Liaison Officer and Safety Officer to ensure that all EOC staff, including volunteers, receive a current situation and safety briefing upon check-in | |
| Track, record and report all on-duty time for personnel/volunteers working during an event: ensure records are accurate and complete; provide instructions to all employees to ensure time sheets and travel expense claims are completed properly | |
| Coordinate with EOC and other staff to determine the status of all County employees | |
| Provide information to the Logistics Section about available staff | |
| Coordinate with EOC staff to determine staffing needs and provide staff as available | |
| Arrange for the recruitment and orientation of any temporary employees | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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| Register and maintain records on any volunteers that are used | |
| Receive and process injury reports, compensation claims and other personnel related matters | |
| Assist EOC Director and Finance Section/Administration with policy decisions regarding extended work hours and duties | |
| Ensure that personnel time records and other related information are prepared and submitted to Finance | |
| RECOVERY GUIDELINES | COMMENTS/NOTES |
| Complete all logs and forms and forward to Documentation Unit | |
| Ensure any open actions will be handled by the appropriate entity after demobilization | |
| Ensure that all expenditures and financial claims have been coordinated through the Finance/Administration Section | |
| Ensure position specific After Action Report comments or issues are provided in WebEOC | |
| Sign out of the incident in WebEOC using the Sign In/Sign Out board | |
| Log off WebEOC and shut down laptop or PC | |
| Clean workstation and organize paperwork and notebooks | |
| Determine what follow-up to your assignment might be required before you leave | |
| Leave a forwarding phone number where you can be reached | |
| Sign out of the EOC on the hard copy sign in/out sheet | |

Human Resources

| | |
|--|-----------------------|
| PREPAREDNESS GUIDELINES | COMMENTS/NOTES |
| Respond immediately to the appropriate EOC location and determine operational status | |
| Sign into the EOC upon arrival on the hard copy sign in/out sheet | |
| Obtain briefing from the EOC Director | |
| Set up your workstation and review your position responsibilities | |
| Log into WebEOC and sign into the incident utilizing the Sign In/Sign Out board | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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| Inform the EOC Director and General Staff when you section is fully operational | |
| Perform a risk identification and analysis of the EOC site and operations | |
| Tour the entire facility area and determine the scope of ongoing and future operations | |
| Monitor set-up procedures for the EOC ensuring that proper safety regulations are adhered to | |
| Oversee that security checkpoints have been established at all EOC entrances to allow only authorized personnel access to the EOC, including staff sign-in and identification procedures | |
| Assist as required to develop an overall strategy | |
| Utilizing the Resource Management Board in WebEOC, request additional resource if needed | |
| Project ahead, anticipate situations and problems before they occur based on the existing and forecast situation determine future requirements | |
| RESPONSE GUIDELINES | COMMENTS/NOTES |
| Utilize WebEOC to maintain the Position Activity Log and document the history of the emergency/disaster | |
| Messages received | |
| Actions taken | |
| Decisions | |
| Requests: justification, documentation and completion | |
| EOC personnel | |
| Expenditures | |
| Identify hazardous situations associated with the incident | |
| Ensure adequate levels of protective equipment are available and being used | |
| Provide warnings and recommend protective actions to personnel within the EOC regarding any hazard which may impact personnel safety | |
| Identify potentially unsafe acts | |
| Identify corrective actions and ensure implementation; coordinate corrective action with Command and Operations | |
| Participate in planning and tactics meeting: listen to tactical options being considered and if potentially unsafe, assist in identifying options, protective actions or alternate tactics; discuss accidents/injuries to date and make | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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| recommendations on preventative or corrective actions | |
| Participate in the development of IAPS: review and approve Medical Plan (ICS 206); Provide Safety Message (ICS 202); Assist in the development of "Special Instructions" block of ICS 214 as requested by the Planning Section; Prepare Incident Safety and Risk Analysis (ICS 215A) | |
| Investigate accidents that have occurred within incident areas: Ensure accident is properly documented; Coordinate with Finance as necessary for proper case evaluation and closure; Prepare accident report; Recommend corrective actions | |
| Coordinate Critical Incident Stress, hazardous material, and other debriefings as necessary | |
| Assist the PIO in reviewing press releases, public alerts, warnings and public information materials from a risk management perspective | |
| RECOVERY GUIDELINES | COMMENTS/NOTES |
| Complete all logs and forms and forward to Documentation Unit | |
| Ensure any open actions will be handled by the appropriate entity after demobilization | |
| Ensure position specific EOC After Action Report comments or issues are provided in WebEOC | |
| Sign out of the incident in WebEOC using the Sign In/Sign Out board | |
| Log off WebEOC and shut down laptop or PC | |
| Clean workstation and organize paperwork and notebooks | |
| Determine what follow-up to your assignment might be required before you leave | |
| Leave a forwarding phone number where you can be reached | |
| Sign out of the EOC on the hard copy sign in/out sheet | |

TRANSPORTATION GROUP

PRIMARY AGENCY: Carteret County Area Transportation System
Carteret County Public Schools Transportation Department

SUPPORTING AGENCIES: Carteret County Finance Department
Carteret County Fire & EMS Departments
Carteret County Parks & Recreation
Carteret County Sheriff's Office
Michael J. Smith Airport
Municipal Fire & EMS Departments
Municipal Parks & Recreation Departments
Municipal Police Departments
Municipal Public Works Departments
National Park Service – Cape Lookout
NC Department of Transportation
NC Ferry Division
NC Highway Patrol
NC Railroad
NC State Parks
NC State Ports
US Army Corps of Engineers
US Coast Guard

EOC STAFFING: Carteret County Area Transportation Department
Carteret County School Transportation Department

I. PURPOSE

The Transportation Group in general coordinates the use of all transportation resources to meet the needs of the citizens as well as other support functions to accomplish response, recovery and assistance missions. This role includes prioritizing and coordinating transportation resources and assisting with emergency evacuations.

II. SITUATION AND ASSUMPTIONS

A. Situation

- Most Carteret County impacts in regards to the Transportation Group result from relatively frequent impact of tropical weather systems. Unless otherwise specified, all provisions are related to this impact, as the likely most severe context. Other applicable threats and hazards are likely to impact much smaller geographical areas.
- Within the county's jurisdiction, most transportation infrastructure impacts are the responsibility of the State of NC, and beyond the scope of county operations. However, within municipalities, these impacts may involve both state and municipal agencies.

- When significant infrastructure damage across multiple jurisdictions is involved, coordination of these operations with state and municipal entities will be conducted by the Public Works Department working with the Transportation Group.
- A comprehensive hurricane evacuation study has been completed for Eastern North Carolina. This study includes traffic analysis defining evacuation routes and clearance times, potential flood hazard areas, and a behavioral analysis.
- The Carteret County Control Group is responsible for determining the need for evacuations affecting more than one jurisdiction within the county.
- Major bridges within the county, vital to traffic movement and evacuations are rarely officially closed; however, the bridges may be secured by law enforcement and public works during extreme weather or as a result of damage.
- The NC Ferry System route on NC 12 between Cedar Island and Ocracoke Island of Hyde County, NC serves as a significant tourist travel route during the summer season. Impacts to this route are not generally significant to Carteret County; however, the route may be critical to the evacuation of, provision of emergency and critical services, and reentry to Ocracoke Island.
- As the (permanently) uninhabited Portsmouth Island, Core Banks, and Shackleford Banks are part of the Cape Lookout National Seashore, county involvement is limited in the evacuation of visitors from these areas; however, the county may be called upon to provide emergency services or other support from time to time.
- The US Coast Guard supervises commercial operations of the area maritime, including many operations at the NC State Port, in accordance with federal law and regulations.
- The US Army Corps of Engineers is responsible for the maintenance of Beaufort and Bogue Inlets, as well as the Intracoastal Waterway. Acute, significant impacts are rare, and not an immediate concern to emergency operations.
- The NC State Port is dependent upon the local community for emergency services support, as well as the provision of utilities and supporting infrastructure. Hazards which may exist at the port are responded to within appropriate FSGs.
- The majority of railway operations within the county support the NC State Port.
- The Michael J. Smith Airport has sufficient capability to support any aerial support required for disaster response and recovery.

B. Assumptions

- Significant highway routes and bridges will become impassable due to high winds, heavy rainfall, storm surge, or traffic congestion; negatively impacting emergency response, evacuation, traffic flow, and the flow of assistance and commodities to initiate recovery. Specific communities prone to isolation include Cedar Island, Sea Level, South River, and Harker's Island. Other low-lying areas are impacted by storm surge.
- Periodic evacuations of a portion of the county will occur, particularly in regards to Bogue Banks and low-lying areas.
- Evacuation best occurs during daylight hours.
- Large-scale evacuations from contiguous counties may impact Carteret County.
- Evacuations of the entire county will likely only be considered for a direct or close to direct strike of Category 3, 4, or 5 tropical systems. For historical perspective, a Category 3 or greater approaches the NC coast an average of once per decade and the last Category 4 was over half a century ago, although there have been numerous instances in recorded history.

- Implementation of traffic control points will soon overwhelm local resources and affect law enforcement and public works operations. Significant overtime will be involved for extended operations.
- Other than for smaller, acute incidents, significant warning times will normally be available to evacuate the threatened population. Traffic control resources must be coordinated prior to the public release of an evacuation order, and require ample time to assemble; as in the examples of allowing the NC Highway Patrol time to call in additional support and DOT to move highway message boards.
- Effective traffic control points will facilitate orderly evacuation or re-entry.
- Evacuation and re-entry information will be made available to the public by all available means.
- If there is a significant potential threat, some residents will evacuate prior to being advised to do so by public officials.
- Considerations of curfews will consider the need of private business and supply vendor flexibility, necessary to restore the community supply chains as promptly as possible.
- Fire & EMS Departments, Public Works, Parks and Recreation, and citizens within the community will attempt to clear roadways sufficient for emergency access following large disasters.
- Large disasters impacting transportation infrastructure and the potential for significant debris impeding them require deliberate pre-planning. In accordance with the Federal Emergency Management Agency guidelines, pre-event contracts should be established for predictable scenarios.
- The State of NC will maintain planning for emergency and long-term repair of its transportation infrastructure.
- Municipalities will maintain some ability to enact emergency repairs to roadways and contractual relationships with vendors to provide more extensive repairs for its transportation infrastructure

III. CONCEPT OF OPERATIONS

A. General

- Predictable evacuations should be declared 24 hours prior to the onset of Tropical Storm force winds or significant storm surge, and in a manner to allow at maximum daylight operations.
- The county, municipalities, or emergency service agencies may affect smaller evacuations in accordance with their authority for smaller and acute incidents.
- Law enforcement personnel and NC DOT and Public Works traffic control devices will be used to implement traffic control for evacuation and for re-entry.
- In regards to use of high-rise bridges for emergency services response, operations and the dispatch of incidents will generally be suspended once it is deemed unsafe.

B. Specific

- Evacuation
 - Areas to be evacuated will be determined at the time of the emergency.
 - Public access to evacuation areas will be denied once an evacuation order has been implemented. For pre-planned events, sufficient notice will be provided in order to allow persons to retrieve family members, pets, and necessary personal items.

- Vehicles experiencing mechanical problems during the evacuation will be moved off the roads by necessary means as authorized by law enforcement officials. (General Statute 20.161)
- Law enforcement officers will assist stranded motorists in reaching a location of best available shelter.
- Institutions (nursing homes, adult care homes, retirement centers, etc.) within the county must develop procedures for evacuation and relocation of patients or residents. When the capabilities of an institution to meet resource requirements are exceeded, the institution may be assisted by the EOC.
- The segment of the County's population lacking transportation to a shelter facility may be assisted by the most appropriate means of transportation available.
- CCATS has vans and drivers qualified to operate them, and may be utilized to serve the public by providing transportation in emergency or disaster situations. Their use is dependent on their availability.
- The public school system has buses and drivers qualified to operate them, and may be utilized to serve the public by providing transportation in emergency or disaster situations. Their use is dependent on their availability and the status of Memorandums of Understanding. It can be expected that the transportation of children within the school system will be prioritized over other situations.

➤ Re-Entry

- Similar to evacuation, the decision to allow re-entry to any evacuated or restricted areas will be by the Control Group for multiple jurisdictions, or specific jurisdictions as applicable; and based primarily on consideration of public health and safety.
- Evacuated emergency service equipment, personnel, and government officials will be allowed to return prior to allowing the re-entry of the public; in order to allow assessment and restoration of vital services.
- When required, staging areas for incoming resources will be established.
- The use of privately owned sites for forward staging throughout the county will be negotiated and utilized as needs dictate.
- Certain regional staging areas will be used as mobilization points to receive and organize emergency relief personnel and equipment.
- Carteret County does not issue or utilize formal re-entry permits. The beach communities of Bogue Banks have a formal re-entry permit process.
- Sections of the county may remain isolated or closed to the public even after re-entry begins based on safety and security concerns of that jurisdiction.

**CHECKLIST
TRANSPORTATION GROUP**

| PREPAREDNESS GUIDELINES | COMMENTS/NOTES |
|---|-----------------------|
| Review and update the Plan, standard operating procedures, checklists and any mutual aid agreements annually or as necessary. | |
| Report to the EOC to coordinate transportation impacts, when requested. | |
| Maintain detailed message and event logs for the Transportation Group in the EOC, including the use of standard ICS forms and/or EM computer systems. | |
| Identify and notify transportation support agencies to assure they are activated or on alert. | |
| Respond to requests for assistance from other agencies responding to an event. | |
| Determine if residents need to be evacuated from immediate peril. | |
| Provide transportation assistance to those persons registered for transportation assistance. | |
| Monitor and report roadway conditions for traffic delays and detours. | |
| Develop inventory of available vehicle and personnel resources from supporting agencies. Instruct agencies to document mileage and time. Establish back-up fuel supply location(s). | |
| Establish communication plans with support agencies and ensure that they are ready to respond. | |
| Coordinate the evacuation of the medically fragile. Ensure this task is accomplished in a timely manner. Coordinate with EMS, if activated. | |
| Ensure that persons have been provided transportation out of the immediate impact area. | |
| RESPONSE GUIDELINES | COMMENTS/NOTES |
| Report on and relay road hazards identified by field units. | |
| Ensure that additional personnel will be available to staff the EOC, if activated. | |
| Provide list of available transportation personnel and resources to the EOC. | |
| Coordinate transportation resources with requests for the movement of personnel, goods and services to support the response. | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

| | |
|---|-----------------------|
| Prioritize transportation requests to ensure that the most critical are met first. | |
| Track resources that have been committed to specific missions and plan for re-deployment upon release, when necessary. | |
| Maintain list of transportation resources and personnel (volunteer from private or business sector) that have been called into the EOC. | |
| Identify staging areas for transportation resources that may be sent into the affected area for support. | |
| Compile report of any damaged transportation assets. | |
| Report rumors to the EOC staff, if detected. | |
| Track daily costs and develop expense reports. | |
| Ensure that agencies maintain detailed logs of mileages and time applied to disaster response and recovery efforts, particularly the use of ICS form 214. | |
| Advise the EOC of additional resources needed to cover shortfalls at least 12 hours prior to need. | |
| RECOVERY GUIDELINES | COMMENTS/NOTES |
| Continue staffing the EOC until advised | |
| Assist recovery transportation and delivery activities as needed. | |
| Ensure that agencies have maintained logs of mileage and time of personnel utilized to respond to disaster. | |
| Contribute to a recovery action plan and After Action Reports. | |
| Coordinate re-entry information and instructions with the County PIO. | |
| Develop a plan for the priority replacement of any damaged or destroyed transportation assets. | |
| Participate in the review of operations during county led critique. Develop plan of action to improve response during future events. | |

COMMUNICATIONS & INFORMATION TECHNOLOGY GROUP

PRIMARY AGENCY: Carteret County Emergency Services
Carteret County Information Technology (IT) Department

SUPPORTING AGENCIES: Amateur Radio Emergency Services

EOC STAFFING: Carteret County Emergency Services
Carteret County Information Technology (IT)
Amateur Radio Emergency Services

I. PURPOSE

This section provides a framework to support communications activities through all phases of a significant incident. This function describes Carteret County's communication systems and presents available communication sources, policies, and procedures. This function works to ensure the provision of efficient communications both within Carteret County and with response and recovery partners.

