

# Emergency Operations Plan

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## **STATEMENT OF PURPOSE**

The Alamance County Emergency Operations Plan was developed to address multiple hazards which threaten a jurisdiction. Through use of a functional format, the plan encourages an Integrated Emergency Management System (IEMS) approach to disaster; and fosters prompt, efficient and coordinated response operations by elements of the emergency organization. IEMS requires a system-wide integration of skills, people and resources. IEMS recognizes that plans developed for one type of emergency are extremely useful for other emergency situations and a significant amount of emergency operational capability can be established by addressing broadly applicable functions.

This plan presents a basic plan, which serves as a summary document to seventeen (17) functional annexes. The annexes define who will be responsible for each function. Defining the roles of each response agency reduces the confusion, chaos and conflict during emergency; and significantly decreases vulnerability of the public and their property to hazardous threats.

This plan meets the requirements of FEMA planning guidance, CPG 1-8 and CPG 1-8A, and the legal responsibilities identified in North Carolina General Statutes, Chapter 166-A. It provides all the necessary elements to insure that local government can fulfill its legal responsibilities for emergency preparedness.

# ALAMANCE COUNTY EMERGENCY OPERATIONS PLAN

## INSTRUCTIONS FOR USE

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

**Basic Plan:** Defines the roles and responsibilities of key officials and their organizations.

**Annexes:** Identifies the specific functions of the plan as well as the individual/agency responsible for the coordination of activities for that function.

Each section of the plan contains a purpose statement for that section. All individuals with assigned responsibilities should be familiar with the entire plan, however added emphasis must be given to those sections for which they are responsible. While all circumstances cannot be addressed, the content of this plan should be used as a guide for those things that do occur but not specifically addressed herein.

## RECORD OF CHANGES

<b>CHANGE LOCATIONS</b>	<b>DESCRIPTON OF CHANGE</b>
Basic Plan	Concept of Operations
Annex A	Direction and Control
Annex C	Communications
Annex D	Emergency Operations Plan
Annex G	Law Enforcement
Annex J	Resource Management
Annex K	Animal Protection and Control
Annex N	Hazardous Materials

# ALAMANCE COUNTY EMERGENCY OPERATIONS PLAN BASIC PLAN

## I. PURPOSE

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

## II. SITUATION AND ASSUMPTIONS

### A. Situation

1. Alamance County is located in North Carolina Emergency Management Central Branch District and FEMA Region IV. It's geographic location is the piedmont section of the State. It is bound on the East by Orange County, on the south by Chatham County, on the North by Caswell, on the West by Guilford County. The current population of the County is approximately 120,000.
2. The major traffic arteries are: I-85/40, US Hwy 70, NC Hwy 49, NC Hwy 62, NC Hwy 54, NC Hwy 87, and NC Highway 119.
3. Railroads is: Southern.
4. The county has one public airport, the Burlington/Alamance Regional Airport, which has a 5000 foot paved runway. The airport is located off Highway 62 south.
5. The County is exposed to many hazards, all of which have the potential to disrupt the community, cause damage, and create casualties. Potential hazards identified for Alamance County are:

Hazardous Materials Accidents (including pipeline)  
Transportation Accidents (Roads, Rail and Air)  
Hurricanes/Tornadoes/Windstorms  
Flooding/Dam Failure  
Winter Storms/Ice Storms  
Drought  
Major Fires (to include forest fires)  
Civil Disorder/Terrorist Incidents  
Fixed Nuclear Facility (within the 50 mile EPZ)

B. Assumptions

1. It is necessary for the County to plan for and to carry out disaster response and short-term recovery operations utilizing local resources, however, it is likely that outside assistance would be available in most major disaster situations affecting the County.
2. Officials of the County are aware of the possible occurrence of an emergency or major disaster and their responsibilities in the execution of this plan and will fill these responsibilities as needed.
3. Implementation of this plan will reduce or prevent the loss of lives and damage to property.

**III. CONCEPT OF OPERATION**

A. General

1. For Emergency Management planning and operations, the County has been divided into 15 operational zones (being the fifteen fire districts): to include the incorporated and unincorporated parts of the County.
2. If more than one operational zone is affected or if there is a serious emergency in one zone, the County Emergency Operations Center (EOC) will be activated to coordinate a County-wide response.
3. The County Emergency Management Coordinator (EMC) will coordinate and activate existing agreements with adjoining counties during emergencies that have the potential to threaten the safety of its citizens or the citizens of the neighboring county. Response to this emergency will be coordinated by the Emergency Operations Center.
4. The County Emergency Management will be supported, as necessary, by State Emergency Management which can provide direct support and serve as a channel for obtaining and providing resources from the state and federal government and adjoining states.
5. As the emergency situation develops, the Chairman of the County Commissioners and/or Mayor of any municipality, or his designee, may declare a "State of Emergency" to exist within the County/ City/Town and begin implementing emergency procedures. (Reference PROCLAMATION OF A STATE OF EMERGENCY).

6. The County Manager, **acting for the Chairman of the County Commissioners**, with the assistance of the County Emergency Management Coordinator, will coordinate and control County resources and advise municipalities of needs or progress.
7. Termination of a State of Emergency shall be declared by the authority by whom it was proclaimed. (Reference PROCLAMATION TERMINATING A STATE OF EMERGENCY).

B. Phases of Comprehensive Emergency Management

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

C. Federal Assistance With Resources

The Federal Government can provide federal resources to local governments through State channels to provide 12 Emergency Support Functions (ESFs) listed in the Federal Response Plan (FRP). These functions are:

Transportation  
Communications  
Public Works  
Fire Fighting  
Information and Planning  
Mass Care

Resource Support  
Health and Medical  
Search and Rescue  
Hazardous Materials  
Food  
Energy

The primary method recommended for channeling the Federal ESFs to local governments, when requested, is to place in the State EOC one Federal representative with one State representative for each Emergency Support Function. Thus, when requests for assistance from local governments are received at the State EOC, and the State resource is exhausted, the request can immediately be turned over to the Federal representative responsible for that ESF. These requests can be fulfilled on a mission basis with the State retaining direction and control authority.

#### IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. Organization: Most of the departments within local government have emergency functions in addition to their normal duties. Each department is responsible for developing and maintaining their own Standard Operating Procedures (SOPs) for their assigned emergency responsibilities which are outlined below under the following section entitled "Responsibilities" as well as in the functional annexes of this plan. Responsibilities for some organizations which are not a part of local government are also presented.

B. Responsibilities

1. **Chairman, County Commissioners**

- a. Carry out appropriate provisions of state general statutes, in addition to local ordinances relating to emergencies.
- b. Declare a state of emergency at the County level and assume direction and control of emergency operations, through the County Manager.
- c. Request assistance from State government, through the Emergency Management Coordinator, to assist with control of an emergency.
- d. Insure that emergency information and reports are forwarded through the Area Office to the State Division of Emergency Management.
- e. Coordinate efforts by elected officials from other local governments.

- f. Coordinate efforts of appointed boards.
- g. Authorize funds necessary for emergency operations not available in departmental budget.
- h. Report to the EOC, upon activation.

2. **County Manager**

- a. Ensure County agencies develop and continually update Standard Operating Procedures (SOPs) to respond to emergencies.
- b. Serve as Public Information Officer (PIO) during an EOC activation.
- c. Ensure that exercises and tests of the emergency systems are conducted on a regular basis.
- d. Ensure that representatives from various departments are designated to report to the EOC upon activation to provide assistance.
- e. When directed, act on behalf of the Chairman, County Commissioners in the control of emergency operations.
- f. Ensure that financial records of expenditures are kept during emergencies.
- g. Report to the EOC, upon activation.

3. **Emergency Management Coordinator**

- a. Perform assigned duties according to state statutes and local ordinances.
- b. Responsible for planning in accordance with Federal and State guidelines and coordinating of emergency operations within the jurisdiction.
- c. Establish and equip the County Emergency Operating Center (EOC) to include primary and backup communications (fixed and mobile), and provide for operations on a continuous basis as required.
- d. Ensure adequate training for the emergency management organization.