II. SITUATION AND ASSUMPTIONS

A. Situation

- Communications play a critical role in emergency operations, including timely responses, and in coordination of efforts. Notifications of the public and the processing of disaster information requests are handled within the Public Information Group.
- Daily emergency management level communications with both internal and external response and recovery partners are conducted by telephone, email, and other web-enabled systems by appropriate officials.
- Daily emergency communications (county-wide) are managed by Carteret Emergency Communications, the county's PSAP (9-1-1 center) and a division of Emergency Services. This includes coordination with adjacent jurisdictions.
- The county has limited capability to process 9-1-1 and emergency calls at alternate locations, where reductions in capacity and processing speed will occur. Use of such locations will require mobile and portable communications assets and some capabilities may remain dependent upon hardware located at the primary location.
- Daily public safety radio communications within the county operate using multiple networks and systems.
 - The majority of radio communications occur on county or municipal owned VHF networks, many of which rely on centralized control equipment and commercially available data connectivity.
 - A small number of strategic, site independent VHF repeaters are present for use during primary system failures.
 - Numerous non-repeated, VHF frequencies are available within the county, and are primarily available for either on-scene or fixed base and mobile (vehicle installed) uses.

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

- The emergency communications center and the EOC have the capability to operate on all the above, although range is more limited and varies by system or frequency.
 - There is also substantial daily use of the state's Voice Interoperability Plan for Emergency Responders (VIPER) 800 MHz system, centrally controlled out of county and reliant upon state-maintained microwave networks. Four transmission sites exist within Carteret County, with numerous additional sites in contiguous areas. This system allows interoperability with an exhaustive list of governmental and quasi-governmental agencies which operate within the state.
 - The emergency communications center and most emergency response agencies also have the capability to operate on frequencies and systems of adjoining jurisdictions and other agencies.
- Nationally designed interoperability radio channels are programmed in many response agency radios, and include VHF, UHF, and 800 MHz where possible. The state maintains one site within the county where 800 MHz interoperability channel repeaters are present.
 - Numerous amateur radio repeaters and systems are available for use in and around Carteret County. The EOC has the capability to operate on amateur radio HF, VHF, and UHF bands.
 - As in every community, the government and the public are highly dependent upon commercially available telephone and data networks.
 - The bulk of hard-wired services are provided by Centurylink and Spectrum.
 - Numerous national and regional wireless service providers are available for use, some of which are dependent upon hard-wired networks. Coverage areas vary by vendor, with the bulk of the county covered by one or more networks.
 - The county maintains numerous IT systems, servers, and plant equipment throughout county facilities, including the county's 9-1-1 and PSAP equipment. Interconnection is often dependent upon commercial networks.
 - The county contracts with numerous vendors and contractors in support of its IT needs. Emergency management incident management and public notification systems are included, and are dependent upon internet connectivity.
 - Municipalities maintain various systems, servers, and IT plant equipment as desired. Interconnection is also often dependent upon commercial networks.
 - The state and federal governments, along with many private vendors have portable communication assets and systems that can be deployed, and may be available based upon state and national priorities following a disaster.
 - Numerous publicly available, off-air television and radio stations are received within the county.

B. Assumptions

- All communication systems have vulnerabilities and will fail in various scenarios and despite planning best practices, various single points of failures almost always exist.
- Supporting infrastructure to critical assets and communications systems generally have increasingly likelihood of failure in correlation to the size and impact of an incident or event. However, even minor events in critical locations can cause system failure. Failures may be precipitated by events in distant locations.

- Communication systems are generally more limited when operating on auxiliary power, which may be time-limited or inoperable as well.
- Personnel resources for the conducting of emergency communications are limited under the best of scenarios for various reasons.
- During day to day operations, some incidents of significance (or high visibility) occur, which overload the emergency communications center for short periods of time.
- Impacts resulting from severe threats and hazards may overwhelm the emergency communications center and the physical 9-1-1 system without warning.
- Media outlets and emergency officials of other jurisdictions will attempt to contact county officials or gain information through the emergency communications center.
- The public routinely ties up emergency communications lines for non-emergency purposes, and this is compounded exponentially when significant incidents and events occur.
- Immediately prior to known, potential disasters and immediately following any large-scale disaster, mutual aid 9-1-1 telecommunicator personnel resources will be required.
- Critical or numerous public safety radios systems may be off-line following a significant incident or event. In severe cases, non-repeated frequencies may be all that is available, with inherent range concerns; however, these channels are robust as each radio is independently powered.
- The commercial telephone system (hardline and wireless) may become overloaded during significant incidents, thus delaying incoming and outgoing calls, or making calls impossible.
- Commercial telephone systems may also be completely inoperable following impact of a significant event, particularly at key equipment locations.
- Publicly available off-air television and radio stations may be off the air individually or in aggregate, particularly following a critical event.
- Amateur radio capabilities are robust and able to operate in various modes and on various bands and are of critical value following a disaster, not only for interconnection of EOCs and other stations, but also for intelligence gained from publicly licensed operations.

III. CONCEPT OF OPERATIONS

A. General

- Day to day radio communications by all emergency response agencies and partners shall be in accordance with the current Carteret County Public Safety Radio Communications Plan at all times. This plan is as approved by the 9-1-1 Operations Advisory Board.
- Carteret Emergency Communications acts as the county's warning point. The emergency communications center is responsible for continuous monitoring of primary dispatch radio channels and NC SW Call. During incidents, tactical channels should be monitored to the extent possible. As able, the on-duty supervisor should attempt to monitor channels of key response partner to maintain situational awareness.
- Any failures or concerns in regards to the operating status of emergency communications systems, networks, or programs are to be immediately relayed to the appropriate repair technicians and responsible officials. 24x7 contact information is to be maintained and is to be available both in electronic and hard-copy formats.
- The emergency communications center is also responsible for continuous monitoring of the National Warning System (NAWAS), National Weather Service alert broadcasts, weather radar, and local television breaking news and is responsible for notifying key emergency

officials as warranted. However, these operations do not take priority over processing emergency incidents and shall occur in the background.

- The county's IT department is responsible for the continuous monitoring of county IT systems, and will maintain emergency, on-call ability for critical system impacts.

B. Specific

- The emergency communications center will maintain the availability of at least one satellite phone and radio system device.
- Severe weather warnings for severe thunderstorms, tornadoes, and imminent hurricane wind warnings are to be immediately re-broadcast to all emergency response personnel. Tornado warnings should be preceded by the fire and EMS all-county paging tone for maximum efficiency.
- During periods of overload, the emergency communications center on-duty supervisor may suspend normal operations, to include:
 - Discontinuation of Emergency Police Dispatch system standard protocols
 - Discontinuation of Emergency Fire Dispatch system standard protocols
 - Processing of non-emergency calls
 - Suspending normal dispatch procedures, for example the dispatch of multiple fire departments to alarms and of EMS to all fire incidents.
 - Processing of ancillary services such as notifying public works agencies or the tracking of units and dispositions.
 - Discontinuation of Emergency Medical Dispatch standard protocols may be suspended as a last resort.
- The emergency communications center will maintain Standard Operating Procedures which cover normal operations, emergency operations, and disaster operations.
- The emergency communications center on-duty supervisor is specifically authorized to recall off-duty and support personnel as necessary to handle any acute impact to emergency operations.
- Prior to impending potential disasters and/or following critical events, emergency management will request mutual aid telecommunicator staff.
- When the EOC is operating, the emergency communications center may be reduced to processing incoming emergency calls for service, and resource determination for response may be dictated by the EOC.
- During disaster operations, each emergency response agency will man their stations and may receive notifications of incidents only. All ancillary information, incident tracking, and incident resolution will become their responsibility and shall be conducted on alternate frequencies and channels.
- During disaster operations, all non-emergent radio transmissions will be suspended.
- The emergency communications center will maintain capability to operate in a manual capacity without supporting systems, including maintenance of all required forms and office supplies necessary. Manual operations will be exercised by each on-duty supervisor and shift at least quarterly in accordance with standard procedures.

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- The emergency communications center will exercise the operations of backup radio and 9-1-1 systems at least quarterly.
- The emergency communications center will relay all messages to county and emergency officials as expediently as possible and in a manner representative of the priority. Emergency communications center personnel will refer media and public inquiries to appropriate public safety officials. The on-duty supervisor should use appropriate judgment to ensure that all requests are politely and tactfully handled in an expedient manner as not to impact emergency operations.
- Non-official or personal contact information should not be provided outside of urgent public safety needs.
- The EOC will maintain capability to operate in a manual capacity without supporting systems, including maintenance of all required forms and office supplies necessary.
- The EOC will exercise full scale operations at least once annually, to include the use of manual incident tracking systems.
- Whenever the EOC is activated, amateur radio services are to be requested.

**CHECKLIST
COMMUNICATIONS & INFORMATION TECHNOLOGY GROUP**

| PREPAREDNESS GUIDELINES | COMMENTS/NOTES |
|---|-----------------------|
| Review, update and revise standard operating procedures annually and prior to anticipated events. Exercise all primary and backup operations as required. | |
| Test and exercise all communication equipment and ensure proper operation on a regular basis. (Radio, Computers, Projector, Terminals, Monitors, Faxes, Telephones, Modems, Copiers, and Scanners etc.) | |
| Test and exercise all data and IT equipment and ensure proper operation on a regular basis. | |
| Maintain a list of county and municipal officials and key state agencies contact phone numbers, unlisted numbers, pager number, cell phone and fax numbers, etc. | |
| Establish liaison with telephone and data communication service providers. | |
| Identify and notify the supporting agencies their resources and personnel may be required to respond. | |
| Develop action plan to overcome communication shortfalls. | |
| Plan for and test alternate means of communicating with field units if normal communications channels are disrupted. | |
| Disseminate information, data and directives among all emergency response agencies. | |
| Monitor the NAWAS, local television, weather radio, and NOAA weather radio and any other available emergency notifications and situational awareness. | |
| Ensure adequate supplies are maintained for extended operations. | |
| RESPONSE GUIDELINES | COMMENTS/NOTES |
| Ensure that positions in the EOC are staffed on a 24-hour basis. Post a shift schedule for this position and advise the EOC manager of actions. | |
| Ensure constant communications with field units and ensure that all agency requests are relayed to EOC staff when applicable. | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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| Report pertinent information identified on GIS overlays (i.e., water intakes, schools, retirement homes, archeological and historical sites, etc.) | |
| Report pertinent information on shared incident management databases. | |
| Anticipate and advise the EOC of the need for additional technology resources. | |
| Assist with operations of WebEOC, Hurrevac, and mass alerting system (CodeRED). | |
| Track daily costs and develop expense reports. | |
| Assist with orderly shut-down of EOC. | |
| Advise the EOC of needed state or federal resources at least 12 hours prior to their need. | |
| RECOVERY GUIDELINES | COMMENTS/NOTES |
| Maintain all functions carried over from the Response phase. | |
| Continue to respond to first responder requests and continue to provide those requests to EOC staff. | |
| Develop an after action report for presentation to the EOC staff. | |
| Participate in review of response operations during county led critique. Develop Plan of Actions to improve response during future events. | |
| Correct any outstanding technology issues. | |
| Develop appropriate After Action Reviews and implement required operational changes. | |
| Assist with orderly shut-down of EOC. | |

PUBLIC WORKS AND ENGINEERING & PLANNING DEPARTMENT

- PRIMARY AGENCY:** Carteret County General Services Department
- SUPPORTING AGENCIES:** Carteret County Planning and Development Department
Carteret County Tax Office
Carteret County Shoreline Protection Office
Carteret County Health Department
Carteret County School System
Municipal Public Works Departments
- EOC STAFFING:** Carteret County General Services

I. PURPOSE

The purpose of this section is to coordinate the delivery of services related to Public Works. Specifically, activities within the scope of this function include assessments of public works and infrastructure; executing emergency contract support for life-saving and life-sustaining services; providing technical assistance to include engineering expertise, construction management, debris management, and contracting and real estate services; providing emergency repair of damaged public infrastructure and critical facilities. This Group is highly coordinated with the Transportation Group in regards to transportation infrastructure and also the Command Group for Utilities.

II. SITUATION AND ASSUMPTIONS

A. Situation

- Per the county's AHTA, tropical storms are of greatest potential to cause widespread damage to public facilities and utilities; therefore planning addresses these systems as the basis for emergency planning within this Group as well.
- The county owns or operates numerous critical facilities, to include the emergency communications center, the EOC, the courthouse, the Health Department, a water treatment plant, and the county administration building.
- The county owns and operates a public utility for the provision of water to a portion of the county, generally in the North River to Mill Creek area.
- The county is dependent upon services provided by quasi-governmental and partner agencies, as in the example of fire and EMS departments.
- The municipalities within Carteret County operate critical facilities key to their operations, to include water and sewer treatment plants.
- Several municipalities within the county operate publicly available water and sewer utility systems.
- Other non-profit water districts and their water systems are present serving multiple communities.
- Numerous private wastewater systems are present within the county.
- A privately maintained natural gas pipeline serves a portion of central and western Carteret County.

B. Assumptions

- Severe damage may be caused to public buildings, public utilities, and other infrastructure, more widespread for tropical systems, within communities for isolate hazards such as tornadoes, and individual facilities for all types of threats and hazards.
- Damage to any of the utility systems described in Section A have the potential to impact large groups of people and require a coordinated assessment and repair effort.
- Damage to or strategic shutdown of any of the utility systems described in Section A may cause the entire system to cease to operate.
- Damage to privately-owned utility systems may require governmental support in order to prevent environmental damage following a disaster.
- Access to facilities and utility infrastructure may be impaired for significant periods following a widespread disaster.
- The loss of commercial electrical power may severely reduce or eliminate the capability for utility systems to operate.
- Severe weather can be responsible for large amounts of debris and severe beachfront erosion.
- All public works departments and facility maintenance crews may quickly be overloaded.
- The availability of local or typical private resources necessary to support facility and utility repairs may be limited or non-existent following a disaster.
- Large numbers of skilled personnel, engineers, construction workers, utility personnel and laborers may be needed from outside the disaster area.
- Commercially available fuel supplies may be limited or unavailable following a disaster. Municipalities and the Carteret County School System may have enough reserve to support initial operations.
- The Building Inspections departments of the county and municipalities will be overwhelmed following a widespread disaster.

III. CONCEPT OF OPERATIONS

- The county and the municipalities will include within their pre-incident emergency planning, the creation of repair priorities for all public facilities, utilities, and other infrastructure.
- The county and the municipalities will establish pre-incident relationships with vendors and any support contracts necessary to rapidly respond to damage to public and utility infrastructure.
- The county and the municipalities will create contingency and Continuity of Government plans considering the potential loss of governmental facilities and utilities, individually and/or in aggregate.
- The county will ensure that private utility systems create emergency action and repair plans to the extent possible and in accordance with any applicable law and regulation.
- The county and the municipalities will develop plans to implement auxiliary power plans.
- When necessary and requested, the EOC will request any additional resources necessary to conduct assessments, inspections, and repairs.

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

**CHECKLIST
PUBLIC WORKS AND ENGINEERING & PLANNING DEPARTMENT**

| PREPAREDNESS GUIDELINES | COMMENTS/NOTES |
|---|-----------------------|
| Review, revise, and update contracts, memorandums of understanding, mutual aid agreements and checklists annually and prior to predictable impacts. | |
| Staff the Public Works and Engineering, function in the EOC. | |
| Maintain a continuous and detailed message/event log at the EOC position. | |
| Notify supporting agencies of the potential need for personnel and equipment. Compile lists of readily available assets and provide to EOC Director. | |
| Direct all agencies to track personnel and equipment expenses for reimbursement and maintain an accurate record of expenditures for labor, equipment, materials, fuel, rental equipment, etc. | |
| Establish communications with supporting agencies. | |
| Develop contact list to include phone numbers, pager, fax, home, and alternate contact number for supporting agencies. Include radio channels and cellular numbers. | |
| Identify those public works facilities that may be impacted by a disaster, and develop plans to overcome any shortfalls. | |
| Develop prioritization repair plan for damaged facilities. | |
| Identify critical public works facilities that will require generator backup. Identify generator size needed and if facility has quick-connect capability. Identify generator transportation/delivery contacts. | |
| Prepare to provide emergency repairs to water, waste water and solid waste facilities. | |
| Identify roadways that will require priority debris clearance. | |
| Maintain a vendor contact list. | |
| RESPONSE GUIDELINES | COMMENTS/NOTES |
| Coordinate response of primary and supporting public works/utilities agencies and contracts. | |
| Reassess the priorities to be addressed for the most critical needs and develop strategies to address these needs. | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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| Continue to track resources committed to specific missions. | |
| Determine the need for outside resources (type and location needed). | |
| Identify potential debris sites – chipping, burning, and sorting. | |
| Track daily costs and develop reports and prepare GIS data and maps. | |
| Advise the EOC of additional resources needs, at a minimum, 12 hours prior to need. | |
| RECOVERY GUIDELINES | COMMENTS/NOTES |
| Respond to request for public works assistance from municipalities and other agencies. | |
| Review public works requests and prioritize response. | |
| Support damage assessment activities. | |
| Make temporary repairs to damaged public works facilities. | |
| Ensure that adequate amounts of potable water are available to support recovery operations. | |
| Receive requests for assistance to repair damaged privately owned utility systems. | |
| Provide technical assistance to operators of utility systems. | |
| Procure portable toilets and safety lighting for communities, facilities, and work sites if needed. | |
| Provide listing of damaged public works facilities to State Strike Team, if deployed to the area. | |
| Participate in the review of operations during County-led critique. Develop plan of actions to improve response during future events. | |

HUMAN SERVICES GROUP

PRIMARY AGENCY: Carteret County Department of Social Services

SUPPORTING AGENCIES: Carteret County Health Department
Carteret County Public School System
Carteret County Emergency Services
Carteret County Sheriff's Office
Municipal Police Departments
Amateur Radio
Salvation Army
American Red Cross

EOC STAFFING: Carteret County Department of Social Services
Carteret County Emergency Services
Carteret County Health Department
American Red Cross/Salvation Army
Carteret County Public School System
Police Representative
Amateur Radio

I. PURPOSE

The Human Services Group establishes a working strategy for the mass care of residents in Carteret County along with the essential plans to provide pet-friendly sheltering for companion animals, during, or after an emergency. It will also support the delivery of mass care services of shelter and feeding to disaster victims and establishment of systems to provide bulk distribution of emergency relief supplies. Any facilities utilized for shelters will be in compliance with the Americans with Disability Act. This Group focuses on Donated Goods and Volunteer Coordination. Activities within this Group are varied and may include:

- Coordinate the tasking of sheltering activities.
- Coordinate the establishment of mass feeding facilities.
- Coordinate the relief efforts provided by private groups.
- Coordinate the establishment of a system for shelter registration.
- Coordinate provisions for emergency first aid.
- Coordinate with other Groups in the EOC to ensure a safe shelter environment.
- Coordinate activities of agencies providing shelter and mass care services to prevent duplication of services.

II. SITUATION AND ASSUMPTIONS

A. Situation

- Based upon the County's hazard analysis, listed below are several emergencies which could cause the evacuation of residents from the affected areas. The number of people affected

could range from a very few to large numbers if a disaster struck a densely populated area (see All-Hazard Mitigation plan):

- Severe Winter Storms
 - Nor'easters
 - Tornadoes
 - Floods
 - Hazardous Material Accidents
 - Fires
 - Hurricanes
 - Earthquakes
 - Terrorist Events
 - Damaged Lifelines (phone, power, water, gas, etc.)
- The American Red Cross (ARC), working with its partners, provides mass care services to disaster victims as part of a broad program of disaster relief.
 - Evacuation and sheltering operations inevitably involve endangered people who own pets, but most emergency shelters do not accept pets due to health and safety regulations. In most cases, if there is no opportunity to bring their pets with them to safety, some pet owners will refuse to evacuate or will delay evacuation.
 - Several facilities have been designated as hurricane shelters within the County and all are in compliance with the Americans with Disability Act. The complete list is maintained in the Carteret County Emergency Services Department and the Chapter of the American Red Cross. The emergency shelters are Carteret County Schools: West Carteret High School, Atlantic Elementary, Beaufort Elementary and Newport Middle. Newport Middle School has been designated as a Pet Co-Location Shelter.
 - In the event a hurricane is rated category 3 or higher (winds 111-129 mph), Carteret County will not open any shelters due to the expected wind loads on the buildings identified for sheltering. Shelters in counties inland from Carteret County should be utilized in such events.
 - Out of county sheltering for Carteret County residents (excluding medically fragile) will be coordinated through the Eastern Branch Office, NC Division of Emergency Management and Carteret County Emergency Services.
 - A written agreement exists between the American Red Cross and the Carteret County Public School System for coordination and use of school facilities for shelter/mass care activities.

B. Assumptions

- City/County Officials will determine the best option for ensuring the safety of the public and will take action to implement that strategy along with effectively communicating to the public.
- During a large scale disaster, pet ownership may affect the behavior of large segments of the population at risk. These actions may deter them from seeking help for themselves for fear of leaving their pets behind.
- Some evacuees will seek friends or relatives and others will seek shelter in open private lodging facilities. This could include a mass exodus from the area but there will be victims who will remain at or near their damaged homes.

- Churches and other groups may open shelters independently. These shelters cannot be supported by the County or American Red Cross.
- Evacuees will be provided with public information in the shelter concerning the emergency event.
- Assistance from the County to evacuate residential care facilities may not be available or adequate to handle the task. Residential care facilities are responsible for all evacuation and relocation plans, procedures and resources.
- The magnitude of damage to structures and lifelines in a disaster will rapidly overwhelm the capacity for local government to assess the disaster and respond effectively to basic human needs. Damage to roads, airports, communications systems, utilities, etc. will hamper emergency response efforts. The movement of emergency supplies may be seriously impeded.

III. CONCEPT OF OPERATIONS

A. General

- Chairman of the Board of County Commissioners in coordination with the Emergency Services Director, Carteret County Department of Social Services Director, and the Carteret County Public School System, or their designees will make decisions on when and where to open shelters in a large-scale emergency. However, in a small isolated emergency the Incident Commander may request the opening through the Emergency Services Director or designee.
- Mass care and companion animal sheltering operations will be directed and coordinated from the Carteret County Emergency Operations Center (EOC) or a facility designated at the time mass care becomes necessary. During declared disasters or emergencies, the Primary Agencies are responsible for implementing this FSG when needed.
- Mass Care and Companion Animal Sheltering operations encompass the following:
 - Mass Shelter
 - Mass Feeding
 - Bulk Distribution of Emergency Relief Items
 - Disaster Welfare Information
- Functional needs population facilities must be identified. In-place sheltering may be the only available option for these facilities. Public and private providers of institutional care (medical and residential) remain responsible for shelter plans, evacuation, transportation and relocation for their residents and clients.
- If additional shelter support is needed following a disaster event, requests for assistance will be submitted to the Eastern Branch Office, NC Division of Emergency Management by the County Emergency Services Department.
- Carteret County will assume neither responsibility no liability for unauthorized shelter openings during emergency events.
- Animals not being cared for by their owners; or that have become a danger to the public or themselves, will be sheltered, fed and if possible or practical, returned to their owners. If animals cannot be returned to their owners, or are otherwise a danger to the public or themselves will be taken to the County Humane Society Shelter.

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

- At each County supported shelter location, the County will provide to the extent available health/medical support, communications, fire protection and security.
- Churches, fire stations and community centers can be used as pick-up points for persons or groups requiring transportation to shelters.
- Crisis intervention and mental health counseling will be provided at shelters and by referral, if necessary.
- Residents utilizing public shelter spaces will be instructed to bring medications, blankets, special foods/formulas for children and a supply of food for personal consumption. No weapons, alcohol or pets (excluding service animals) are allowed in shelters, with the exception of Newport Middle School, where pets will be housed in a separate area of the school than their owners. Law Enforcement will have the authority to search bags and confiscate any items brought into the shelter.
- The Carteret County Sheriff's Office and the Municipal Police Departments will enforce security within the shelter and the area(s) immediately adjacent to the shelter (including parking locations).
- An adult must accompany children under 18 years of age when entering the shelter.
- Emergency transportation from shelters to area hospitals will be provided by the nearest emergency medical service if travel conditions are safe.
- The County Department of Social Services, Carteret County Public School System, American Red Cross and the Emergency Services Director will decide when shelters are to be closed. Shelters will be closed as soon as conditions allow for the safe return of evacuees to their homes.
- Requests for additional shelter openings will be coordinated through this Group with the American Red Cross, Carteret County Department of Social Services, Carteret County Public School System, and Emergency Services.
- Living conditions in the shelters will be basic at best and will not be geared for long-term stay.
- In a catastrophic disaster, it is likely that long-term mass care will be required until rental units or temporary housing resources become available.

B. Specific

- American Red Cross
 - Provide shelter supplies and feeding for evacuees in the shelters.
 - Coordinate activities with Carteret County Public School System, Carteret County Social Services, and Carteret County Health Department.
 - Coordinate with other community partners for the emergency feeding of disaster victims not utilizing public shelter space.
 - Handle disaster welfare inquiries.
 - Provide information on conditions in the disaster area for those sheltered.
 - Support post-disaster donated goods coordination activities with the Salvation Army and other organizations providing disaster relief services.
 - Provide representative to the EOC, when required.
 - Provide manpower for general facilities oversight including shelter set up and tear down, if needed to supplement DSS and Health Department staff.
 - Provide an after action report within 24 hours following shelter closing.

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

- Assist with disaster welfare inquiries from separated family members.
- Provide and assist with Volunteer Management.

- Carteret County Social Services
 - Coordinate and manage shelter openings with assistance from the American Red Cross, Carteret County Schools, Carteret County Health Department, and Carteret County Emergency Services.
 - Provide staff to shelters.
 - Coordinate with the Health Department and Home Health Care agencies on medically fragile populations.
 - Assist with disaster welfare inquiries from separated family members.

- Carteret County Public School System
 - Coordinate with the American Red Cross, Department of Social Services, the Carteret County Health Department, and Carteret County Emergency Services when opening and closing shelters.

- Carteret County Health Department
 - Coordinate health care operations in emergency shelters with the Department of Social Services, the American Red Cross, Salvation Army, etc.
 - Coordinate pet shelter operations along with Animal Control, and Carteret County Emergency Services.
 - Provide assistance with medically fragile populations as needed.
 - Coordinate inspection of shelters before opening.
 - Provide health inspections, emergency immunizations and control of communicable diseases.
 - Provide or assist with crisis counselors to the public and emergency responders if available.
 - Coordinate temporary restrooms and dumpsters, when requested.
 - Provide a representative to the EOC, when required.
 - Provide facilities, when needed by the EOC.

**CHECKLIST
HUMAN SERVICES GROUP**

| PREPAREDNESS GUIDELINES | COMMENTS/NOTES |
|--|-----------------------|
| Review, revise and update memorandums of understanding, mutual aid agreements, checklists, standard operating guidelines, and building/shelter floor plans. Conduct annual training for appropriate staff. | |
| Identify population groups that would require assistance (i.e., institutionalized, handicapped and/or disabled persons, etc.), including identifying appropriate lodging/shelter facilities and update and maintain this information annually. | |
| Coordinate public education efforts (i.e. brochures to emphasize the importance of disaster planning for both individuals and animals. | |
| Respond to the EOC upon request. | |
| Notify supporting agencies to put their personnel and equipment resources on standby for activation. | |
| Maintain an event/message log at the EOC position. | |
| Notify the PIO that the Shelter/Mass Care Support Function is operational in EOC. | |
| Coordinate the tasking of all shelter activities with other supporting agencies. | |
| Coordinate the establishment and operation of all mass feeding operations. | |
| Coordinate the relief efforts provided by volunteer organizations performing mass care. | |
| Coordinate the establishment of the shelter registration system. | |
| Coordinate provision of first aid in shelters and fixed feeding sites. | |
| Coordinate provision of medical support exceeding that required for first aid. | |
| Provide mass care data updates to the EOC and PIO. | |
| Coordinate with law enforcement for security in shelters. | |
| Review communication networks to be sure shelters have working communications systems. | |
| Coordinate with mental health professionals to ensure presence or referrals in shelter facilities. | |
| RESPONSE GUIDELINES | COMMENTS/NOTES |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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| Ensure that primary and supporting agencies maintain appropriate listings of agency staff to call for performing activities. These listings should include pager, alternate telephone, cellular phone, fax numbers, etc. | |
| Ensure that current listings of resource providers are maintained by agencies. | |
| Monitor evacuation activities. | |
| Assess the need for additional shelter openings. | |
| Provide for the replenishment of shelter supplies. | |
| Ensure that evacuees receive appropriate services while in shelter. | |
| Coordinate the consolidation of shelters. | |
| Ensure that evacuees who are not medically appropriate for general Red Cross Sheltering will be referred through the Medically Fragile Committee, to appropriate medical care. | |
| Ensure that individuals not able to come to mass feeding locations receive food supplies. | |
| Prevent duplication of goods and services for mass feeding operations. | |
| Maintain lists of all volunteer agencies providing mass feeding operations in disaster area, i.e., location, contact person, hours of operation, mobile feeding points, logistical needs, etc. | |
| Ensure that each shelter location has a working communications system and can contact the EOC either by phone, cellular or amateur radio operator. | |
| Maintain reports of shelter conditions and any unmet needs. | |
| Track daily costs and develop expense reports. | |
| Advise the EOC of the needed State/Federal resources at least 12 hours prior to their need in the County. | |
| RECOVERY GUIDELINES | COMMENTS/NOTES |
| Coordinate with applicable State, volunteer and local government agencies to determine the need for extended shelter operations. | |
| Coordinate with the appropriate agencies for long term placement of disaster victims who cannot move back to their normal residences. | |
| Continue to provide regular updates on which shelters are open or closed. Provide census reports every 4 hours. | |
| Assist citizens to access disaster services. | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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| Develop plan for orderly shutdown of shelters and/or consolidation of shelters. | |
| Provide shelter reports to the County PIO for inclusion in situation reports. | |
| If required, identify locations for temporary housing such as campers or trailers. | |
| Continue to coordinate with the other EOC functions providing services to shelters. | |
| Participate in the review of operations during county led critique. Develop plan of actions to improve response during future events. | |
| Recover disaster supplies such as cots, etc. for inventory and cleaning. | |

DONATIONATONS MANAGEMENT GROUP

PRIMARY AGENCY: Carteret County Parks and Recreation
The Salvation Army of Carteret County

SUPPORTING AGENCIES: Carteret County Department of Social Services
Carteret County Health Department
Carteret County Public School System
Carteret County Emergency Services
Carteret County Finance Department
Carteret County Sheriff's Office
Municipal Police Departments
Amateur Radio
American Red Cross

EOC STAFFING: Carteret County Parks and Recreation

I. PURPOSE

To facilitate the management, collection, distribution and delivery of goods, cash and voluntary services donated to support disaster relief efforts and to assist in providing unmet needs of disaster victims inside the County.

This section assures the following: (1) Timely collection and delivery of solicited and unsolicited goods; (2) Coordination of volunteers (pre-assigned and spontaneous); (3) No interference with the control and usage of pre-designated goods/services donated to private charitable groups; and (4) Fulfill unmet needs of victims as necessary.

II. SITUATION AND ASSUMPTIONS

A. Situation

- Usually individuals and businesses not directly affected by a disaster are eager to assist disaster victims through donations of goods, services and money.
- Without an organized system for the management, identification and organization of donations, the situation will result in less than effective recovery for victims of disasters.
- The timely release of information and guidance to the public on the types of relief supplies needed and the collection/delivery points is essential to the management of donated goods and volunteer services.
- Donations of goods, cash and services must be managed at the County level to minimize the impact on the local economy. The NC State Port may provide warehouse support if space is available.

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

- Local resources may not be available and/or will be overwhelmed by the magnitude of the disaster.
- In the past, churches, fire stations and other community facilities have been collection points for donations of disaster supplies.
- Following Hurricane Florence, the Salvation Army assisted in the establishment of a centralized donation collection and distribution center.

B. Assumptions

- Suitable space, personnel and equipment will either be available or made available from individuals or firms within the business community to coordinate the receipt, storage, distribution and/or shipment of donated goods and supplies.
- Unsolicited donations of goods and services can be expected in large scale disasters. Donations of goods will be discouraged except as directed by the EOC.
- In large scale disasters (affecting multiple areas of the State), the Governor's Office of Citizens Affairs or NC Division of Emergency Management may establish an 800 number to receive donations.
- Regional distribution centers or Logistical Support Areas (LSA) to receive and dispatch arriving donations will be established by the State.
- County governments affected by a disaster may establish distribution centers within or close to the disaster area(s).
- Non-useful and unwanted goods can be expected and will have to be disposed of in a manner agreeable to all parties providing disaster relief.
- Charitable, religious and community service groups will offer assistance in a number of areas.
- Telephone numbers will be established and well publicized for individuals wishing to donate goods, services and money.
- Local governments may establish local disaster donation funds separate from the charitable organization offering assistance to victims.
- All efforts will be made to utilize the donations given as disaster relief for the purpose they were intended.
- Volunteers not affiliated with any organized relief groups will be discouraged from going directly to the site of the disaster.