- e. Recruit and insure training of staff to handle response and recovery operations.
- f. Maintain current list of available resources.
- g. Coordinate exercises and tests of the emergency systems within the jurisdiction.
- h. Maintain liaison with utility companies to arrange for back-up water, power and telephone service during emergencies.
- i. Maintain administrative records as required.
- j. Alert and activate, as required, the County Emergency Management organization when informed of an emergency within the County.
- k. Receive requests for assistance from municipalities within the County and direct aid to areas where needed.
- l. Ensure that narrative and operational journals are kept during the emergency.
- m. Ensure necessary information and reports are issued on schedule.
- n. Develop mutual aid agreements and/or memorandums of understanding, as needed.
- o. Report to the EOC, upon activation.

4. **Public Information Officer (County Personnel Director)**

- a. Prepare procedures for the conduct of public information services during disasters.
- b. Maintain current listing of points of contact with the news media in the area.
- c. Coordinate all media releases pertaining to emergency planning and operations.
- d. Provide for rumor control and emergency instructions.
- e. Develop media advisories for the public.

- f. Provide emergency information for the public including the visually impaired, hearing impaired and non-English speaking groups.
- g. Report to the EOC, upon activation.

5. **Sheriff/Police Chiefs**

- a. Plan for the coordination of traffic control, security and other law enforcement operations with the law enforcement agencies in the County during emergencies/disasters.
- b. Develop mutual aid agreements with surrounding law enforcement agencies.
- c. Coordinate security for personnel and equipment at shelters and at the EOC.
- d. Report to the EOC, upon activation.

6. **Fire Services**

- a. Plan for coordination of fire fighting operations throughout the county during time of emergency/disaster.
- b. Provide for coordination of manpower, as needed, during disaster operations.
- c. The NC Forest Service will direct and control activities for all grass and woods fires with manpower assistance from the county fire departments, as needed.
- d. Provide manpower and equipment to assist with debris clearance activities.
- e. The Fire Chiefs are responsible for fire activities within their respective districts with overall coordination coming from the EOC through the County Fire Marshal.
- f. Individual fire departments will provide facilities to be used, as needed, for a command post to be established serving as a link to the EOC.
- g. The Fire Marshal will report to the EOC, upon activation.

7. **Emergency Medical Services Director**

- a. Plan for coordination of on-scene patient care and ambulance activities throughout the County.
- b. Develop mutual aid agreements with regards to EMS activities.
- c. Coordinate with hospital disaster coordinator on use of medical facilities within the County for mass casualty incidents.
- d. Report to the EOC, upon activation.

8. **County Rescue Squad Chief**

- a. Conduct search operations, in conjunction with Emergency Management and law enforcement agencies in the County.
- b. Conduct rescue operations, as deemed necessary by the Incident Commander/EOC.
- c. Assist EMS with patient care and transport.
- d. Provide medical assistance at shelters, as needed.

9. **Social Services Director**

- a. Plan for coordination of social services operations during disaster.
- b. Coordinate with medical/health care facilities (e.g. nursing homes, rest homes, etc.) to insure development of emergency procedures in conjunction with appropriate agencies to provide for these citizens with special needs.
- c. Coordinate emergency activities during response and recovery with American Red Cross, and other volunteer organizations working with shelter, feeding and clothing.
- d. Provide vehicles and personnel to assist with emergency transportation, as needed.

10. **Communications (Communications Director)**

- a. Plan and direct communications and warning systems, including two-way radio systems throughout the County, describing methods of communications between EOC, field forces, shelter facilities, adjacent jurisdictions and area/State EOC.
- b. Coordinate activities with law enforcement communications centers within the County.
- c. Disseminate warning information.
- d. Coordinate message flow between 911 PSAPS and the EOC.
- e. Insure that an adequate backup system of communications is set up through Amateur Radio Emergency Services (ARES).
- f. Develop staffing patterns and shift schedules for operation during EOC activation.
- g. Develop call-back procedures to communications personnel.
- h. Develop procedures for testing all emergency power for EOC.
- i. Provide security during EOC operations.
- j. Provide messengers between communications and the EOC for information transmission.
- k. Report to the EOC upon activation.

11. **Public Works Director/s (cities and towns)**

- a. Plan for emergency repair and restoration of vital facilities and public utilities during disasters.
- b. Coordinate with NCDOT and Alamance County Solid Waste to assist with debris clearance/ removal.
- c. Provide needed equipment and supplies to the EOC staff as needed.
- d. Store and provide fuel for emergency vehicles.

- e. Coordinate all animal protection/control activities for the City of Burlington/Alamance County.
- f. Report to the EOC, as needed.

12. **Health Director**

- a. Develop procedures for emergency public health operations.
- b. Plan for inspection of food and water throughout the County and issuance of instructions for decontamination, distribution and usage.
- c. Conduct sanitation inspections of shelters, restaurants, and livestock operations.
- d. Provide health care professionals to assist Red Cross in the operation of shelters.
- e. Direct/coordinate animal control and protection activities within the County.
- f. Report to the EOC, upon activation.

13. **Hospital/Medical Examiners**

- a. Develop and maintain procedures to handle mass casualty incidents.
- b. Respond to notifications of fatalities from local authorities and establish an adequate morgue.
- c. Supervise the location and transportation of the remains of the deceased.
- d. Certify the causes of death of the deceased victims and issue death certificates.
- e. Notify next-of-kin and release the remains and personal effects to proper authorities.
- f. Issue press releases in conjunction with the Public Information Officer.

14. **Transportation (School Transportation Director)**

- a. Plan for transportation of County residents in a disaster, including special population groups (handicapped; elderly, etc.).
- b. Coordinate transportation operations using available school system vehicles/personnel, supplemented by DSS vehicles and personnel.
- c. Coordinates the use of school system facilities for Red Cross shelters.
- d. Report to the EOC, upon activation.

15. **Finance Management/Accounting (Finance Officer)**

- a. Under the direction of the County Manager, and in coordination with the Emergency Management Coordinator, handle all documentation relating to county funds being spent on all personnel and equipment during the emergency.
- b. Develop financial accounting record procedures for agencies to report their emergency expenses.
- c. Ensure that all municipalities designate a person to maintain financial accounting records during emergencies/disasters and that these records are coordinated with the County.
- d. Report to the EOC, upon activation.

16. **Damage Assessment Officer**

- a. Coordinate disaster assessment teams conducting field surveys.
- b. Collect data and prepare damage assessment reports.
- c. Report to the County Tax Office, upon an EOC activation, to coordinate data.

17. **American Red Cross**

- a. Coordinate with Social Services regarding shelter/mass care operations.

- b. Provide direct assistance to citizens affected by the disaster.
- c. Provide personnel to support and assist the Damage Assessment Officer with damage assessment activities.
- d. Report to the EOC, upon activation.

18. **Donations Management (Parks and Recreation)**

- a. Coordinate the management of material goods which have been donated to the affected population.
- b. Coordinate offers and request for volunteer services to the affected population.

19. **Resource Management (Engineering/Inspections)**

- a. Develop procedures to access and operate equipment to support countywide needs during emergency/disaster situations.
- b. Mobilize and manage county personnel to support the needs of the EOC during times of disaster.
- c. Report to the EOC, upon activation.

**V. DIRECTION AND CONTROL**

- A. Direction and Control provides for an efficient response to an emergency by coordinating all response and recovery activities through one central location. The Emergency Operating Center (EOC) is the base of operation for all emergency management activities for the County. Members of the Emergency Management organization will be familiar with plans and procedures to cope with an emergency. The overall direction and control of emergency activities in a crisis situation is vested with the Chairman, County Commissioners and carried out by the County Manager.
- B. Upon declaration of an emergency or disaster, the Chairman of County Commissioners, County Manager, Emergency Management Coordinator, and other key personnel from various departments and agencies will operate from the Emergency Operating Center (EOC).
- C. On-site direction and control will be established by the senior officers of the emergency service having primary responsibility for the situation utilizing the National Incident Management System (NIMS).