- Persons and organizations wishing to donate goods and services will be encouraged to register with the Volunteer/Donations Coordinator at the County EOC or the State EOC (when outside the County).
- Immediately following the disaster, the County EOC will provide an assessment of supplies needed and communicate these needs to the Eastern Branch Office NC Division of Emergency Management.
- Donations of relief supplies may arrive in the disaster area so quickly as to overwhelm the capability of local government to manage or make timely distribution or storage.
- Every effort will be made to publicize the availability of relief items, locations for distribution, etc.
- Agencies involved in this FSG may be hampered in completion of their assignment by a shortage of staff, personnel and space.

III. CONCEPT OF OPERATIONS

A. General

- The magnitude of the disaster will indicate the number of persons required for the management of donated goods and services.
- Staging areas suitable to receive goods and coordinate volunteers will be identified by the Salvation Army or other organization.
- Donations of goods and services will be utilized to the fullest extent possible to lessen the effects of the disaster on the victims and will be used for the purpose they were donated (to the fullest extent possible).
- Volunteers arriving in the County will be advised of the need to be fully self-contained and of the housing and feeding arrangements (if any).
- Donations of cash, check or credit card will be encouraged in lieu of goods.
- Volunteers not already affiliated with an established relief organization will be encouraged to affiliate with one operating in the County.
- Donations will be prioritized to alleviate the areas of greatest need.

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

- All groups and agencies providing disaster relief will coordinate their activities through the County EOC.
- After Disaster Recovery Centers (DRCs) close, a committee comprised of all agencies providing disaster relief will meet to discuss the needs of the victims not met by donations.

B. Specific

- The County Donated Goods/Volunteer Coordinator will establish contact and coordinate activities with the State Volunteer Coordinator and the Eastern Branch Office NC Division of Emergency Management.
- Volunteers will be accepted from churches, civic groups, fire departments, rescue units and other community service groups.
- Every effort will be made to match the goods and services donated to the needs of the victims.
- The County PIO will be the official spokesperson for this function.
- Donations of used bedding will not be accepted under any circumstance.
- Goods deemed unsuitable for distribution will be disposed of in a suitable manner or refused at the discretion of the Emergency Services Director.
- Transportation of goods donated to victims outside of the County will be the responsibility of the donor.
- Shipments leaving the County will be labeled, catalogued and coordinated with the Eastern Branch Office NC Division of Emergency Management. These shipments will be packaged to accomplish the following:
 - Timely and undamaged arrival to its destination.
 - Identification of contents.
 - Minimal need for re-packing if necessary.
 - Ease of loading and unloading.
 - Elimination of hazardous/inappropriate goods.
 - Palletized if possible.

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

- A volunteer and donations phone bank and volunteer screening center will be operated from the Salvation Army or at another facility, as directed.
- The Volunteer/Donations Coordinator will work with the County PIO to educate citizens as to the types and quantities of goods and services needed for recovery.
- The Volunteer/Donations Coordinator will participate in outreach efforts to assess the needs of the citizens and direct donated goods to the areas of greatest need.

**CHECKLIST
DONATIONS MANAGEMENT GROUP**

| PREPAREDNESS GUIDELINES | COMMENTS/NOTES |
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| Review, revise and update memorandums of understanding, mutual aid agreements, checklists, standard operating guidelines, and building/shelter floor plans. Conduct annual training for appropriate staff. | |
| When requested, report to the EOC and assume control of the donations management function. | |
| Maintain an event and message log for the donations management function of the EOC. | |
| Identify and notify the supporting agencies that their resources and personnel may be required during the recovery period. | |
| Develop updated contact lists to include: phone (home, alternate, fax, etc.), pager, cellular, radio call signs, etc. | |
| Review procedures to be utilized in operating the donations management function. | |
| Notify the County PIO of the Volunteer/Donations Coordinator position being operational and staffed. | |
| Make contact with the State Donations Management officials and secure an 800 phone number. | |
| Begin to assess the situation and develop a status report for the EOC staff, as necessary. | |
| Identify areas that appear to have greatest need for resources. | |
| Work with the County PIO to develop media releases emphasizing what resources are needed. | |
| Begin planning for coordinated actions with law enforcement, transportation, resource management and public information functions. | |
| RESPONSE GUIDELINES | COMMENTS/NOTES |
| Begin tracking requests from citizens for unmet needs (example: roof repairs, debris clearance, removal of downed lines, restoration of access ways, repairs of steps, rebuilding of structures, need for water, food, baby formulas, etc.). | |
| Develop a database of unsolicited goods and services. Begin tracking offers of goods and services. | |
| Identify support staff to provide 24-hour coverage on donations phone lines, when required. | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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| Log all activities and document all coordination with law enforcement, County PIO and transportation. | |
| Maintain a database of volunteers calling into the EOC donating services, goods, money, etc. | |
| Work with the County PIO to publish a local donations phone number. | |
| Develop an updated list of supporting agencies, staff and equipment that can be utilized in the recovery period. | |
| Identify unmet needs and plan to overcome shortfalls. Emphasize equipment and personnel safety at all times. | |
| Identify areas within the County that could be used as staging areas for incoming supplies. | |
| In cooperation with the County PIO, encourage the donation of money in lieu of goods and services. | |
| Identify warehouse(s) that can store items requiring refrigeration. | |
| Track daily costs and develop expense reports and ask any supporting agencies to track expenditures as well. | |
| Advise the EOC at least 12 hours in advance of any necessary State or Federal resources needed. | |
| RECOVERY GUIDELINES | COMMENTS/NOTES |
| Develop and issue policies that will be used to manage donations and volunteer coordination functions. | |
| Staff the donations telephone lines on a 24-hour basis or as needed. | |
| Identify areas of unmet needs and provide supplies. | |
| Request goods and materials not available within the County for disaster victims. | |
| Establish a donations account in cooperation with the County Finance Officer, when needed. | |
| Coordinate with the Carteret Long Term Recovery Alliance | |
| Coordinate with other EOC representatives to determine what resources are available to support victims and donations management operations. | |
| Facilitate areas of responsibility between agencies. | |
| Maintain contact with municipalities to determine what assistance is needed and the supplies that may be utilized. | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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| Continue working with the County PIO to encourage/discourage donations of specific items. | |
| Coordinate activities with private and quasi-government agencies providing relief efforts in the disaster area. | |
| Coordinate with interest groups (senior citizens, disabled, businesses, and industry, Chambers of Commerce) and others to determine any needs or assets that can be employed in the relief effort. | |
| Request resources from State Donations Management Officials, as necessary. | |
| Arrange for the long-term use of suitable facilities for donations, if required. This includes staffing the facility. | |
| Ensure that agencies involved in donations management have tracked and maintained a log of their personnel and equipment expenses for reimbursement. | |
| In coordination with the County PIO, publicize the location(s) of donated goods, distribution times and hours of operation. | |
| Ensure that donated goods and services are utilized in the areas of the County with the greatest need. | |
| Participate in the review of operations during a county-led critique. Develop plan of action to improve response during future events. | |

PUBLIC & ENVIRONMENTAL HEALTH GROUP

PRIMARY AGENCY: Carteret County Health Department

SUPPORTING AGENCIES: Carteret Health Care Home Health
North Carolina Division of Public Health
Carteret County Emergency Services
County and Municipal Fire Departments
NC Office of Emergency Medical Services
Carteret County Sheriff's Office
Mutual Aid Agencies

EOC STAFFING: Carteret County Health Department
Carteret Health Care

I. PURPOSE

- To provide for general protection of the public's health.
- To provide general coordination of emergency medical services/mass medical activities to ensure the safety of life and property.
- To provide care, identification, and disposition of victims of a mass casualty.

II. SITUATION AND ASSUMPTIONS (PUBLIC HEALTH)

A. Situation

- The County Health Department, located in Morehead City, is the principal provider of public health services in the County. Acute care, beyond first aid response, will be handled by Carteret Health Care (see section III of this Group). Patients will be transported for treatment to the appropriate medical center or hospital.
- Home health care is provided by private agencies operating within the County.
- Some residential areas of the county are served by private water and sewer systems.
- The Town of Atlantic Beach, Town of Beaufort, Town of Newport, and Morehead City provide water and sewer service for their residents. A number of public and private sewage treatment plants are located in the county; also, a number of systems that pump wastewater to other locations are in operation. Several private utility companies operate water distribution systems serving private sub-divisions.
- The State Division of Water Quality maintains a list of private water and sewer systems. These systems have lift stations and pumping stations that are susceptible to flooding and contamination problems.
- The Medically Fragile Registry is maintained by Carteret County Emergency Services and Carteret Health Care Home Health. This list would be available to response personnel through the Carteret County Emergency Services Department.

B. Assumptions

- A large-scale emergency will result in increased demands on the personnel and equipment resources of the Health Department and other health care providers in the County.
- During the recovery period following a major disaster, natural or manmade, the Health Department will focus on controlling the spread of communicable diseases resulting from contaminated water supplies, failed septic tank systems, spoiled or contaminated food supplies and unsanitary living conditions.
- A catastrophic disaster could result in multiple fatalities resulting in the establishment of temporary morgues and family inquiry services.
- When local resources can no longer meet the demand of the situation, additional resource requirements will be requested through the Emergency Services Department, which will request assistance through North Carolina Division of Emergency Management, Eastern Branch Office.

III. SITUATION AND ASSUMPTIONS (MEDICAL SERVICES)

A. Situation

- Carteret County has one major medical care facility:
 - Carteret Health Care, Morehead City
- This facility operates an emergency department and offers specialized services in addition to nursing care.
- Residents requiring care in the hospital setting are normally referred to this facility. Other specialized care is available from regional medical facilities in New Bern, Greenville, Durham and Chapel Hill.
- The EMS and rescue services operating in the County are handled by Carteret County Emergency Services along with 11 contracted EMS providers.
- The County and/or state Medical Examiner is responsible for the disposition of the deceased.
- A listing of licensed long-term care facilities is maintained by the Emergency Services Department.
- Mass casualty events could occur at various locations within the County, including but not limited to the following:
 - Major highways (Hwy 70, Hwy 24, Hwy 58, Hwy 12)
 - Manufacturing Plants
 - NC State Ports Facility
 - School Campuses & Facilities
 - Festivals, parades, concerts, retail centers, and beach communities.
- All EMS agencies are dispatched by Carteret Emergency Communications (9-1-1)
- Carteret Health Care and Carteret County Emergency Services has a Mass Casualty Plan for response to events.

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

- During hurricane conditions, operations of EMS and rescue may be suspended or curtailed to protect the responders from high winds and flying debris.
- The County PIO and Carteret Health Care PIO will serve as the official spokespersons for mass casualty events.
- Disaster events involving EMS and mass care can be coordinated from the EOC, unless an on-scene command post is established.

B. Assumptions

- A large scale or prolonged disaster/emergency period will result in increased demands on the limited rescue capabilities within the County.
- Disruption of the County's communication systems will severely impede the delivery of rescue services, thus making it more likely that many injured persons will be transported to medical facilities by family or friends who are not trained in rescue procedures.
- Debris and increased traffic on the limited road network may delay response.
- A catastrophic disaster may affect large areas of the surrounding Counties, making nearby medical resources unavailable. Medical resources may have to be secured from other areas of the State.
- Following a disaster in which rescue facilities are damaged, new bases of operation may have to be established, thus increasing the response time of the EMS squads and Rescue units.
- In the event of a mass casualty occurrence, the County medical examiner will provide for care and disposition of remains.
- Refrigerated trucks may have to be utilized to house the bodies of mass casualty victims until identification and release to next of kin can be made.
- In a mass casualty event, County Officials will possibly need the assistance of personnel from the Office of the State Medical Examiner and the NC Office of Emergency Medical Services.
- Inquiries from family members of victims would over task the ability of the Medical Examiner's office to make timely notification of next of kin.

IV. CONCEPT OF OPERATIONS

A. General

- The Health Department will implement effective environmental health, nursing, and health education practices to minimize the incidence of disease and illness.
- The Health Department will coordinate health care in American Red Cross approved shelters and mass care facilities, if established. Services will be rendered in agreement with the Carteret County Emergency Services, the American Red Cross, and the Carteret County Health Department protocols.
- Inspections of damaged areas and shelters will be carried out in order to monitor food preparation, rest room facilities, pest control, sanitation, immunizations, and water purification needs.
- The Health Department in cooperation with State and private labs will oversee testing of water supplies, if needed.
- The movement of home bound patients normally cared for by home health care service and those medically fragile populations (when required) will be the responsibility of the agency

rendering services to them at the time of the disaster. Emergency Medical Services may provide assistance when deemed appropriate and necessary.

- The Health Department will coordinate with the County PIO concerning the distribution of information relating to disaster related health procedures and advisories.
- The Health Director will coordinate with the appropriate agencies to provide Critical Incident Stress Management (CISM) teams in shelters.
- Patient triage, holding, treatment and transportation areas will be established by the EMS operations officer, when needed.
- When necessary, an EMS officer will be located at the EOC or command post to coordinate the incoming EMS units and establish communications links with hospitals and the County 911 Center.
- Carteret County EMS will coordinate air ambulance operations as needed.
- Additional rescue resources may be secured through the Eastern Branch Office NC Division of Emergency Management or the State EOC in Raleigh, through the County Emergency Services Department.
- Operations for mass casualty events will be coordinated by the on-scene incident commander in conjunction with the Emergency Services Director or his designee.
- Temporary morgue(s) will be organized and administered by the County Medical Examiner and supported by funeral home staff available in the County. Functions carried out in each morgue will be dictated by the circumstances.
- State Medical Assistance Teams (SMAT) and State Mortuary Operations Response Teams (SMORT) are available from the State Office of Emergency Medical Services via North Carolina Emergency Management. The SMAT II team is capable of establishing a 50-bed mobile field hospital that can be increased to a 90-bed hospital with additional local assets. They can create multiple forward deployed medical stations throughout the community, as needed, and establish an 80 bed Medically Fragile Shelter.
- The Strategic National Stockpile (SNS) is available from the Centers for Disease Control (CDC) via NC Emergency Management.

B. Specific (PUBLIC HEALTH)

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

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

C. Specific (MEDICAL SERVICES)

- Medical services in Carteret County are coordinated by Carteret County Emergency Services Department in conjunction with the County Medical Director. The County EMS system:
 - Operates multiple inpatient and outpatient services within the community and emergency operations of each are coordinated through Carteret County Emergency Services in conjunction with the Carteret County Medical Director.
 - The Emergency Services Director or designee is the primary point of contact for medical resources during an emergency outside of normal operations.
 - Manages all patient movement during a disaster.
 - Local transport resources are not available to manage the movement of all non-ambulatory persons within the community. Statewide mutual aid will be required during large scale events such as community wide evacuation
 - Licensed Medical Care facilities are required to submit their emergency plans to the Emergency Services Department annually and are routinely informed that they will be required to manage movement of their patients.
 - Coordinate patient care through existing resources and disaster medical aid stations, alternate care facilities, or mobile field hospitals.
 - Coordinate fatality management in cooperation with Health Director, County Medical Examiner, and local/state/federal law enforcement.