## VI. CONTINUITY OF GOVERNMENT

### A. General

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

### B. Line of Succession

1. The line of succession for the County proceeds from the Chairman of the County Commissioners to the Vice-Chairman, then to the members of the board (by seniority), then to the County Manager, in accordance with County policy.
2. Lines of succession for Emergency Services and other department/agency heads will be directed by the County Manager in conjunction with the appropriate department/agency heads.

### C. Preservation of Vital Records

1. It is the responsibility of the **Register of Deeds, the Clerk to the Board of Commissioners, and the Clerk of Superior Court** to insure that all legal documents of both a public and private nature recorded by designated officials be protected and preserved in accordance with existing laws, statutes, and ordinances.
2. Each department/agency is responsible for the preservation of their essential records to ensure continued operational capabilities.

### D. Relocation of Government

1. The County provides for the relocation of the governing body to the EOC during times of emergency.
2. If the primary EOC, located in the Alamance County Office Building in Graham, is determined inoperable, the governing body will relocate to an alternate EOC facility, located in the Burlington Police Department in Burlington.

## VII. ADMINISTRATION AND LOGISTICS

### A. General

1. There are currently three communications centers in Alamance County. Each of these operates continuously 24 hours per day. The County 911 PSAP located in the Alamance County Office Building serves as the County Warning Point.
2. The operational readiness of the EOC is the responsibility of local Emergency Management.

### B. Records and Reports

1. Records of expenditures and obligations during emergency operations must be maintained by County/ City/Town governments.
2. Narratives and operational journals of response actions will be kept by Emergency Management.

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

### D. Non-Discrimination

1. There will be no discrimination on grounds of race, color, religion, nationality, sex, age, or economic status in the execution of disaster preparedness or disaster relief and assistance functions.
2. This policy applies equally to all levels of government, contractors, and labor unions.

### E. Agreements and Understandings

1. Agreements and understandings must be entered into by duly authorized officials and should be formalized in writing whenever possible prior to emergency situations.
2. Should local government resources prove to be inadequate during emergency operations, requests for assistance will be made to other jurisdictions, higher levels of government, and other agencies in accordance with existing or emergency negotiated mutual-aid agreements and understandings. Requests for State and Federal resources must be made through the Emergency Management Coordinator to the Area Office. From there, such requests are forwarded to the State Emergency Operating Center (EOC).

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

## **VIII. PLAN DEVELOPMENT AND MAINTENANCE**

- A. The County Manager, through the Emergency Management Coordinator, will insure that development and annual review of this plan is conducted by all officials involved and will coordinate necessary revision efforts. That shall include review of those portions of the plan actually implemented in an emergency.
- B. This plan shall be exercised in accordance with the Federal Emergency Management Agency (FEMA) four-year exercise plan to insure a readiness posture for those who have an emergency responsibility. Training is scheduled and coordinated by Emergency Management.

## **IX. AUTHORITIES AND REFERENCES**

- A. The following listed authorities and references were consulted to support this plan:
  1. Public Law 93-288 as amended by Public Law 100-707
  2. National Security Decision Directive #259
  3. N.C. General Statutes, Chapter 166A
  4. N.C. Executive Order 18
  5. N.C. General Statutes 115C-242 (6)
  6. N.C. General Statutes Article 36A of Chapter 14
  7. N.C. Executive Order 61
  8. N.C. General Statutes, Chapter 143B, Article 1
  9. N.C. General Statutes, Chapter 14, Article 36A
  10. N.C. General Statutes, Chapter 147, Article 3A
  11. N.C. General Statutes, Chapter 160A, Article 6 and Article 8

# ALAMANCE COUNTY EMERGENCY OPERATIONS PLAN

## ANNEX A

### DIRECTION AND CONTROL

#### I. PURPOSE

This annex outlines the direction and control procedures for emergency operations and identifies the personnel, facilities and resources which will be utilized in the coordinated response activities.

#### II. SITUATION AND ASSUMPTIONS

##### A. Situation

1. Direction and control of normal day-to-day emergencies is performed by senior on-scene emergency response personnel (i.e. law enforcement, fire, rescue, EMS) in accordance with local ordinances, policies and procedures.
2. Many hazards exist within or near the County which have the potential to cause disasters of such magnitude as to warrant centralization of the direction and control (EOC) function in order to conduct effective and efficient emergency operations.
3. Municipalities within the county may exercise independent direction and control of their own emergency resources, outside resources assigned to the municipality by the County EOC, and resources secured through existing mutual aid agreements with other municipalities. Requests for state/federal government assistance will be directed to the County EOC and coordinated through the County Emergency Management Coordinator.
4. Centralized county-wide direction and control (EOC activation) is desirable when one or more of the following situations occur:
  - a. there exists an imminent threat to the public safety/health;
  - b. extensive multi-agency/jurisdiction response and coordination is necessary to resolve or recover from the emergency situation;

- c. local resources are inadequate/depleted and significant mutual aid, state and/or federal resources must be utilized to resolve the emergency situation;
  - d. the disaster affects multiple political jurisdictions within the county which are relying on the same emergency resources to resolve the emergency situation;
  - e. local emergency ordinances are implemented to control the emergency situation.
- 5. The County Emergency Operations Center serves as the central direction and control point for county-wide emergency response activities.
  - 6. The primary County Emergency Operations Center (EOC) is located in the Alamance County Office Building at 124 West Elm St. in Graham. Our EOC operations room is in the adjoining office next to the county's communications center (county warning point).
  - 7. In the event the primary EOC is inoperable, an alternate EOC will be at the Burlington Police Department Building on 267 West Front St. in the City of Burlington.

**B. Assumptions**

- 1. The designated EOC will be activated upon the threat or occurrence of a major emergency/disaster and designated personnel will report to the EOC as soon as possible.
- 2. The County EOC facility and equipment is adequate for coordinating county-wide emergency operations.
- 3. Sufficient procedures have been developed to effectively direct and control disaster operations/recovery.
- 4. Emergency operations and coordination at all levels of government will be carried out according to plans and procedures.

**III. CONCEPT OF OPERATION**

**A. General**

- 1. Emergency operations shall include all activities which are directed toward reduction of the immediate hazard, establishing situation control and restoration of normal operations within the county.

2. The Emergency Management Coordinator (EMC) will activate, organize and operate the EOC in a flexible manner based on the magnitude of the situation.
3. The organizational structure of the EOC will be arranged according to the type of incident, agencies and/or jurisdictions involved, objectives and strategies selected to resolve the situation and the demands of the emergency. Municipalities will provide representation in the County EOC for inter-jurisdictional coordination when the event severely affects the jurisdiction or as requested.
4. The Chairman of the Board of Commissioners will be notified by the Emergency Management Coordinator or County Manager when EOC activation is warranted to direct and control emergency operations.
5. The EOC will be managed in accordance with the County EOC Standard Operating Procedures.
6. On-scene activities of emergency response personnel will be managed utilizing the National Incident Management System (NIMS).

B. Staffing

Personnel assigned to the EOC will operate in one of five functional sections as assigned by the EMC.

1. The Executive Group, under the direction of the Chairman of County Commissioners, consists of the elected officials, jurisdictional management and liaison officials, jurisdictional Public Information Officer (PIO) and is responsible for:
  - a. the approval of policies and strategies pertinent to the emergency/disaster situation.
  - b. conducting briefings of the EOC staff to assure coordination of information.
2. The Operations Group, under the direction of the Operations Officer (EMC) and consisting of the designated representatives of the agencies conducting emergency operations (law enforcement, fire, EMS, others as appropriate), is responsible for the direct supervision of on-scene operations including the allocation of

resources necessary to implement the approved strategies and policies.