**CHECKLIST
PUBLIC & ENVIRONMENTAL HEALTH GROUP**

| PREPAREDNESS GUIDELINES | COMMENTS/NOTES |
|---|-----------------------|
| Review, revise and update memorandums of understanding, mutual aid agreements, checklists and standard operating guidelines. | |
| Respond to the EOC to coordinate Public Health Services, when requested. | |
| Maintain message/event log in the EOC. | |
| Notify supporting agencies of potential need for personnel and equipment resources. | |
| Develop call back lists to include phone, pager, fax, mobile phone and alternate phone numbers. Compile lists of personnel available with same information. | |
| Notify PIO that the function is staffed in the EOC. | |
| Begin planning to meet health and medical needs of potential shelters. | |
| Coordinate activities with the Red Cross, Salvation Army and Mental Health. | |
| Assess the needs of special care groups in cooperation with home health care agencies, senior citizens, ARC, Home Health Care and other groups providing care to homebound individuals. | |
| Respond to requests for information on public health concerns. | |
| Prepare to release public health advisories in conjunction with the County PIO. | |
| Ensure that a staffing pattern for the EOC function is in place for 24-hour coverage, if required. | |
| Provide census of area hospitals to EOC personnel, if requested. | |
| Determine if any health care facilities will have to be evacuated and the destination. | |
| Review, revise, update memorandum of understanding, mutual aid agreements and checklists annually. | |
| Assist with the control of EMS/mass casualty resources. | |
| Ensure that Command Post has been established, when appropriate, and that a communications link is operational. | |
| Maintain an event and message log for the EOC position. | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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| Identify and notify the supporting agencies to include telephone, pager, cellular, fax numbers, and radio call signs. | |
| Respond to requests for rescue/mass casualty assistance. | |
| Begin to assess situation and develop report to be delivered at the EOC briefing outlining operational status. | |
| Develop action plan to overcome EMS/mass casualty resource shortfalls. | |
| Ensure that the County and hospital PIOs are briefed on a regular basis as to the status of the EMS/mass casualty operational readiness. | |
| Plan for alternate means of communication with field units. | |
| Establish communications link with Incident Command Post, when established. | |
| If needed, determine the status of private resources available to support EMS/mass casualty response. | |
| Identify secondary hazards that may threaten responders, plan to overcome these hazards. | |
| Ensure that all available local resources have been utilized prior to asking for State assistance. | |
| Coordinate with the other EOC functions for restrictions on search/disaster areas, transportation needs, resource needs, etc. | |
| Assess the need for the establishment of ICS at a disaster scene. | |
| Determine the need for specialized equipment/resources and request suppliers of this equipment. | |
| RESPONSE GUIDELINES | COMMENTS/NOTES |
| Maintain responsibility for the coordination of services, equipment and personnel to meet the health and medical needs of the disaster victims – See DMAT or DMORT under NRF. | |
| Coordinate requests to the State for additional health/ medical personnel, equipment and supplies. | |
| Monitor food/drug safety, radiological and chemical hazards, potability of water, wastewater disposal, solid waste disposal and vector control items. | |
| Coordinate victim identification/mortuary services with Medical Examiner and local law enforcement. See Mass Fatality Plan. | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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| Coordinate release of health advisories with the County PIO. | |
| Monitor requirements of the medically fragile population in cooperation with CHCHH. | |
| Continue to respond to emergency medical calls as conditions permit. | |
| Determine any need for additional health and medical resources. | |
| Coordinate and direct the activation and deployment of voluntary resources of health, medical, personnel, supplies, and equipment. | |
| Coordinate the response to requests for assistance to mental health victims. | |
| Warn the public of contaminated water supplies and methods to purify via PIO. | |
| Provide coordination of medical needs, environmental health departments, staff, nutritional services, crisis mental health workers in shelters, volunteer health workers, emergency immunizations and public information releases (in cooperation with the County PIO). | |
| Track daily costs and develop expense reports. | |
| Establish response criteria when major hazards pose threat to responders. | |
| Determine locations for new EMS/Mass Casualty operational locations, if bases are damaged or inaccessible. | |
| Conduct mass casualty operations in accordance with mass casualty standard operating guidelines for EMS. | |
| Coordinate activities with other EOC functions to obtain support for operations. | |
| When required, identify patient triage, holding, treatment and transportation area. | |
| Establish Incident Command Post, if required. | |
| Establish communications link with the Command Post and field forces. | |
| Assess the need for requesting additional rescue resources from the State. | |
| Identify locations for temporary morgues, if required. Coordinate activities with Medical Examiner, when required. | |
| Instruct all responders to track their personnel and equipment expenses in the event of a Presidential Disaster Declaration. | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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| Request air evacuation of severely injured victims, when required. | |
| Coordinate activities with medical facilities. | |
| Provide notification of mass casualty event, and the number of victims. | |
| Assist with notification of next-of-kin, if requested, for mass casualty events. | |
| Access the National Pharmaceutical Stockpile (NPS) Push Packages, as necessary. | |
| Continue to update the County PIO on the status of EMS operations. Continue to provide briefings to the EOC staff. | |
| If mass casualty/EMS events occur on waterways, coordinate activities with the appropriate agencies. | |
| Request divers when needed for body recovery if safe diving conditions exist. | |
| Account for all responders to mass casualty/EMS events. | |
| Track daily costs and develop expense report. | |
| Advise the EOC of any State/Federal resources needed at least 12 hours in advance. | |
| RECOVERY GUIDELINES | COMMENTS/NOTES |
| Monitor conditions for health and medical concerns. | |
| Resume response to requests for EMS and rescue, as appropriate. | |
| Coordinate emergency immunizations, if required. | |
| Release advisories on water, wastewater, etc. Ensure the safety and health of public health responders. | |
| Assess the need for emergency mosquito spraying with State agencies. | |
| Establish mental health counseling teams, if necessary. | |
| Assist in identifying locations and obtaining potable water and portable toilets. | |
| Coordinate the victim identification and mortuary services. Notify next of kin, when requested. | |
| Identify locations for temporary morgues, if required. | |
| Request additional public health personnel, equipment and supplies. | |
| Participate in the review of operations during County-led critique. Develop plan of actions to improve response during future events. | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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| Continue to coordinate the release of mass casualty/EMS events and status with the County PIO. | |
| Continue to coordinate activities with private relief agencies. Provide assistance when resources will allow. | |
| Ensure that deaths are investigated and scenes secure. | |
| Cooperate with other EOC functions to ensure security and transportation needs are met. | |
| Coordinate activities with Federal/State assessment teams that may arrive in the County. | |
| Coordinate activities with other functions to ensure continuity of operations. | |
| Account for all personnel assigned to EMS/mass casualty operations. | |
| Compile reports of damages to facilities, equipment, injuries to responders, etc. | |
| Plan for orderly shut-down of emergency operations and return to normal operations. Release responders to return to base. | |
| Continue restrictions on search/mass casualty areas, if required. | |
| Begin process to ensure re-supply to expended supplies consumed during responses. | |
| Assess the need for CISM Team for Search and Rescue and EMS personnel. | |
| Ensure that a summary of operations is filed with the County Emergency Services Dept. | |
| Ensure that disaster victims evacuated from the disaster area have been returned to their place of residence (to include bed ridden, home bound, etc.) | |
| If emergency purchase of critical items is required, work with EOC function to ensure timely completion. | |
| Participate in the review of operations during county-led critique. Develop plan of actions to improve response during future events. | |

SHERIFF'S OFFICE – SEARCH AND RESCUE

- PRIMARY AGENCY:** Carteret County Sheriff's Office
- SUPPORTING AGENCIES:** US Coast Guard, Sector NC
Carteret County Emergency Services
Carteret County Fire & EMS Departments
Municipal Fire & EMS Departments
Municipal Law Enforcement Departments
NC Search and Rescue Teams
NC Department of Wildlife
NC Division of Marine Fisheries
US Marine Corps – Cherry Point
NC Forestry Service
NC Civil Air Patrol
NC State Highway Patrol
- EOC STAFFING:** Carteret County Sheriff's Office
US Coast Guard, Sector NC

I. PURPOSE

To provide a method for coordinating the activities of the agencies responding to an emergency involving searches for lost or missing people. This includes structural collapse, missing persons, boaters or planes. This section outlines the coordinated operations necessary for a successful search, to include providing medical assistance to victims upon rescue.

II. SITUATION AND ASSUMPTIONS

A. Situation

- The North Carolina Emergency Management Act of 1977 sets forth the responsibilities of state and local governments to prepare for the prompt and efficient care and treatment of injured persons.
- The Carteret County Sheriff's Office is designated as the Search and Rescue (SAR) Coordinating Agency for areas inside county jurisdiction.
- Search and Rescue (SAR) incidents may be crime scenes and all precautions to protect evidence must be used. Immediate and hourly communications between searchers and law enforcement is necessary for an effective search.
- The most common SAR missions involve lost persons, missing aircraft, and missing watercraft. The extent of the operation may vary from a few individuals looking for an elderly resident to a full-scale SAR operation involving local, state, and regional resources.
- In Carteret County, dive search and recovery efforts may be undertaken due to the area's extensive waterways. Diving operations require extreme caution due to currents, debris, vessel traffic, and water clarity.

- A number of resources are available within the county that can be utilized in any type of search. These resources are listed in the NIMS Typed Resources Inventory Manual.

B. Assumptions

- A command post will normally be established to coordinate the efforts of all agencies involved in a search. Representatives of all agencies should participate in Unified Command from the Command Post (CP).
- Resources requested from outside the county may be delayed in arriving at the scene in a timely manner, due to weather, road conditions or the availability of personnel with the required expertise.
- SAR personnel may be subjected to primary and secondary hazards while engaged in search activities.

III. CONCEPT OF OPERATIONS

A. General

- Once notification of an emergency involving searches, including structural collapse, missing persons, boaters or planes, is received within the County, the pre-designated individuals trained in directing and coordinating SAR operations will ensure effective use of local resources.
- Resources needed from outside the County will be identified and requested through Carteret County Emergency Services.
- The PIO may release information about the search and handle inquiries from media representatives on a timely basis after coordination with local law enforcement agencies.
- Family members will be kept apprised of the progress of the search.
- Unified Command will be utilized to coordinate activities of all the agencies involved in a search.
- The Coastal Carolina Chapter, American Red Cross and/or the Salvation Army may provide support for SAR activities if available.
- Counseling for SAR Team Members may be available through the Critical Incident Stress Management (CISM) Team for this area. This assistance will be requested through the Carteret County Emergency Services Department.

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

**CHECKLIST
SHERIFF'S OFFICE – SEARCH AND RESCUE**

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

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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| Provide for orderly shutdown of staging areas, if opened. | |
| Ensure that loaned equipment to SAR teams is returned to proper sources. | |
| Provide information to the County PIO for release to media representatives. | |
| Participate in the review of operations during county-led critique. Develop plan of action to improve response during future events. | |

SHERIFF'S OFFICE - PUBLIC SAFETY

PRIMARY AGENCY: Carteret County Sheriff's Office

SUPPORTING AGENCIES: Carteret County Emergency Communications
Carteret County Emergency Services
NC Alcohol Law Enforcement
NC Highway Patrol
NC Marine Patrol
NC National Guard
NC State Bureau of Investigations
NC State Park Rangers
NC State Port Police
NC Wildlife Enforcement
Municipal Police Departments
US Customs and Border Patrol
US Coast Guard

I. PURPOSE

This section provides for facility and resource security; security planning and technical resource assistance; coordination of law enforcement activities; and security of vital facilities during emergency and disaster situations. Coordination activities may include:

- Implementation of county law enforcement mutual aid plans
- Integration of state law enforcement and NC National Guard resources with local law enforcement resources
- Maintain a system to collect and disseminate information, data and directives pertaining to activities among law enforcement agencies
- Collection and dissemination of information and intelligence related to an incident and potential security issues in the county

II. SITUATION AND ASSUMPTIONS

A. Situation

- Law enforcement agencies operate continuously throughout the county and municipal jurisdictions providing emergency call response, security, and patrol.
- Telecommunicators in the Communications Center receive and dispatch law enforcement requests for service in accordance with their Standard Operating Procedures.
- Law enforcement agencies may be often called upon to assist in the protection of other emergency responders.
- Prior to known impending hazards, during, and following all types of major emergencies, law enforcements agencies may be called upon to provide traffic control, evacuation assistance, and security for mass shelters.

B. Assumptions

- During disasters, evacuations, and other major incidents, local law enforcement resources will quickly become overwhelmed by having to provide continuing emergency response, patrols, security operations and traffic control services.
- Following a disastrous event, there will be an immediate and continuous demand for law enforcement services.
- Depending upon the threat or hazard, some municipal police departments may be forced to temporarily relocate their base of operations (especially those located in the beach communities).
- Law enforcement agencies will provide mutual aid to one another on an as requested basis.
- During a period of hurricane evacuation, traffic control problems will intensify throughout the County. Major roadways which will be affected are US 70, NC 24, NC 12, NC 58, and NC 101.

III. CONCEPT OF OPERATIONS

A. General

- All municipal law enforcement operations will remain under the jurisdiction of the senior law enforcement officer of that jurisdiction. The Carteret County Sheriff will only serve as an overall coordination of law enforcement operations as requested by that senior jurisdictional law enforcement officer.
- All law enforcement agencies maintain Standard Operating Procedures which guide daily operations as well as those to address all hazard incidents.
- Notification of governmental officials and/or emergency personnel by the Carteret Emergency Communications (911) will follow their established Standard Operating Procedures.
- The Sheriff's Office will be the lead coordination for all situational awareness pertaining to law enforcement and security activities.
- Relocation of prisoners from the Carteret County Detention Facility, if required, is the responsibility of the Sheriff's Office.
- If enacted, curfews will be enforced within the disaster area by law enforcement units.
- When any outside law enforcement agency is requested to provide support to the Carteret County Sheriff's Office, a ranking officer from that organization will be present in the County EOC to coordinate operations of their personnel.

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

- Traffic control will be a joint effort of all law enforcement agencies operating in the County, when required.
- Municipal law enforcement agencies will work in coordination with the Sheriff's Office and provide support, as personnel and equipment limits allow.
- Law enforcement agencies will provide security in mass shelter locations.
- Access, ingress and egress into the disaster area will be tightly controlled.

B. Specific

- Security for the EOC, staging areas, shelters, vital facilities and essential equipment locations will be provided by the Sheriff's Office or supporting law enforcement units.
- If required, the Sheriff's Office will request additional law enforcement personnel through the county's EOC.

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

**CHECKLIST
SHERIFF'S OFFICE - PUBLIC SAFETY**

| <i>PREPAREDNESS GUIDELINES</i> | <i>COMMENTS/NOTES</i> |
|--|-----------------------|
| Review, update and revise mutual aid agreements, memorandum of understanding, standard operating guidelines, etc. annually. | |
| When requested, respond to the EOC and provide for 24-hour staffing of EOC position. | |
| Maintain a list of municipal officials and key state agencies contact phone numbers, unlisted numbers, pager number, cell phone and fax numbers, etc. | |
| Identify and notify the supporting agencies their resources and personnel may be required to respond. | |
| Develop and update contact lists with phone numbers (home, cellular, fax, etc.), pagers, radio call signs, 800mhz radios, etc. | |
| Develop situation reports to provide status of law enforcement operations at EOC briefings. | |
| Develop action plan to overcome law enforcement shortfalls. | |
| Plan for alternate means of communicating with field units if normal communications channels are disrupted. | |
| Identify secondary hazards that may affect responders. | |
| Develop a plan with circumstances under which law enforcement units will not respond in particular situations. | |
| Determine what specialized equipment will be required to support coordinated law enforcement operations. | |
| Disseminate information, data and directives among law enforcement operational units. | |
| Assign law enforcement units on a shift basis. | |
| Determine what assistance the impacted municipalities will require, best routes in and out of the disaster area and staging areas for potential law enforcement support personnel arriving from out of the County. | |
| Provide security for the EOC and shelters. | |
| <i>RESPONSE GUIDELINES</i> | <i>COMMENTS/NOTES</i> |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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| Ensure that positions in the EOC are staffed on a 24-hour basis. Post a shift schedule for this position and advise the EOC staff leader. | |
| Instruct supporting agencies and field units to report their status, area situation, personnel needs, equipment needs, activation of mutual aid agreements, location of field command posts, etc. | |
| Ensure communications have been established with field units, command posts, etc. | |
| Refer questions concerning the disaster or emergency situation to the PIO handling the situation. | |
| Identify location for incoming support, if necessary. | |
| Determine when conditions are unsafe for law enforcement units to respond. Advise units to seek safe shelter and remain inside. | |
| Assist with dissemination of evacuation notice. | |
| Respond to requests for evacuation assistance from citizens as long as it does not pose a hazard to responders. | |
| When conditions allow the resumption of safe patrols, deploy law enforcement units on a priority basis to secure damaged buildings, deter looting, direct and control traffic movements, enforce curfews, enforce no liquor sales, maintain general order, respond to calls for assistance, etc. | |
| Coordinate actions with other EOC representatives to ensure adequate supplies of food, fuel, medical support, etc. | |
| Ensure that all supporting agencies have maintained accurate logs of personnel and equipment resources utilized for response. | |
| Work with the county PIO to issue advisories as to curfews, areas closed to spectators, re-entry times, etc. | |
| Provide security in shelters, reception areas, disaster recovery centers, disaster application centers, etc. as requested. | |
| Enforce security in disaster area. Limit exit and re-entry into disaster area. | |
| Advise incoming law enforcement units of the need to be self-sufficient. | |
| Respond to requests for search assistance for missing persons. | |
| Track daily costs and develop expense reports. | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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| Advise the EOC of needed state or federal resources at least 12 hours prior to their need. | |
| <i>RECOVERY GUIDELINES</i> | <i>COMMENTS/NOTES</i> |
| Work with county and municipal agencies to support requests for law enforcement services. Coordinate activities with state agencies, as necessary. | |
| Request state law enforcement agencies to support the county and municipality operations. | |
| Control re-entry into impacted areas. | |
| Continue to respond to normal law enforcement requests. | |
| Enforce curfews and restrictions on sale of goods. | |
| Continue to operate county jail and provide security of prisoners. | |
| Respond to calls regarding crimes committed in area. | |
| Account for all law enforcement resources utilized in the disaster area. | |
| Compile reports of injuries, damages to facilities, and equipment, and report them to the EOC. | |
| Instruct agencies to track their expenses. | |
| Plan for the coordinated use of law enforcement resources. | |
| Integrate state and federal law enforcement resources into county forces. | |
| Develop an after action report for presentation to the EOC staff. | |
| Participate in the review of operations during county-led critique. Develop plan of actions to improve response during future events. | |