3. The Planning Group, consisting of the radiological officer, the damage assessment officer and other technical advisors pertinent to the type of emergency/disaster, may be established to:
  - a. collect, evaluate, display and disseminate information regarding the incident and status of resources;
  - b. maintain a journal, post data and maintain status boards;
  - c. analyze the predictable probable course of emergency incident events;
  - d. develop strategies (action plans) and alternatives to control operations for the incident; and,
  - e. anticipate resource requirements.
4. The Logistics Group, consisting of the communications/warning supervisor, and representatives of emergency support agencies (ie. shelter and mass care, public works, communications, etc.), may be established to coordinate the acquisition of supplies, equipment and other resources (public and private) necessary and approved to resolve/recover from the emergency or disaster situation.
5. The Finance Group, under the direction of the County Finance Officer, may be established to:
  - a. compile and maintain documentation of purchases, acquisition and utilization of emergency supplies, equipment and other services;
  - b. perform financial and cost analysis to develop conclusions on efficient methods of resolving and recovering from the emergency/disaster situation.

#### **IV. ORGANIZATION AND ASSIGNMENTS OF RESPONSIBILITIES**

##### **A. Organization**

1. The onset of an emergency adds to the normal day-to-day role of existing agencies and organizations within the county in order to protect the population and property . Where possible, the

emergency responsibilities in this plan have been assigned similar to the day-to-day responsibilities of the agencies/organizations.

2. Through the County Office of Emergency Management, the County Board of Commissioners exercises its emergency responsibilities during emergencies and disasters to provide for the health and safety of the public.
3. The Emergency Management Coordinator is appointed in accordance with county personnel policy to manage the county emergency management program.
4. When activated, the EOC serves as a central, coordinating point for obtaining, analyzing, reporting and retaining disaster related information.
5. The senior emergency response official responding to an emergency shall become the individual in charge of a site-specific National Incident Management System (NIMS). Each responding agency/organization shall send a senior representative with communications capability to remain at the Command Post and all activities and communications shall be coordinated and controlled through the individual in charge of the NIMS assisted by that senior official present for each organization. [29 CFR 1910.120(q)(3)(i)]
6. For long-term emergency/disaster situations, the "Incident Commander" will be designated by the on-scene senior officials of the emergency response agencies, or by the County EOC (when activated) based on the type, nature, or location of the incident.
7. In situations where the disaster effects are widespread (many incident sites), the EOC may select to establish the county fire districts or any other distinguishable boundaries as the "incident sites" in order to achieve a manageable span of control.
8. **A single "Command Post" will be established near the scene of each emergency/disaster situation by the Incident Commander.** Senior officials of the emergency agencies involved in the emergency response shall report to this location to afford optimum coordination. This location will serve as the central command and control point for all on-scene activities. The Staging Area, as well as the location for the media shall remain separate and apart from the Command Post.

## **V. DIRECTION AND CONTROL**

- A. The responsibility for the direction and control of disaster situations is vested in the County Board of Commissioners and is routinely exercised through the appointed Emergency Management Coordinator.
- B. The EOC is the operational area from which emergency response activities are directed, controlled and coordinated and utilizes the local communications center.
- C. The mechanics of the EOC operation are contained in the EOC Standard Operating Procedures (SOP).

## **VI. CONTINUITY OF GOVERNMENT**

- A. Staffing assignments for positions in the EOC will allow for continuous 24-hour operations. Selection and assignment of personnel will be the responsibility of the agency.
- B. In the event that the primary EOC is not functional, the alternate EOC will be activated.

## **VII. ADMINISTRATION AND LOGISTICS**

- A. Facilities to be used as an EOC are provided by Alamance County. This includes furnishings, equipment and communications necessary for the operations staff. Expendable supplies and displays will be provided through the Emergency Management Office.
- B. The mechanics of activating, arranging and internal functioning of the EOC are contained in the EOC SOP.

## **VIII. PLAN DEVELOPMENT AND MAINTENANCE**

- A. The EOC SOP will address staffing, activation, internal functions and administrative and logistical support.
- B. Operational plans and procedures will be developed by service chiefs and department heads to support both this plan and the activities of their department personnel in the EOC.
- C. Periodic review and amendment of this plan will be identified in the plan by signature and change of the approval date of the plan. This action will be accomplished at least annually.

# ALAMANCE COUNTY EMERGENCY OPERATIONS PLAN

## ANNEX B

### WARNING

#### I. PURPOSE

This annex describes the process for staffing, operating and maintaining a warning system in the event of an emergency. It also provides instructions for dissemination of warning information to response agencies and the general public throughout the County.

#### II. SITUATION AND ASSUMPTIONS

##### A. Situation

1. The County Warning Point (Alamance County's Central Communications) will normally initiate warning and notification.
2. Broadcast media will be relied upon as the primary means to assist in the dissemination of warning to the general public.
3. Operational telephone and/or radio communications may be utilized to notify public officials, EOC staff, emergency personnel and others as required.
4. Emergency service vehicles are available for back- up warning to the general public via siren and PA.
5. Special needs populations in health care facilities and those with vision, hearing or language needs will have to be provided special warning notification. These locations should be pre-identified and planned for to receive warning by on site assistance by emergency services personnel.

##### B. Assumptions

Use of mobile public address systems and/or house to house alert warning may be necessary when the urgency of the particular hazard requires immediate evacuation actions.

#### III. CONCEPT OF OPERATION

- A. Emergency warning may originate at the national, state or local level of government. Timely warning requires dissemination to the public by all available means.
- B. Receipt and Dissemination of Warning
  - 1. The N.C. Highway Patrol is the State Warning Point at the Raleigh Communications Center. NAWAS and NWS alerts are received there from Federal agencies. The North Carolina Emergency Management EOC in Raleigh will serve as the point of contact for local EOC operations. The State EOC can be accessed at 1-800-858-0368.
  - 2. Warning received from the site of an emergency is normally reported to the County Warning Point.
  - 3. Notification of governmental officials and emergency response personnel from the County Warning Point will follow established procedures.
- C. Dissemination of Warning to the General Public of major emergencies will be by:
  - 1. Emergency Information System
  - 2. Weather alert radios
  - 3. Mobile public address systems
  - 4. House to house alert by emergency personnel
- D. Dissemination of Warning to Special Populations
  - 1. Hearing impaired, special care groups, persons in group quarters and non-English speaking groups are notified by the most expedient means possible.
  - 2. Public schools, and other special warning locations are notified by emergency personnel from the County Warning Point.

#### **IV. ORGANIZATION**

- A. Organization
  - 1. The County Warning Point (Alamance County's Central Communications), located in the county office building in Graham, serves on a continuous 24-hour basis from which key officials and

the public can be alerted. The County Warning Point has the capability to simultaneously activate warning devices for the public.

2. The Emergency Information System provides an operational public warning capability to national, state and local governments.

## **V. DIRECTION AND CONTROL**

- A. The Chairman of the County Board of Commissioners, or designee, has the authority to direct and control the County warning system.
- B. The Director of Alamance County Central Communications is designated as the County Warning Coordinator and will follow established County warning procedures.

## **VI. ADMINISTRATION AND LOGISTICS**

- A. The County has the following warning systems available for use in an emergency:
  1. Emergency Broadcast System
  2. NOAA Weather Radio System
- B. Special needs populations in the County (e.g. handicapped; hearing impaired; non-English Speaking) will be identified to ensure that they are contacted during alert conditions.

## **VII. PLAN DEVELOPMENT AND MAINTENANCE**

- A. This annex will be reviewed on an annual basis.
- B. Law enforcement agencies and fire departments with warning duties will develop and maintain departmental SOPs, mutual aid agreements, personnel rosters, emergency telephone lists and equipment inventories.
- C. The County notification list will be updated as required.

# ALAMANCE COUNTY EMERGENCY OPERATIONS PLAN

## ANNEX C

### COMMUNICATIONS

#### I. PURPOSE

This annex describes the communications systems within the County and presents available communications sources and policies to be used by local governmental agencies during emergency and disaster situations.

#### II. SITUATION AND ASSUMPTIONS

##### A. Situation

1. Communications play a critical role in emergency operations. Communications networks and facilities exist and operate throughout the County. Properly coordinated, these facilities provide for effective and efficient response activities.
2. The County Communications Center is located in the County the Office Building in Graham.