AGRICULTURE AND NATURAL RESOURCES GROUP

PRIMARY AGENCY: Carteret County Cooperative Extension Department
Carteret County Health Department

SUPPORTING AGENCIES: Carteret County Emergency Services
Carteret County Sheriff's Office
Municipal Police Departments
North Carolina Division of Emergency Management
North Carolina Department of Agriculture
US Department of Agriculture
US Department of Interior
Federal Department of Agriculture

EOC STAFF: Carteret County Cooperative Extension Department
Carteret County Health Department
Carteret County Emergency Services

I. PURPOSE

The purpose of Agriculture and Natural Resources Group is to establish how agriculture, animal welfare, and natural resource activities will be coordinated to meet the needs generated by major incidents or events affecting Carteret County. In addition, this Group will provide Household and Companion Animal Pet Support in coordination with the Human Services Group. This Group will provide direction for animal and plant disease response, animal welfare response (Household pets, service animals, and livestock), food safety, security and support, and Natural, Cultural, Historic (NCH) resources preservation and protection.

II. SITUATION AND ASSUMPTIONS

A. Situation

- A food-related emergency may result from a variety of factors to include:
 - Natural disasters or man-made events that affect food or impact human health (hurricane, floods, power outages) that result in the loss of food due to spoilage or contamination.
 - Unintentional contamination of food that results in a public health threat or food-borne disease such as improper processing or production.
 - Deliberate contamination of food to cause harm to the public or the economy.

- Protecting NCH resources includes appropriate response actions to preserve, conserve, rehabilitate, recover, and restore NCH resources. This includes providing post-event baseline assessments of damages and providing technical assistance and resources for

- assessing impacts of response and recovery activities to NCH resources. These efforts are coordinated at the federal level by the Department of the Interior (DOI).
- Animal issues are often overlooked in the planning process for disasters. This lack of planning, caused by the belief that animals can fend for themselves, leads to serious problems when these animals are forced from their habitats due to injury or hunger.
 - By developing operational procedures to care for these animals prior to such an event, this Emergency Support Function will help reduce animal-related problems in emergencies.
 - This Group will provide overall management, coordination and prioritization of countywide Animal Control services and assets to support pet and livestock animal needs in the event of a major emergency or disaster.

B. Assumptions

- An act of food tampering within the supply chain, particularly an act directed against large sectors of the food industry in the County will have major consequences that may overwhelm the capabilities of local resources.
- The safe handling of food during commercial preparation or storage, both commercially and residentially may be compromised by a loss of commercial power or water supplies.
- Public education by Carteret County Cooperative Extension and County Health Department is needed to ensure the public is aware of proper food handling and storage procedures in the event their power or water has been compromised.
- Human lives may be lost due to the refusal of owners to evacuate without their pets or livestock.
- Public education by the Carteret County Health Department and animal-related organizations is needed to make the people aware of small pet sheltering facilities available, and the need to plan in advance.
- The large number of homeless/injured pets, livestock, and exotic animals, would be a health and nuisance/bite threat, which would necessitate a response to address the capture and subsequent sheltering of these animals.
- Triage and treatment of sick and injured animals to include euthanasia, if necessary, would have to be coordinated by veterinarians at designated shelters and private offices for small pets, and in the field for larger livestock.
- Importing of commercial pet/livestock food for the feeding of animals would need to be coordinated with the State ESF-11. Food drops for wild animals would be organized by various wild-animal-related groups and state agencies.
- The accumulation of animal carcasses throughout the County must be removed to an approved solid waste dumping site(s) and/or burnt or buried on site.
- Sheltered animals will need to be re-united with their owners after the disaster.

III. CONCEPT OF OPERATIONS

General

- The Carteret County Health Department will be the initial responders to most food emergencies. The Health Department conducts public health and food safety surveillance

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

- on a regular basis and will be generally notified by local healthcare providers if unusual or reportable symptoms or disease are identified.
- In some cases, it may be difficult to determine initially whether an emergency is caused by deliberate or accidental factors. However, the initial response to protect public health and reduce the threat may be the same.
 - Procedures protocols and plans for disaster response activities are developed to govern staff operations at the Carteret County Emergency Operations Center and in the field. These are in the form of the Comprehensive Emergency Operations Plan, corresponding Appendices, and Standard Operating Procedures, which describe this Group's responsibilities. Periodic training and exercises are also conducted to enhance effectiveness.
 - In a large event requiring local or State mutual aid assistance, this Group will work with its support agency counterparts to seek and procure, plan, coordinate and direct the use of any required assets.
 - Throughout the response and recovery periods, this Group will evaluate and analyze information regarding the availability of animal care and control services.
 - Requests for Animal Control assistance will be channeled through the Carteret County Communications as much as feasible. At the time of activation of the EOC, this Group will be staffed on a 24-hour schedule to interface and communicate with other agencies and prioritize assistance requests. The Carteret County Health Director, or a designee, will be deployed to the EOC to coordinate actions with other agencies represented in the EOC.
 - This Group will operate under the ICS structure through the EOP, working under the IC, but responsible directly to the Operations Section Chief.
 - During an activation of the County Emergency Operations Center, support agency staff is integrated with the Carteret County Health Department staff to provide support that will provide for an appropriate, coordinated and timely response.
 - During an emergency or disaster event, the Emergency Operations Center, Operations Section Chief will coordinate the support resources from the support agencies with the Human Services Branch Chief.
 - During the response phase, this Group will evaluate and analyze information regarding volunteers and donations requests. Also, this Group will develop and update assessments of the requirements for resources to provide animal care and control services in the impacted area and undertake contingency planning to meet anticipated demands and requirements.
 - Carteret County Health Department develops and maintains the overall Standard Operating Procedures that govern Response Actions related to animal and food emergencies. However, support agencies may develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall EOP. All such documents will be in compliance with the National Response Framework, the National Incident Management System, and the Incident Command System.
 - Staffing of this Group's positions will be accomplished through using resources of the Carteret County Health Department, along with Carteret County Cooperative Extension personnel, and from support agencies and trained and screened unaffiliated volunteers.

IV. Specific Roles and Responsibilities

➤ Carteret County Cooperative Extension

- In coordination with Carteret County Health Department, establish and maintain operational awareness of Food Safety and Security through direct communication links with operational units.
- Establish and maintain operational awareness of Natural, Cultural, and Historical sites through direct communication links with operational units.
- Maintain operational awareness of Animal Welfare through direct communication links with operational entities to include Carteret County Health Department (Animal Control Officers, Community Animal Shelter Facilities and volunteer groups).
- Establish and maintain operational awareness of animal and plant disease response through direct communications links with operational units.
- Coordinate with the Public Information Group to provide public information to disseminate where appropriate.
- Arrange for appropriate staffing in the EOC

➤ Carteret County Health Department

- In coordination with Carteret County Cooperative Extension, establish and maintain operational awareness of Food Safety and Security through direct communications links with operational units.
- In coordination with the Human Services Group, act as primary agency in establishing and maintaining operational awareness of pet and animal welfare through direct communication links.
- In coordination with Human Services Group, act as primary agency in establishing and maintaining sheltering operations for household pets and companion animals.
- In coordination with Carteret County Cooperative Extension maintain operational awareness of animal disease response through direct communication links with operational units (Animal Control Officers, Veterinarian representatives, volunteer groups, etc.).
- Coordinate with the Public Information Group to provide public information to disseminate where appropriate.
- Arrange for appropriate staffing in the EOC

**CHECKLIST
AGRICULTURE AND NATURAL RESOURCES GROUP**

| PREPAREDNESS GUIDELINES | COMMENTS/NOTES |
|--|-----------------------|
| Review, update and revise mutual aid agreements, memorandum of understanding, checklists and standard operating guidelines annually. | |
| Staff the EOC, when requested. | |
| Maintain a message/event log in the EOC. | |
| Notify the PIO that this function is staffed. | |
| Assist the County PIO in developing advisories and media releases concerning potential food hazards, recalls, shelter openings, etc. | |
| Notify supporting agencies of any potential need for personnel and equipment resources. | |
| Develop a contact list for support units. | |
| Identify locations and events in the County that could pose problems under specific conditions and report to the EOC staff. | |
| Cooperative Extension will assume lead role for response to all agricultural emergencies, to include sheltering of livestock. | |
| Health Department will assume lead role for response to animal control issues specifically, household pet sheltering operations. | |
| Maintain supporting plans and procedures to include communications with federal and state agencies as well as trade associations. | |
| Respond to all food or animal related emergencies. Assess the situation and report to the EOC representatives. | |
| Advise agencies to keep track of the personnel and equipment expenses. | |
| Ensure the availability of medical responders if needed. | |
| Request for outside assistance and resources for animal protection such as food, medicine, shelter, specialized personnel, and additional veterinary assistance should be requested through the EOC. | |
| Cooperative Extension along with the Health Department will assist the public with resource materials on food handling procedures, water boiling, etc. | |
| Health Department along with Emergency Services will assist the public with resource materials in regards to Pet Shelter Registration forms | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

| RESPONSE GUIDELINES | COMMENTS/NOTES |
|--|-----------------------|
| Coordinate the response units and actions through on-scene units. | |
| Advise the County PIO of the situation and need for media response and protective action recommendations. | |
| Determine outside resources that will be required to assist County units. Request through Emergency Services Department. | |
| Provide primary point-of-contact with federal agencies engaged in response to a food emergency. | |
| Coordinate response actions with the other functions as necessary (fire/rescue, transportation, shelter/mass care, etc.). | |
| Ensure that response units are tracking their personnel and equipment expenses. | |
| Investigation of incidents involving food or water. | |
| Coordinate with state and federal agencies. | |
| Ensure that unsafe foods are removed from commerce. | |
| Ensure that food products affected by a food-related incident are safe for human consumption if offered for sale. | |
| The Health Department will coordinate and staff the opening of an emergency companion animal evacuation shelter if needed. | |
| The Health Department will coordinate assistance in the following areas: capture of injured and displaced animals, sheltering, medical care, feeding, relocation and reunification with others, acquisition of additional food and supplies from vendors to support the relief efforts, continued coordination with other FSGs for timely and proper carcass disposal. | |
| RECOVERY GUIDELINES | COMMENTS/NOTES |
| Continue to monitor food safety and general sanitation and provide active disease surveillance. | |
| Continue the rescue of stray domestic pets, or those animals needing assistance due to the emergency, if needed. | |
| Coordinate volunteer efforts for animal control actions. | |
| Continue efforts to identify owners of stray or lost animals and assist in the relocation of sick and injured animals to permanent facilities. | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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|---|--|
| Coordinate the disposal of those animals, domestic, wild, or livestock, killed during an emergency situation. | |
| Participate in the review of operations during county-led critique. Develop plan of actions to improve response during future events. | |

PUBLIC INFORMATION GROUP

PRIMARY AGENCY: Carteret County Manager's Office
Carteret County Human Resources Department

SUPPORTING AGENCIES: Carteret County Emergency Services
Carteret County Shore Protection Office
Carteret County Information Technology Department
Carteret County Sheriff's Office
Carteret County Fire & EMS Departments
Carteret County Public School System
Municipal Public Affairs Offices
Municipal Police Departments
Municipal Fire & EMS Departments

EOC STAFF: Public Information Officer (PIO)
Agency Public Information Officers

I. PURPOSE

The purpose of the Public Information Group is to establish how public information activities will be coordinated to meet the needs generated by disasters affecting Carteret County.

II. Scope

This section identifies the key policies, concepts of operations, roles and responsibilities, and capabilities associated with public information in Carteret County. Specific operating procedures and protocols are addressed in documents maintained by the participating organizations. This Group applies to all individuals and organizations that may be involved in public information required to support disaster response and recovery operations in Carteret County. This Group encompasses the full range of external affairs functions including media relations, community relations, and governmental affairs.

- Media Relations includes providing incident-related information through the media or other sources to individuals, families, businesses, and industries directly or indirectly affected by the incident.
- Community Relations activities include identifying and communicating with community leaders (e.g., grassroots, political, religious, business, labor, and ethnic) and neighborhood advocacy groups to ensure a rapid dissemination of information, identify unmet needs, and establish an ongoing dialogue and information exchange.
- Governmental Affairs includes establishing contact with members of the Carteret County Board of Commissioners and legislative bodies representing the affected areas to provide information on the incident and the status of response and recovery activities. It also

includes coordinating response to inquiries from the Board of Commissioners and legislative bodies.

III. SITUATION AND ASSUMPTIONS

A. Situation

- The public needs timely and accurate information regarding disasters. This information is needed before, during, and after disasters. All organizations involved in disaster preparedness and response in Carteret County maintain the capability to provide information to the public at some level. Many of these organizations maintain capabilities and procedures for coordinating the release of emergency public information and perform the activity on a regular basis.
- There are a variety of tools and systems available to assist with notifying and disseminating information to the public. These include the Emergency Alert System (EAS), NOAA All-hazards Weather Radios, media outlets, emergency notification systems (phone, text, email, etc.), websites, and social media forums.
- Carteret County citizens turn to television, radio, NOAA radios, and the internet a majority of the time to receive emergency preparedness and response information.

B. Assumptions

- There will be a strong need for the public to get disaster assistance information. The timely dissemination of accurate, well-coordinated emergency public information will reduce the impact to life and property, help maintain public trust and confidence, and ensure uninformed citizens do not impede the timeliness or effectiveness of the on-the-ground operations/response efforts.
- The County will receive extensive regional and national media coverage during and after an emergency or disaster situation.
- Jurisdictions and organizations involved in response and recovery will recognize the importance of relaying common emergency messages and will coordinate with other jurisdictions and organizations to ensure consistent information is disseminated.
- Public Information Officers (PIOs) collect and maintain a file of fact sheets, instructions and procedures, and other readily available pre-scripted information on wide range of topics to support the rapid dissemination of public information. Pre-scripted information is verified on a regular basis to ensure that it is current and accurate.
- Many disasters can occur rapidly, hampering the ability of response organizations and local government to provide comprehensive information to everyone impacted at the onset. For this reason, it is important to ensure the public is aware of potential hazards and know the appropriate protective efforts before a disaster occurs.
- The media assists in disseminating emergency public information to the public.
- A disaster may have negative impacts on the existing communication infrastructure or systems requiring the use of alternative methods to provide information to the public.
- Disasters may impact individuals' ability to receive public information due to displacements or limited access to television, phone, newspaper, the Internet, social networks, etc.
- A disaster may create a significant demand for information from a wide variety of sources, which may exceed local capabilities. Some situations may require the provision of enhanced or supplemental public information resources.

- Rumors or misinformation may be spread before, during and after a disaster. This can cause unnecessary distress among the public, provoke counterproductive public actions, and impede response and recovery efforts.
- The interest generated by a disaster may lead to requests for information or visits from a variety of public officials, dignitaries, or VIPs. Such requests will require coordination and resources.
- All equipment and systems relied upon to notify/inform the public are operational and tested on a regular basis.
- All PIOs will have basic PIO training and receive training on relevant plans and procedures specific to the emergency public information function.