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

#### III. CONCEPT OF OPERATIONS

##### A. General

1. There are three communications centers located within Alamance County. They consist of the County Central Communications Center (C-Com), City of Burlington Communications, City of Mebane Communications
2. The County Warning Point is operated 24 hours a day and serves as the Emergency Communications Center.
3. The Emergency Communication Center will be expanded as required.
4. Emergency communications procedures will be implemented and backup capabilities activated as necessary.

5. Appropriate communications personnel will be notified.
6. Communications equipment is vulnerable during time of emergency particularly during periods of national emergency.
7. Communications personnel must possess appropriate security clearances to send or receive classified information.

B. Specific

1. Telephone Service
  - a. Telephone service in the County is provided by BellSouth, Mebtel Communications. Cellular service is provided by: Alltel, BellSouth, GTE Wireless, Verizon, Cingular, Nextel.
  - b. The telephone companies will be provided with a list of essential users of telephone service.
  - c. Essential users will receive priority telephone service during emergencies.
2. Two-Way Radio Systems
  - a. Two-way radio systems throughout the County are designated to be used for direction and control of activities. They provide voice communications between mobile units operated by governmental agencies within the County with the various Communications Centers. The principal operators are:
    - (1) Law Enforcement, City and County
    - (2) Emergency Management
    - (3) Fire Services
    - (4) EMS/Rescue
  - b. The following additional organizations also operate two-way radio systems:
    - (1) Public School System
    - (2) City Public Works

- (3) City Building Inspections
- (4) County Health

(5) North Carolina DOT

(6) Elon University

- c. The following volunteer organization operates various two-way radio systems:

Amateur Radio Emergency Service (ARES)

- d. Two-way communications systems which may be used to communicate with the State EOC during emergencies include:

(1) State Emergency Management FM Voice Radio Network

(2) Amateur Radio Emergency Service (ARES)

(3) Commercial Telephone and Fax Machine

(4) Cellular Phones

#### **IV. ORGANIZATION**

##### Organization

- 1. The Communications Directors are responsible for planning and developing emergency communications systems and operating procedures.
- 2. The County Warning Point is the central control point for coordinating communications.

#### **V. DIRECTION AND CONTROL**

- A. The County EMC will be notified when a major emergency situation has occurred or is imminent. The County EMC will then inform County officials in accordance with the County procedures.
- B. Authority to direct and control the use of communications systems and services available to County departments and agencies is delegated to the Communications Directors.

## **VI. PLAN DEVELOPMENT AND MAINTENANCE**

- A. This annex will be reviewed on an annual basis.
- B. All departments/organizations within the County providing emergency communications will develop and maintain communications SOP's, mutual aid agreements, personnel rosters, including 24-hour emergency telephone numbers and communications equipment inventories.

# ALAMANCE COUNTY EMERGENCY OPERATIONS PLAN

## ANNEX D

### EMERGENCY PUBLIC INFORMATION

#### I. PURPOSE

This annex presents a plan of action to provide prompt, authoritative and understandable emergency information to the public for natural and technological emergencies.

#### II. SITUATION AND ASSUMPTIONS

##### A. Situation

1. The County is vulnerable to a variety of hazards. Media outlets exist which, if effectively employed, can be used to inform the population of the events that are occurring and how they may best respond to them.
2. The county is served by the news media outlets listed in the County Resource Data Base.
3. During periods of emergency, the public needs and generally desires detailed information regarding protective action to be taken for minimizing loss of life and property. There are times, however, when disaster strikes without warning and the public information system cannot react rapidly enough to properly inform the public about the hazard. For this reason, it is important that prior to the occurrence of an emergency, the public is made aware of potential hazards and the protective measures that can be employed.
4. The public may accept as valid rumors, hearsay and half-truth information which may cause unnecessary fear and confusion.

##### B. Assumptions

1. Local print and broadcast media have agreed to cooperate in broadcasting and publishing detailed disaster-related instructions to the public.

2. Depending on the severity of the emergency, telephone communication may be disrupted. Local and regional radio/television stations without emergency power may also be off the air. If this occurs, public address systems and door-to-door sweeps may be initiated.

### **III. CONCEPT OF OPERATIONS**

#### **A. General**

1. Emergency Public Information (EPI) efforts will focus on specific, event-related information.
2. This information generally will be of an instructional nature focusing on such things as warning, evacuation and shelter. It also is important to keep the public informed of the general progress of events. A special effort will be made to report the facts as accurately as possible and provide advice concerning necessary protective actions. Rumor control will be a major aspect of the information program and will operate from the EOC.
3. The PIO will be responsible for the coordination of special measures to warn the visually impaired, hearing impaired and non English speaking groups.
4. The PIO (Personnel Director) will serve as the single point of contact for the media during an emergency to ensure coordination of local public information activities with all local, state, and federal agencies, in conjunction with the Emergency Management Coordinator.

#### **B. Execution**

1. Ongoing public education programs will be conducted to increase public awareness of potential hazards and necessary responses.
2. The County Public Information Officer (PIO) will coordinate with County media to provide information and education programs relating to emergency management.
3. EPI documents for major hazards will be prepared and maintained during normal periods of readiness. When evacuation is imminent, public information will expand its capabilities to answer public inquiries and prepare new or modified public announcements.

#### **IV. ORGANIZATION**

##### Organization

1. The Personnel Director will serve in the capacity of Public Information Officer (PIO).
2. The County will establish an emergency information center at or near the EOC as a point of contact for the media during an emergency and provide necessary staff and equipment to support its operation.

#### **V. DIRECTION AND CONTROL**

- A. General - The Public Information Officer is responsible for all news releases and public information disseminated at the County level. In times of emergency the PIO will operate from the EOC if appropriate.
- B. Educational and Public Information Programs - The PIO in conjunction with the Emergency Management Coordinator will provide the media with information on new developments affecting emergency management. The PIO also will utilize other types of information and programs on emergency management such as delivering lectures or presentations, organizing tours of the EOC, distributing education brochures and showing films.

#### **VI. ADMINISTRATION AND LOGISTICS**

- A. Media Organizations - A list of media organizations involved in local emergency management programs can be found in the County Resource Data Base.
- B. Videos and Publications - videos and publications dealing with various aspects of emergency management are available from various sources including the local, area and State Office of Emergency Management and the Federal Emergency Management Agency
- C. Pre-scripted news releases for various natural and technological hazards are contained in this annex under the section titled SAMPLE NEWS RELEASES.
- D. Accounting procedures to recover costs incurred for emergency operations will be established by the County Finance Officer.

**VIII. PLAN DEVELOPMENT AND MAINTENANCE**

- A. The Public Information Officer will develop and maintain PIO programs to support this plan.
- B. This annex will be reviewed on an annual basis.

**SAMPLE NEWS RELEASES**

- A. Shelters opened for Natural or Technological Hazard

SHELTERS OPENED FOR NATURAL OR TECHNOLOGICAL HAZARD  
ALAMANCE COUNTY

Contact: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Phone: \_\_\_\_\_

\_\_\_\_\_, Chairman of the County Commissioners, announced today that due to (the loss of electrical power) the Alamance County Plan for Emergency Shelters would be implemented. Emergency shelters are being established at \_\_\_\_\_ and \_\_\_\_\_. The shelters are being set up in coordination with the Red Cross, County Social Service and Health Departments and will provide shelter and food for ( ) County citizens who are without heat.

Chairman \_\_\_\_\_ pointed out that although the shelters are being opened, space is limited and a visit to friends or relatives who have electrical power and heat would be a good idea. Also he said that pets are not allowed in the shelters and should be left at the animal shelter, animal hospital, kennel, or other safe place.

\_\_\_\_\_, Emergency Management Coordinator for Alamance County, said all persons coming to the shelter should bring bedding, special medicines and foods, including foods for babies and flashlights. If transportation is needed, call the County Warning Point at telephone number \_\_\_\_\_.

Many disabled and elderly persons who live at home may require assistance in order to relocate to the reception area. If neighbors or nearby relatives are unable to assist you, please contact Alamance County Department of Social Services, phone \_\_\_\_\_.

NOTE: Radio and television, please repeat release at 15 minute intervals.

B. Evacuation Plan

EVACUATION PLAN  
ALAMANCE COUNTY

Contact: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Phone: \_\_\_\_\_

The Governor has directed State and Local Emergency Management Personnel, County officials and allied support services to begin preparation for possible implementation of the State and County Evacuation Plans.

The Governor's action was taken due to current tensions and advice by Federal officials of the distinct possibility of an enemy attack on this nation.

Parts of \_\_\_\_\_  
\_\_\_\_\_ Counties, have been designated as host areas for approximately  
\_\_\_\_\_ relocatees from the \_\_\_\_\_ County hazard area. Host Areas are  
considered to be safe from the direct effects of a nuclear weapon - heat and blast  
waves.

The \_\_\_\_\_ County Evacuation Plan spells out the details for moving all residents  
out of their hazard area into the various host areas for a period of seven to fourteen  
days. This plan also provides for a phased and orderly movement of people to be  
completed within three days. Movement of the hazard area residents would be initiated  
only by the Governor of N. C. and only at the request of the President. Extensive  
planning has been completed by County officials to prepare for this possibility.

C. Initial News Release Format

EMERGENCY PUBLIC INFORMATION  
ALAMANCE COUNTY

Contact: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Phone: \_\_\_\_\_

Governor \_\_\_\_\_ today directed evacuation be implemented following the announcement of a national emergency by President \_\_\_\_\_.

Residents of \_\_\_\_\_ County will begin arriving in \_\_\_\_\_ County according to a spokesman for the \_\_\_\_\_ Office of Emergency Management.

The Governor said the evacuation plan will afford the maximum safety possible for those citizens asked to leave their homes and he assured them their property would be protected by law enforcement authorities.

County officials asked that all residents of \_\_\_\_\_ County assist those coming into the communities in any way possible. He said they would be traveling via car and bus and would be registered and assigned to emergency shelters at the reception centers located in \_\_\_\_\_ County. He also noted that volunteers to serve as host families are needed. Anyone interested in serving in that role should contact the Office of Emergency Management located in \_\_\_\_\_.

Governor \_\_\_\_\_ also urged all residents to conserve resources, particularly fuel. He said he could not predict the duration of the evacuation, but he assured everyone it would end as soon as possible.

All residents of \_\_\_\_\_ County should remain tuned to \_\_\_\_\_ for the duration of the crisis for current information.

D. Rumor Control

RUMOR CONTROL  
ALAMANCE COUNTY

Contact: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Phone: \_\_\_\_\_

Because of the uncertain international situation and confusion that sometimes accompanies population evacuation, rumors are likely to spread. These stories could cause public panic and make an already strained situation worse.

Believe only official information released by the County Public Information Officer, \_\_\_\_\_ and disseminated over radio, TV and in the local newspapers.

A number has been established to assist in correcting rumored information.

Any person who has a question about the validity of any information may call \_\_\_\_\_ 24 hours a day, during this crisis situation.

Again, believe only official information released through the Public Information Officer.

E. Information for "Stay Puts"

INFORMATION FOR "STAY PUTS"  
ALAMANCE COUNTY

Contact: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Phone: \_\_\_\_\_

**Note: This should not be broadcast until after the evacuation phase is complete.**

Those persons who have not relocated from the \_\_\_\_\_ hazard area are strongly urged to do so immediately. Preparations have been made to provide housing, food and other necessities in the reception areas.

Keep in mind that normal services in the hazard area will be severely curtailed. Essential supplies and services will be redirected to the host areas in \_\_\_\_\_.

If you decide not to relocate to the host areas, there is certain important information that you will need to know. Life-sustaining services will be maintained at only a few locations within the hazard area. Their primary purpose is to support key personnel that are operating within the area to maintain essentials. If you need assistance, go to one of these areas \_\_\_\_\_.

F. Hazardous Materials

HAZARDOUS MATERIALS EMERGENCY  
ALAMANCE COUNTY

Contact: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Phone: \_\_\_\_\_

\_\_\_\_\_ have advised that an accident has occurred at the \_\_\_\_\_.

The accident involves the (potential) release of hazardous materials from the facility at a level which might be hazardous to the public.

**(Select one or both options)**

1. Those people living or working within \_\_\_\_\_ of the facility should remain indoors, close all windows and doors, turn off fans, air conditioners, and forced-air heaters, and move to the basement or part of the building that offers the most protection.

**REPEAT:**

2. Those people living or working within \_\_\_\_\_ of the facility should evacuate their homes and businesses. A shelter will be set-up for you at \_\_\_\_\_.  
PLEASE REGISTER AT THIS SHELTER.

**REPEAT:**

If anyone in your area is working with loud machinery, please inform them of the emergency situation.

(If the emergency occurs at night, read: If your neighbors' houses are dark, try to wake them and inform them of the emergency situation.)

Stay tuned to a radio or television station serving your area for additional important information.

# ALAMANCE COUNTY EMERGENCY OPERATIONS PLAN

## ANNEX E

### EVACUATION AND TRANSPORTATION

#### I. PURPOSE

This annex provides for an orderly, coordinated evacuation of the County population during emergencies/disaster.

#### II. SITUATION AND ASSUMPTIONS

##### A. Situation

1. Several emergency situations may require evacuation of all or part of the County. Small-scale, localized evacuations may be needed as a result of a hazardous materials incident, major fire, or other incident. Large-scale evacuation may be needed in the event of a county-wide disaster.
2. A hazard analysis has been completed which identifies the types of threats and the areas and population in the County that are most vulnerable to these threats.
3. A demographic analysis has been completed. Facilities and populations within the County that pose special evacuation problems have been identified.
4. An evacuation may require substantial physical resources for transportation, communication and traffic control. Available public and private resources have been identified.
5. Large scale disasters may necessitate the rapid evacuation of nursing/rest homes and non-ambulatory populations.

##### B. Assumptions

1. Sufficient warning time will normally be available to evacuate the threatened population.
2. The principal mode of transportation will be private vehicles supplemented by the County Transportation Services (ACTS).

3. Particular areas of the County, or special populations within the County, will need additional time to accomplish an evacuation.
4. The public will both receive and understand official information related to evacuation. The public will act in its own interest and will evacuate dangerous areas promptly when advised to do so.
5. If there is sufficient advanced warning, some residents will evacuate prior to being advised to do so by public officials.
6. Most evacuees will seek shelter with relatives or friends rather than accept public shelter.
7. Some residents may refuse to evacuate regardless of warnings.
8. Some people will lack transportation. Others who are ill or disabled may require vehicles with special transportation capabilities.

### **III. CONCEPT OF OPERATIONS**

#### **A. General**

1. The ultimate responsibility for ordering an evacuation rests with local government. If a municipality is to be evacuated, the Mayor will issue the order. If the evacuation involves more than one jurisdiction, or an area outside of a municipality, the order will be issued on a County level by the Chairman of the County Commissioners, or his designated representative.
2. By monitoring the progress of the evacuation, any impediments to the evacuation can be recognized and contingency options can be implemented.

#### **B. Specific**

1. Movement Control and Guidance
  - a. The size of the threatened area to be evacuated will be determined by conditions at the time of the emergency.
  - b. Traffic movement during evacuation will be controlled by use of designated routes and traffic control points. The evacuation area will identify at least two routes of egress. One lane of each route will be kept open to permit ingress of emergency vehicles.