III. CONCEPT OF OPERATIONS

A. General

- Emergency public information activities are coordinated through a framework for organizing, integrating, and coordinating the delivery of public information, also known as a Joint Information System (JIS).
- The County Manager's Office, Public Information Officer, will maintain a list of PIOs to support the County in an emergency or disaster.
- PIOs should establish and maintain a solid working relationship with the media. Additionally, the media should be involved with public information planning, training, and exercises when appropriate. PIOs will maintain a current media directory with points of contact and programming information for radio, television, newspaper, and other media outlets.
- Radio, television, print and online media, NOAA All-hazard radios, emergency notification systems (phone, text, email, TTY/TTD, etc.) fliers, posters, brochures, information kiosks, social media, and the Carteret County Joint Information website are all established methods for providing information to the public. Use of a particular medium(s) will be situational dependent, based upon the urgency of the information and the intended audience.
- Public communication methods may require "special" support for some population segments such as:
 - Economically disadvantaged
 - Limited language proficiency
 - People with disabilities – physical, mental, cognitive or sensory
 - Age vulnerable (under 5/over 65)
 - Culturally/geographically isolated
- When disasters impact power capabilities other means of communication may be required to provide public information to the community. Some of these may include public address systems and door-to-door sweeps from law enforcement or other volunteer organizations, neighborhood watch groups, libraries and central public areas, etc.
- Organizations responsible for providing emergency notifications/public information are responsible for maintaining the capability to do so. Specific planning efforts may include developing and maintaining the plans, procedures, checklists, contact lists, and other materials needed to implement the public information function.
- Emergency response organizations, municipalities, and Carteret County government will coordinate and share the responsibility for notifying and informing the public regarding

emergencies and disasters. Each organization will notify and provide information to the public (before, during, and after disasters) according to their plans and procedures.

- In smaller, more routine emergencies, notification and public information activities can usually be handled by an Incident Commander (IC) and/or a single organization's PIO.
- In larger or more unique disasters, organizations involved in the response will coordinate their notification and/or public information efforts.
- In situations when the Carteret County EOC is activated, the Joint Information System Team will automatically be activated.
- The EOC Director is responsible for designating the PIO when the EOC is activated. The PIO will be responsible for overall coordination of public information activities for Carteret County. The PIO will lead the Joint Information System Team in the JIC and support the EOC Director.
- The mission of the Joint Information System Team is to ensure the provision and coordination of accurate, consistent, and timely information to meet the needs generated by disasters affecting Carteret County.
- Though a coordinated effort, the following information will be disseminated to the public:
 - The risk of hazards and appropriate preparedness actions.
 - Emergency status information
 - Lifesaving or health preservation instructions
 - Disaster assistance and recovery information
 - Information in response to public or media inquiry
 - Information to resolve any conflicting information or to dispel rumors
 - Donations management assistance from external groups
- When deemed appropriate, the PIO will establish a JIC. The JIC provides an expanded capability with liaisons to work closely with public information representatives of various departments, agencies, nongovernmental organizations, organizational districts, government officials from local jurisdictions, and state and federal governments.
- All individuals/organizations involved in a disaster response should collect and record information on the utilization of labor, materials, equipment, and disaster related costs.

B. Specific – Joint Information Center (JIC)

- Once a JIC is activated, all emergency public information activities, including media inquiries, should be coordinated through the JIC. The JIC will become the central coordination point for all emergency public information and external communication activities. To the extent possible, the JIC will be staffed with PIOs from all agencies and organizations involved in the disaster response.
- The purpose of a JIC is to:
 - Gather and coordinate information and serve as the “hub” for the release of timely, accurate, consistent and useful disaster related information.
 - Allow all involved organizations to speak from “one sheet of paper” providing consistent messages to the public.
 - Enable the Functional Support Group representatives to concentrate on emergency decision making and refer all media and public inquiries to the JIC.
 - Monitor media coverage to verify the accuracy of information being disseminated.
 - Be proactive in responding to the disaster related information needs of all audiences.
 - Develop and implement a comprehensive public information strategy to gain and maintain public trust and confidence.

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

- The JIC will, in most cases, be located in close proximity to the EOC. However, it may be located anywhere to support emergency information activities. It is imperative that the JIC be located in a location suitable to maintain contact with decision makers and/or the EOC via telephone, radio, the Internet, facsimile and/or face to face communications.
- The JIC is designed to be flexible to accommodate the unique requirements of any emergency or disaster situation and its structure and staffing will be customized for each response.
- While the number of departments and agencies involved and the quantity of information to be disseminated will vary greatly, the function of the JIC remains essentially the same. At a minimum, the following functions should be performed regardless of these variables:
 - Develop a capability to rapidly release accurate emergency instructions and information to the public.
 - Coordinate periodic media briefings throughout an emergency or disaster as appropriate. A media briefing center may be established as determined by the incident. These locations must be available on short notice and be logistically suitable for conducting media briefings.
 - Receive inquiries from the media and the public concerning an emergency situation and respond with official information or relay inquiries to the appropriate function.
 - Obtain reports or situation summaries from FSG representatives of all response organization elements to maintain situational awareness.
 - Prepare news releases, key messages, and talking points.
 - Develop and maintain an emergency online presence for the County to provide emergency information to the media and public.
 - Deploy information officers into the field as appropriate.
 - Conduct situation briefings for visitors, media, other government agencies, representatives, or other affected parties.
 - Conduct tours for VIPs and elected officials, as appropriate.
 - Arrange interviews with key personnel, when requested by the media or the PIO.
- Some information may be defined as “Specialized Information Protocols” which may require a different level of approval and dissemination processes. Some examples of these are:
 - Information on restricted areas, as well as the process for reentry into an area after it has been declared safe, will be obtained from the appropriate agency, coordinated with the EOC Director’s staff and disseminated immediately to the media and public.
 - Information on any federal, state, or local disaster assistance that might be available will be obtained from the agency offering the assistance. In some cases, this information may be given directly to the media and public. In other cases, a telephone number will be provided for obtaining additional information.
 - Information on the number of fatalities, injured and missing will be obtained from the appropriate agency, coordinated with the EOC Director’s staff and disseminated to the media and the public as appropriate. The identity of victims will be released only after confirmation of proper next of kin notification.
- PIOs working in the JIC retain the autonomy to represent the public information needs of their respective agencies, while working closely with their Functional Support Group (FSG) representatives and JIC partners to ensure consistent information is being disseminated in a timely manner by all agencies.

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

- Designated departmental PIOs may be asked to staff various JIC functions regardless of the level of involvement of their respective departments. This will ensure an adequate number of PIOs are available to support emergency information activities.

**CHECKLIST
PUBLIC INFORMATION GROUP**

| PREPAREDNESS GUIDELINES | COMMENTS/NOTES |
|---|-----------------------|
| Continually evaluate the capabilities required to accomplish this Group's mission, identify any gaps, and leverage resources to address them. | |
| Manage the resolution of after-action issues. | |
| Develop and/or participate in relevant FSG related planning, training, and exercise activities at the local, regional, state, and/or federal level. | |
| Ensure necessary supplements to the FSG annex are developed and maintained (including emergency contact lists, resource lists, departmental/functional plans, procedures, protocols, and EOC job aids). | |
| Ensure representatives from the Coordinating Agency and Support Agencies are fully trained and prepared to respond to the EOC/JIC as JIS Team Members. | |
| Initiate the JIS with supporting and partnering agencies to discuss strategy, availability, and preparedness informational material. | |
| Document JIC activities in WebEOC. | |
| Review contact lists of department heads, PIOs, media organizations, and governmental officials. | |
| Assess the need for opening and staffing the JIC. | |
| Initiate the activation of the JIC by initiating emergency staffing plans, notification to municipal officials and their JIC liaisons. | |
| Notify the EOC Director of the estimated activation time for the JIC. | |
| Prepare staffing plan for JIC functions to adequately support EOC operations. | |
| Ensure that an adequate supply of written and graphic disaster preparedness materials, brochures and publications are readily available for distribution to the public and media. Notify the public and media of the activation of the JIC. | |
| Encourage preparedness activities by citizens and visitors to minimize the loss of life and property during a disaster. This includes pet arrangements. | |
| Coordinate joint media briefings, news releases, and situational reports. | |
| Develop approval process for information being released. | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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| Develop strategy to limit access to public officials directly involved on response efforts. | |
| Develop strategy to limit media access to the EOC. | |
| RESPONSE GUIDELINES | COMMENTS/NOTES |
| Establish and maintain operational awareness of public information through direct communication links with operational units; (jurisdictional/organizational PIOs and/or liaisons, County EOC FSG teams, County EOC Director, County Manager's Office, Board of County Commissioners, state and federal level PIOs, the public, media, etc.) in the field and/or their appropriate coordinating entities. | |
| Conduct public information disaster impact and needs assessments, prioritize this Group's operational objectives in alignment with the EOC Action Plan, and coordinate JIC activities. | |
| Collect and analyze information relevant to this Group and report in WebEOC and EOC documents including EOC Incident Action Plans and Situation Reports. | |
| Receive, manage, and track resource requests for the JIC. | |
| Ensure full coordination of activities with other groups within the EOC to assist in the development and maintenance of a common operating picture. | |
| Receive situational reports from the FSG functions in the EOC on a regular basis. | |
| Monitor and update WebEOC. | |
| Coordinate media access to the EOC on a limited and controlled basis. | |
| Disseminate information concerning the threat, secondary threats, protective measures, recommendations, County directives, and encourage the public to be self-sufficient for a period of at least five days. | |
| Advise media representatives of the activities of the response organizations. | |
| Maintain coordination activities with County and municipal officials. | |
| Ensure media briefings occur at a regularly scheduled time. Provide updated situation reports to persons in shelters. | |
| Ensure essential JIC functions are staffed and operational. JIC functions include: Information | |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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| Gathering, Information Products, Media Relations, Community Relations, Governmental Affairs, etc. | |
| RECOVERY GUIDELINES | COMMENTS/NOTES |
| Maintain all functions necessary carried over from the Response phase. | |
| Ensure Group Team Members and/or their agencies provide appropriate records of costs incurred. | |
| Coordinate with staff at Disaster Field Office(s) if established. | |
| Continue to brief media representatives on recovery actions. | |
| Continue to coordinate all distributed information through established JIC procedures. | |
| Release recovery information for all FSG functions. | |
| Continue coordination of information for all FSG functions. | |
| Continue coordination of information, guidance and direction regarding areas that are impassable or uninhabitable. | |
| Ensure persons in shelters continue to receive updates on the status of the disaster and recovery efforts. | |
| Coordinate disaster welfare inquiries with the American Red Cross. | |
| Assist with releasing disaster recovery procedures, telephone numbers, contact numbers, location of application centers, etc. | |
| Release information on reentry procedures. | |
| Participate in County-led action review. | |

LIASION GROUP

| | |
|-----------------------------|--|
| PRIMARY AGENCY | Carteret County Manager's Office Carteret County Human Resources Department |
| SUPPROTING AGENCIES: | Carteret County Emergency Services Municipal Representatives State Agency Representatives Federal Agency Representatives Private Sector Representatives Non-Profit Agency Representatives |
| EOC STAFFING: | Municipal/Private Sector Liaison Officer Public Information Officer Supporting Agency Representatives, as needed |

I. PURPOSE

The purpose of the Liaison Group is to provide a space for needed Subject Matters Experts, Community Decision Makers, and other as needed Support Agencies within the EOC to better support ongoing emergency operations and/or initial short-term recovery operations.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

- Carteret County has been impacted by an event that requires extensive support
- Support needs to be in person due to event severity, communication failures, power failures, need for better situational awareness
- Carteret County Emergency Services has considered for this possibility and has made space available for in person agency representatives as the standard EOC set up

B. ASSUMPTIONS

- Carteret County maintains situational awareness of which potentially catastrophic incidents could occur
- Carteret County maintains situational awareness of emergency response capabilities across the County
- Carteret County is able to communicate with entities outside of Carteret County in the event County emergency response capabilities are, or inevitably will be, overwhelmed prior to the conclusion of the event

III. CONCEPT OF OPERATIONS

A. GENERAL

- Subject Matter Experts (SMEs) are sometimes needed to provide additional support to ongoing emergency operations

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

- FSGs may request a SME through the Command Staff and with approval of the EOC Director
- The requesting FSG shall supply the EOC Director with their current situation, what their need is, and how current capabilities fail to meet their need
- The Command Staff will utilize local, in-County contacts to fulfill that need
- The Command Staff will utilize NC Emergency Management if no in-County contact is available
- The Command Staff will coordinate with the SME to facilitate their arrival at the EOC and provide for accommodations if needed

No checklists have been made for the Liaison Group due the nature of this group. SMEs that would staff this Group could possibly come from a government agency, the private sector, or a non-profit. Requesting SMEs would require the EOC Command Staff to modify Liaison Group procedures based on the current situation and the SMEs that are requested and present in the EOC.

ACRONYMS & ABBREVIATIONS

| | |
|----------|---|
| ARC | American Red Cross |
| ARES | Amateur Radio Emergency Service |
| CAP | Civil Air Patrol |
| CRDP | County Receiving and Distribution Point |
| CEO | Chief Executive Officer |
| CFR | Code of Federal Regulations |
| CHEMTREC | Chemical Transportation Emergency Center |
| CISM | Critical Incident Stress Management |
| COG | Continuity of Government; also Council of Governments |
| DAC | Disaster Application Center |
| DCI | Division of Criminal Information |
| DENR | Department of Environment and Natural Resources |
| DFCO | Deputy Federal Coordinating Officer |
| DHR | Department of Human Resources |
| DHS | U.S. Department of Homeland Security |
| DMAT | Disaster Medical Assistance Team |
| DOD | Department of Defense |
| DOE | Department of Energy |
| DOH | Department of Health |
| DOJ | Department of Justice |
| DOT | Department of Transportation |
| DPS | Department of Public Safety |
| DROC | Disaster Recovery Operations Center |
| DSS | Department of Social Services |
| DWQ | North Carolina Division of Water Quality |
| EBS | Emergency Broadcast System |
| EHNR | Environment, Health, & Natural Resources |
| EM | Emergency Management |
| EMC | Emergency Management Coordinator |
| EMS | Emergency Medical Services |
| EOC | Emergency Operations Center |
| EOP | Emergency Operations Plan |
| EPA | U.S. Environmental Protection Agency |
| EPI | Emergency Public Information |
| ERT | Emergency Response Team |
| FCC | Federal Communications Commission |
| FCO | Federal Coordinating Officer |
| FEMA | Federal Emergency Management Agency |
| GAR | Governors Authorized Representative |
| GIS | Geographical Information Systems |
| GS | General Statute |
| HAZMAT | Hazardous Materials |
| IAP | Incident Action Plan |
| IC | Incident Commander |
| ICP | Incident Command Post |

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

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|--------|---|
| ICS | Incident Command System |
| IFG | Individual and Family Grant |
| IMT | Incident Management Team |
| IS | Information Systems |
| JFO | Joint Field Office |
| JIC | Joint Information Center |
| MOU | Memorandum of Understanding |
| NAWAS | National Warning System |
| NCDA | North Carolina Department of Agriculture |
| NCEM | North Carolina Division of Emergency Management |
| NCEOP | North Carolina Emergency Operations Plan |
| NCGS | North Carolina General Statutes |
| NCNG | North Carolina National Guard |
| NCP | National Contingency Plan |
| NDMS | National Disaster Medical System |
| NFIP | National Flood Insurance Program |
| NHC | National Hurricane Center |
| NIMS | National Incident Management System |
| NOAA | National Oceanic and Atmospheric Administration |
| NRF | National Response Framework |
| NRT | National Response Team |
| NWS | National Weather Service |
| PA | Public Assistance |
| PDA | Preliminary Damage Assessment |
| PIO | Public Information Officer |
| PSA | Public Service Announcement |
| RACES | Radio Amateur Civil Emergency Services |
| RRT | Regional Response Team |
| SA | Staging Area |
| SAR | Search and Rescue |
| SARA | Superfund Amendment and Reauthorization Act |
| SART | State Agricultural Response Team |
| SCO | State Coordinating Officer |
| SHP | State Highway Patrol (North Carolina) |
| SITREP | Situation Report (Also SitRep) |
| SNS | Strategic National Stockpile |
| SOP | Standard Operating Procedure |
| SWP | State Warning Point |
| USCG | United States Coast Guard |
| USDA | U.S. Department of Agriculture |

GLOSSARY OF KEY TERMS

Amateur Radio Emergency Services

A public service organization of licensed amateur radio operators who have voluntarily registered their qualifications and equipment to provide emergency communications for public service events as needed

American Red Cross

A humanitarian organization led by volunteers, that provides relief to victims of disasters and helps prevent, prepare for, and respond to emergencies. It does this through services that are consistent with its Congressional Charter and the Principles of the International Red Cross Movement.