- c. Vehicles experiencing mechanical problems during the evacuation will be moved off the roads. Stranded evacuees will be picked up by other evacuating vehicles, or by emergency response personnel.
2. Evacuation of Special Populations (Institutions, Facilities and Special Care Individuals)
- a. Institutions within the County should develop procedures for evacuation.
  - b. Most patients and staff of the County's medical facilities will be evacuated by buses. Ambulances and vans will be provided for evacuation of non-ambulatory individuals. Procedures for rapid evacuation and/or in-place sheltering have been included for facilities in the danger zone from hazardous materials spills.
  - c. Schools will develop evacuation procedures. Predesignated buses will be utilized for students without their own vehicles. Schools within the danger zone for hazardous materials spills will develop procedures for in-place sheltering and "walk-away" evacuations. Parents will be advised of the location of reception centers.
  - d. The public will be given a telephone number(s) for handicapped or disabled persons without transportation. The County Emergency Management Coordinator will plan for help to come from the County Transportation Resources to arrange pick-up of these citizens. The County Department of Social Services will need to advise the EMC of individuals known to need transportation assistance.
  - e. The jail and detention center within the County will develop procedures for the relocation of prisoners to jails outside of the threatened area.
  - f. Evacuation from County parks and recreation areas will be coordinated by the Emergency Management Coordinator.
  - g. Large employers within the County have procedures for evacuation of their employees. These procedures include, if needed, the temporary shut-down of their facilities.

4. Emergency Public Information Procedures

Warnings to the public and information concerning evacuation will be broadcast over the EBS network and/or by emergency vehicles equipped with sirens, warning lights, and/or loud-speakers moving through the threatened areas. For localized evacuations, warning and evacuation instructions may also be given door-to-door.

**IV. ORGANIZATION**

A. Organization

1. Law Enforcement in the County and in the Municipalities are responsible for implementing the County Evacuation Annex to facilitate the evacuation process during emergencies.
2. During an evacuation, County emergency operations will be directed by the Chairman of the County Commission and coordinated by the County Office of Emergency Management. The County Transportation Services Director will provide coordination of all transportation resources.

**V. DIRECTION AND CONTROL**

- A. Direction and control of evacuation is the responsibility of the Chairman, County Board of Commissioners. In the Chairman's absence, the commissioner next in line of succession will serve as replacement representative.
- B. During large scale evacuations involving the relocation of the population from an entire municipality, County, or several counties, the Governor may declare a State of Disaster. At that point the Governor assumes direction and control of the situation and evacuation operations will be coordinated by the State Emergency Response Team (SERT) upon activation of the State EOC.
- C. When an emergency situation requires timely evacuation and before the EOC can be activated, the "on-scene" commander can call for evacuation in accordance with the County's State of Emergency ordinance.

**VI. ADMINISTRATION AND LOGISTICS**

- A. Instructional materials identifying evacuation zones, routes, parking facilities and shelters will be developed for evacuees.
- B. Emergency public information instructions (EPIs) for a nuclear attack/disaster will be prepared in advance and distributed as necessary.

## **VII. PLAN DEVELOPMENT AND MAINTENANCE**

- A. This annex will be reviewed on an annual basis.
- B. Emergency response forces which participate in an evacuation effort are responsible for maintenance of departmental SOPs, mutual aid agreements, equipment inventories and personnel rosters including 24-hour emergency notification telephone numbers.

# **ALAMANCE COUNTY EMERGENCY OPERATIONS PLAN**

## **ANNEX F**

### **SHELTER AND MASS CARE**

#### **I. PURPOSE**

This annex provides for the protection of the population from the effects of hazards through the identification of shelters and provision of mass care and social services in shelters.

#### **II. SITUATION AND ASSUMPTIONS**

##### **A. Situation**

Based upon the County's hazard analysis, there are several emergencies for which shelters may be required including severe storms, tornadoes, floods, hazardous material accidents and fires.

##### **B. Assumptions**

1. Sufficient in-county sheltering exists to meet the needs of an evacuation during emergencies or disaster.
2. For out-of-county evacuation, sufficient shelter capacity exists in adjacent counties and shelter locations can be arranged and made available.
3. A high percentage of evacuees will seek shelter with friends or relatives rather than go to public shelter.

#### **III. CONCEPT OF OPERATIONS**

- A. The NC Department of Human Resources through the NC Division of Social Services and the County Department of Social Services is responsible for shelter and mass care matters. The American Red Cross through written agreement with the State of North Carolina and by NCGS 166A-9, may provide shelter and mass care to the general population in designated counties in non-war caused emergencies. The DHR will assure that shelter care is made available to complement American Red Cross services, and in those situations in which American Red Cross cannot provide shelter and mass care.

- B. The DHR will support county social services efforts, arrange for shelters at DHR institutions, and transfer social services personnel to the affected area as needed. DHR will work in conjunction with the American Red Cross, Salvation Army and volunteer organizations to provide care for disaster victims.
- C. In conjunction with the County Emergency Management Coordinator, the County DSS and the American Red Cross will coordinate shelter location and operation, and will mutually support shelter operations with shared personnel and support services whenever possible. These agreements will be included in the local written plan.
- D. Public and private providers of institutional care (medical and residential) remain responsible for having shelter plans which are approved by local DSS and emergency management, and for continued care of their clientele when in shelter.

#### **IV. ORGANIZATION**

- A. Organization
  - 1. The Emergency Management Coordinator is responsible for developing a comprehensive shelter program.
  - 2. DSS is designated as the lead governmental agency for shelter activation and operation.
  - 3. When the local American Red Cross provides shelter care, it will be administered in accordance with a Letter of Understanding between the Red Cross and the County Department of Social Services and the County Health Department.
  - 4. The county DSS remains responsible for answering the provision of shelter care as follows:
    - a. for special needs groups within the general population;
    - b. for the general population in which American Red Cross does not provide shelter and mass care; and
    - c. for all citizens in the event of a war caused situation.

5. The NC Department of Human Resources supports local emergency management by assuring that all public and private special needs care providers plan for shelter and mass care needs of their populations and that public shelter is provided when necessary for comprehensive shelter care.

## **V. DIRECTION AND CONTROL**

- A. The Director of Social Services will direct and control DSS shelter/mass care operations for the County.
- B. The American Red Cross will direct and control American Red Cross shelter/mass care operations.
- C. Assumption of financial responsibility dictates direction and control.