Command Section

One of the five functional areas of the Incident Command System. The function of command is to direct, control, or order resources, including people and equipment, to the best possible advantage.

Command Post

That location at which primary Command functions are executed; usually collocated with the Incident Base. Also referred to as the Incident Command Post.

Comprehensive Resource Management

Maximizes the use of available resources, consolidates like resources and reduces the communications load on the Incident Command Operation.

Coordination

The process of systemically analyzing a situation, developing relevant information, and informing appropriate personnel of viable alternatives for selection of the most effective combination of available resources to meet specific objectives.

Emergency

Any occurrence, or threat, whether natural or man-made, which results or may result in substantial injury or harm to the population or substantial damage to or loss of property or natural resources and may involve governmental action beyond that authorized or contemplated by existing law because governmental inaction for the period required to amend the law to meet the exigency would work immediate and irrevocable harm upon the citizens or the environment of the Commonwealth or clearly defined portion or portions thereof.

Decontamination

The process of making people, objects, or areas safe by absorbing, destroying, neutralizing, making harmless, or removing the Hazardous Materials/HAZMAT

Emergency/Disaster/Incident

An event that demands a crisis response beyond the scope of any single line agency or service and that presents a threat to a community or larger area. An emergency is usually an event that can be controlled within the scope of local capabilities; a major emergency or disaster usually requires resources beyond what is available locally.

Emergency Alert System

A network of broadcast stations interconnecting facilities authorized by the Federal Communications Commission (FCC) to operate in a controlled manner to warn and inform the public of needed protective actions in the event of a disaster or emergency situation.

Emergency Operations Center

A facility from which government directs and controls its emergency operations; where information about the status of the emergency situation is officially collected, assimilated, and reported on; where coordination among response agencies takes place; and from which outside assistance is officially requested.

Emergency Operations Plan

A document which provides for a preplanned and coordinated response in the event of an emergency or disaster situation.

Emergency Management

The preparation for and the carrying out of functions (other than functions for which military forces are primarily responsible) to prevent, minimize, and repair injury and damage resulting from natural or manmade disasters. These functions include fire-fighting, police, medical and health, rescue, warning, engineering, communications, evacuation, resource management, plant protection, restoration of public utility services, and other functions related to preserving the public health, safety, and welfare.

Emergency Support Function

A functional area of response activity established to facilitate the delivery of Federal assistance required during the immediate response phase of a disaster to save lives, protect property and public health and maintain public safety.

Exercise

An activity designed to promote emergency preparedness; test or evaluate emergency operations plans, procedures, or facilities; train personnel in emergency response duties, and demonstrate operational capability. There are three specific types of exercises: tabletop, functional, and full scale.

Evacuation

Assisting people to move from the path or threat of a disaster to an area of relative safety.

Federal Disaster Assistance

Aid to disaster victims and/or state and local governments by federal agencies under provisions of the Robert T. Stafford Relief and Emergency Assistance Act of (PL 93-288).

Geographic Information System

A computer system capable of assembling, storing, manipulating, and displaying geographically referenced information, i.e.-data identified according to their locations.

Hazardous Materials

Substances or materials which may pose unreasonable risks to health, safety, property, or the environment when used, transported, stored or disposed of, which may include materials which are solid,

liquid, or gas. Hazardous materials may include toxic substances, flammable and ignitable materials, explosives, or corrosive materials, and radioactive materials.

Hazardous Materials Emergency Response Plan

The plan was developed in response to the requirements of Section 303 (a) of the Emergency Planning and Community Right-to-Know Act (Title III) of Superfund Amendments and Reauthorization Act of 1986. It is intended to be a tool for our community's use in recognizing the risks of a hazardous materials release, in evaluating our preparedness for such an event, and in planning our response and Recovery Actions. This plan is separate from the county's Emergency Operations Plan.

Incident Command System

A model for disaster response that uses common terminology, modular organization, integrated communications, unified command structure, action planning, manageable span or control, pre-designed facilities, and comprehensive resource management. In ICS there are five functional elements: Command, Operations, Logistics, Planning and Finance/Administration.

Incident Commander

The individual responsible for the management of all incident operations.

Initial Damage Assessment Report

A report that provides information regarding overall damage to public and private property, thereby providing a basis for emergency declaration and/or disaster assistance.

Integrated Communications Plan

This plan coordinates the use of available communications means and establishes frequency assignments for certain functions.

Local Emergency

The condition declared by the local governing body when, in its judgment, the threat or actual occurrence of a disaster is or threatens to be of sufficient severity and magnitude to warrant coordinated local government action to prevent, or alleviate loss of life, property damage, or hardship. Only the Governor, upon petition of a local governing body, may declare a local emergency arising wholly or substantially out of a resource shortage when he deems the situation to be of sufficient magnitude to warrant coordinated local government action to prevent or alleviate the hardship or suffering threatened or caused thereby.

Local Emergency Planning Committee

Appointed representatives of local government, private industry, business, environmental groups, and emergency response organizations responsible for ensuring that the hazardous materials planning requirements of the Superfund Amendments and Reauthorization Act of 1986 (SARA Title III) are complied with.

Mitigation

Activities that actually eliminate or reduce the chance occurrence or the effects of a disaster. Examples of mitigation measures include, but are not limited to, the development of zoning laws and land use ordinances,

State building code provisions, regulations and licensing for handling and storage of hazardous materials, and the inspection and enforcement of such ordinances, codes and regulations.

Mobile Crisis Unit

A field response team staffed and operated by mental health professionals specially trained in crisis intervention. The Mobile Crisis Unit is available to provide on-scene crisis intervention to incident victims and to follow up work with victims and formal Critical Incident Stress Debriefings for service providers after the incident has been brought under control.

Mutual Aid Agreement

A written agreement between agencies and/or jurisdictions in which they agree to assist one another, upon request, by furnishing personnel and/or equipment in an emergency situation.

National Response Framework

Is a guide to how the Nation conducts all-hazard responses. It is built upon scalable, flexible and adaptable coordinating structures to align key roles and responsibilities across the nation.

National Weather Service

The federal agency which provides localized weather information to the population, and during a weather-related emergency, to state and local emergency management officials.

Preparedness

The development of plans to ensure the most effective, efficient response to a disaster or emergency. Preparedness activities are designed to help save lives and minimize damage by preparing people to respond appropriately when an emergency is imminent. Preparedness also includes establishing training, exercises and resources necessary to achieve readiness for all hazards, including Weapons of Mass destruction incidents.

Presidential Declaration

A presidential declaration frees up various sources of assistance from the Federal government based on the nature of the request from the governor.

Primary Agency

While several County departments will be performing varied and critical tasks during a disaster, in most cases only one agency will be considered the 'primary agency.' The primary agency shall be responsible for detailed planning, testing, and evaluation of their respective emergency support function. The Department Director of the primary agency shall serve as the principle advisor to the County Executive during the response and recovery phase. In addition, the Department Director or the primary agency must assure that essential operations of his/her agency will continue, unless otherwise directed by the County Executive or his/her designee.

Regional Information Coordination Center

The center facilitates communications and coordination among local, state, and federal government authorities to ensure an effective and timely response to regional emergencies and incidents, including coordination of decision-making regarding events such as closings, early release of employees, evacuation, transportation decisions, health response, etc.

Situation Report

A form which, when completed at the end of each day of local Emergency Operations Center operations, will provide the County with an official daily summary of the status of an emergency and of the local emergency response. A copy should be submitted to the State EOC via fax or submitted through WebEOC.

Span of Control

As defined in the Incident Command System, Span of Control is the number of subordinates one supervisor can manage effectively. Guidelines for the desirable span of control recommend three to seven persons. The optimal number of subordinates is five for one supervisor.

State of Emergency

The condition declared by the Governor when, in his judgment, a threatened or actual disaster in any part of the State is of sufficient severity and magnitude to warrant disaster assistance by the State to supplement local efforts to prevent or alleviate loss of life and property damage.

Superfund Amendments and Reauthorization Act of 1986

Established Federal regulations for the handling of hazardous materials.

Unified Command

Shared responsibility for overall incident management as a result of a multi-jurisdictional or multi-agency incident. In the event of conflicting priorities or goals, or where resources are scarce, there must be a clear line of authority for decision-making. Agencies contribute to unified command by determining overall goals and objectives, jointly planning for tactical activities, conducting integrated tactical operations and maximizing the use of all assigned resources.

Weapons of Mass Destruction

Any explosive, incendiary, or poison gas, bomb, grenade, rocket having a propellant charge of more than 4 ounces, or a missile having an explosive incendiary charge of more than 0.25 ounce, or mine or device similar to the above; poison gas; weapon involving a disease organism; or weapon that is designed to release radiation or radioactivity at a level dangerous to human life. (Source: 18 USC 2332a as referenced in 18 USC 921).

PROCLAMATION OF A STATE OF EMERGENCY



EMERGENCY OPERATIONS PLAN

WHEREAS, _____ has impacted Carteret County; and

WHEREAS, as a result of the above-described emergency, I have determined that there is an imminent threat of, or existing conditions have caused or will cause, widespread or severe damage, injury, or loss of life or property, and public safety authorities will be unable to maintain public order or afford adequate protection for lives or property; and

WHEREAS, declaring a State of Emergency and imposing the restrictions and prohibitions ordered herein is necessary to maintain order and protect public health, safety, and welfare, and to secure property; and

WHEREAS, it is essential that Carteret County employees and employees of the Carteret County Sheriff, whether exempt or nonexempt, work extended hours to maintain order and protect public health, safety, and welfare to secure private and public property.

NOW, THEREFORE, pursuant to Chapter 5 of the Carteret County Code of Ordinance, Chapter 166A of the North Carolina General Statutes, and Article 36A, Chapter 14 of the North Carolina General Statutes:

Section 1. A State of Emergency is hereby declared within Carteret County as more particularly described in Section 2.

Section 2. The emergency area covered by this State of Emergency shall be:

- All unincorporated areas within the jurisdiction of Carteret County

- All areas within the jurisdiction of Carteret County
(At the request and consent of the Mayors)

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

- The following specific areas within the jurisdiction of Carteret County
(*At the request and consent of the Mayors*)

Section 3. The following restrictions and prohibitions are imposed (*check all that apply*):

- Evacuation:** In the best interest of public safety and protection, it is necessary to evacuate the civilian population from _____.
Citizens are free to use any type of legal transportation, but should only use designated evacuation routes, as determined by the Carteret County Emergency Services.
- Restricted Access:** Access to any area, location, or street where such a restriction is necessary in order to help overcome this emergency or to prevent the emergency from escalating will be restricted and/or denied. Access will be indicated and restricted by means of barricades, posted notices or by agents working in their official capacity.
- Curfew:** In the best interest of public safety, the following curfew is hereby imposed to begin _____ and will cease at such time as this Proclamation of a State of Emergency is terminated.
- A. No person not exempted by this proclamation shall appear in the geographical area described in this proclamation between the hours of _____ and _____ of any day until this curfew is removed by termination.
 - B. This curfew shall apply to the following geographical area: _____

 - C. To the preservation of the public health, safety and welfare, these curfew restrictions are exempt to the following classes of people in the circumstances indicated:
 - i. All employees of the affected area who are in their official capacity during the curfew hours;

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

- ii. All other law enforcement or other government or service providers responding in their official capacity;
- iii. Those whose appearance is essential in order to obtain or furnish a service or commodity which is immediately necessary to sustain the health or well-being of themselves or of someone within the curfew area; and
- iv. Those whose appearance necessarily occurs in the process of leaving a place at which they were temporarily engaged and for which they could not reasonably have planned their departure so as to avoid appearing during the period in which the curfew was applicable.

Alcohol: There shall be no sale, consumption, transportation, or possession of alcoholic beverages within the geographical area noted in Section 2 during this State of Emergency, except for that is allowed on a person's own premises.

Dangerous Weapons: There shall be no possession, transportation, sale, purchase, storage, and use of any dangerous weapons, including but not limited to rifles, shotguns, pistols, or ammunition for any weapon within the geographical area noted in Section 2 during this State of Emergency, except for that with is allowed on a person's own premises. Duly sworn Law Enforcement Officers acting in their official capacity are exempt.

Other: _____

No restrictions or prohibitions are imposed at this time.

Section 4. I hereby order all law enforcement officers and employees and all other emergency response personnel subject to our control to cooperate in the enforcement and implementation of the provisions of this Proclamation, all applicable local ordinances, state and federal laws, as well as the Carteret County Emergency Operations Plan.

Section 5. In such cases of employees referenced in the whereas above who are responding or call back employees, exempt and nonexempt, will be paid overtime for time worked over forty (40) hours in a given seven-day workweek beginning Sunday midnight to Saturday at 2359 hours. Overtime for law enforcement and detention employees, however, shall be based on a 28-day cycle with overtime being any hours worked in excess of 171 hours for law enforcement and detention employees during the cycle. The 911 and EMS personnel work on a fluctuating workweek. Telecommunicators and EMS employees' week begins Sunday at 7:00 am. Accounting for overtime for all departments shall be done on the official payroll time card or record.

CARTERET COUNTY EMERGENCY OPERATIONS PLAN

Section 6. The Board of Commissioners hereby authorize the County Manager, in coordination with Human Resources, to modify the Carteret County Personnel Policy as needed to address the current emergency incident.

Section 7. The Board of Commissioners hereby order this proclamation: (a) to be distributed to the news media and other organizations calculated to bring its contents to the attention of the general public; (b) to be filed with Clerk to the governing Board and (c) to be distributed to others as necessary to ensure proper implementation of this proclamation.

Section 8. Penalty for Violation – Any person who violates any provision of an ordinance or a declaration enacted or declared pursuant to General Statute 166A, or who violated any provision of a declaration or executive order issued pursuant to General Statute 166A is guilty of a Class 2 misdemeanor. Further violations may be imposed in accordance with Article 36A, Chapter 14 of the North Carolina General Statutes.

Section 9. This document may be amended by the Emergency Services staff that issued the State of Emergency.

Section 10. This proclamation shall take effect on _____ at _____, and shall remain in effect until modified, terminated, or until _____ at _____.

DECLARED this the _____ (date) at _____ (time)

Chair, Carteret County Board of Commissioners

Attest:

Clerk to the Board

County Manager

Emergency Services

PROCLAMATION OF A STATE OF EMERGENCY

Section 1. Pursuant to the Carteret County State of Emergency Ordinance, Chapter 166A and Article 36A Chapter 14 of the North Carolina General Statutes, I have determined that a State of Emergency as defined in Section 1 of the Carteret County State of Emergency Ordinance exists in the County of Carteret.

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

Section 3. I hereby order all county law enforcement officers and employees and all other emergency management personnel subject to my control to cooperate in the enforcement and implementation of the provisions of the county emergency ordinances which are set forth below.

Section 4. Evacuation. I have determined that, in the best interest of public safety and protection, it is necessary to have a voluntary evacuation of the civilian population from the below listed areas.

1. Mobile home dwellers
2. Low lying, flood prone areas

Citizens are free to use any type of transportation, but they are to use only designated routes in leaving the area. Further, proclamations concerning evacuation will be issued as needed.

Section 5. Restrictions on access to areas. The Sheriff and his subordinates and other law enforcement officers are authorized to deny or restrict access to the listed areas to include the streets, highways and roads leading into those areas as required.

Section 6. Other prohibitions and restrictions. Further proclamations concerning movement of people in public places, the operation of offices, business establishments and other areas at which people may congregate will be issued as needed.

Section 7. Execution of Emergency Plan. All persons in the listed areas are ordered to comply with this proclamation.

Section 8. This proclamation shall become effective immediately and remain in effect for a period of five (5) days unless sooner terminated.

Proclaimed this the _____ day of _____, 2013 at _____ (a.m./p.m.)

CHAIRMAN, BOARD OF COMMISSIONERS