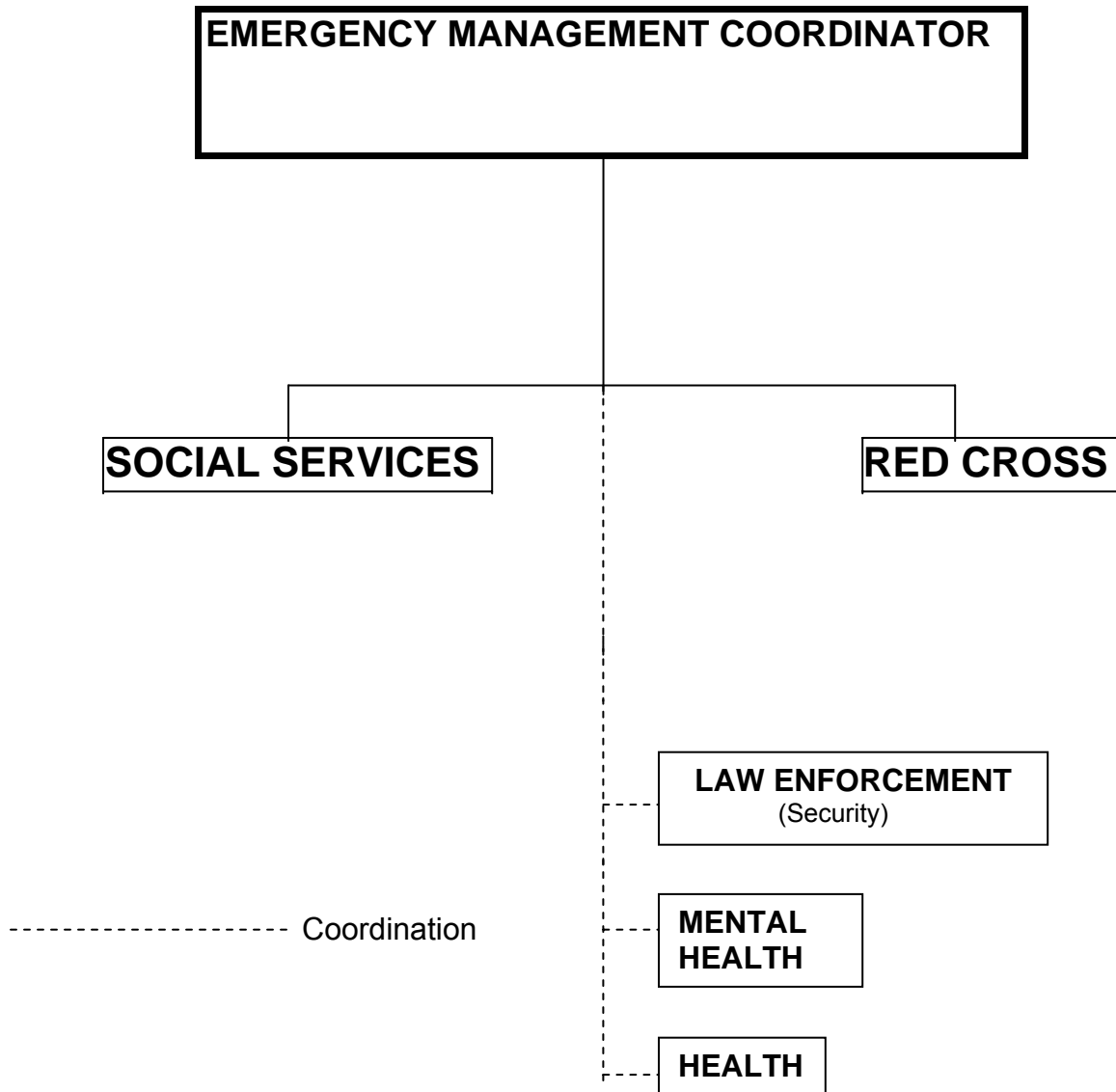
## **VI. ADMINISTRATION AND LOGISTICS**

- A. Shelter supplies consisting of appropriate forms, handbooks and identification will be provided by the Red Cross. The shelter supplies will include, but not be limited to shelter registration forms, shelter occupancy reports, inventory reports and event log forms.
- B. The primary communications link between shelters and the EOC will be telephone. Amateur radio operators and/or law enforcement personnel assigned to the shelters will provide additional radio support. The Red Cross will also have access to portable radios with local government frequencies.
- C. Shelters will be stocked with appropriate supplies, as time allows, and in accordance with agencies' SOPs.
- D. Sheltering will follow a non-discrimination policy; however shelter assignments may be required for evacuees with special needs.

## **VII. PLAN DEVELOPMENT AND MAINTENANCE**

- A. This annex will be reviewed on an annual basis and after each exercise where this function is tested and evaluated.
- B. All involved agencies will maintain departmental SOP's, letters of agreement, personnel rosters and resource inventories.

**ANNEX F  
APPENDIX 1  
SHELTER AND MASS CARE  
ORGANIZATIONAL STRUCTURE**



# **ALAMANCE COUNTY EMERGENCY OPERATIONS PLAN**

## **ANNEX G**

### **LAW ENFORCEMENT**

#### **I. PURPOSE**

This annex provides for crime prevention, maintenance of law and order and traffic control during emergency situations.

#### **II. SITUATION AND ASSUMPTIONS**

- A. Situation - During emergencies law enforcement agencies must expand their operations to provide the increased protection required by disaster conditions. Numerous federal, state and County law enforcement agencies are available to support local law enforcement agencies within the County.
- B. Assumptions - Activities of local law enforcement agencies will increase significantly during emergency operations. Adequate law enforcement resources and services will often be available through existing mutual aid agreements. If local capabilities are overtaxed, support will be obtained from state and federal law enforcement agencies.

#### **III. CONCEPT OF OPERATIONS**

- A. Emergency law enforcement operations will be an expansion of normal functions and responsibilities. These responsibilities will include maintenance of law and order, traffic control, crowd control and security.
- B. Law enforcement activities will remain under the control of the senior law enforcement officer for the jurisdiction in which the emergency has occurred.
- C. Law enforcement agencies will have responsibility for warning the public, for traffic control and security in and near an evacuated area and in other areas of emergency or disaster operations.

#### **IV. ORGANIZATION AND RESPONSIBILITIES**

- A. Organization
  - 1. The Sheriff is responsible for coordinating law enforcement operations within the county. Municipalities within the county will coordinate law enforcement activities for their respective jurisdictions.

2. Other law enforcement agencies will support emergency law enforcement activities.
3. Routine law enforcement procedures will be followed during emergency situations if feasible.

B. Responsibilities

1. Sheriff

- a. Develop and update on an annual basis the SOPs to support this annex.
- b. Obtain mutual aid agreements with other law enforcement agencies.
- c. Maintain current internal notification/recall rosters and communications systems.
- d. Provide direction and control for law enforcement operations.
- e. Assist in warning and notifying the affected population of an existing or impending emergency.
- f. Provide traffic control during emergencies.
- g. Assist in evacuation of the disaster area and movement to shelter.
- h. Provide security and protection for the damaged area and critical facilities and control access to affected areas.
- i. Provide security in the EOC, reception centers, shelters, lodging and feeding facilities during emergency operations.
- j. Relocate and house prisoners when necessary during periods of evacuation.
- k. Coordinate additional law enforcement support with State Highway Patrol and other counties and/or municipalities during response activities.
- l. Limit access to the evacuation area during response and recovery operations.

2. Municipal Law Enforcement Agencies

- a. Maintain law and order within local jurisdictions.
- b. Provide mobile units for warning operations.
- c. Provide security for essential facilities.
- d. Provide vehicle security in reception center parking areas.

**V. DIRECTION AND CONTROL**

- A. The Sheriff is responsible for the direction and control of law enforcement activities during emergencies that occur outside the municipalities.
- B. The Chief of Police for each municipality will be in charge of law enforcement for their municipality.

**VI. ADMINISTRATION AND LOGISTICS**

- A. Records and Reports -The Sheriff/Police Chief will maintain records and reports including expenditure reports, detailing law enforcement operations and activities during the emergency.
- B. Communications - The communications network between County and municipal law enforcement agencies will make maximum use of available radio and telephone communication resources.
- C. Vehicle Passes - The decision to require passes will rest with the Chairman, County Board of Commissioners. The order for requiring passes will be issued from the EOC. The law enforcement agencies will be responsible for issuing passes upon the direction of the EOC.

**VIII. PLAN DEVELOPMENT AND MAINTENANCE**

- A. This annex will be reviewed on an annual basis.
- B. Departments within the County that have a role in this annex will maintain SOPs, personnel rosters and telephone numbers

# ALAMANCE COUNTY EMERGENCY OPERATIONS PLAN

## ANNEX H

### FIRE SERVICES

#### I. PURPOSE

This annex provides for the coordination of fire services activities to ensure the safety of life and property within the County during emergency situations.

#### II. SITUATION AND ASSUMPTIONS

##### A. Situation

Fire prevention, fire suppression, and hazardous materials operations are daily problems faced by fire service personnel.

##### B. Assumptions

Existing fire personnel and equipment will be able to cope with most emergency situations through the use of existing mutual aid agreements. When additional support is required, assistance can be obtained from state and federal agencies.

#### III. CONCEPT OF OPERATION

- A. During emergencies, fire services must be prepared to support each other utilizing available expertise, equipment and manpower.
- B. In an emergency which requires a number of emergency services (eg. fire, rescue, law enforcement, etc.) to respond, all units, regardless of service, will be coordinated by an incident commander.
- C. On scene, the chief officer of the district in which the incident occurred is the incident commander.
- D. Under the North Carolina Hazardous Material Right to Know Law, the Fire Chief should survey facilities within his jurisdiction to identify types and volume of hazardous materials located within the County. He should consider this information when developing response plans for hazardous materials accidents within the County. Coordination of facility emergency response plans with the Local Emergency Planning Committee will be included in fire service planning.

## IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

### A. Organization

1. Fire departments in Alamance County are made up of organized and trained units utilizing paid or volunteer personnel and serve a specific geographical area, providing service to local governments. The primary concern of these departments are structural fires within their jurisdictions. All fire departments include personnel with Rescue and EMT training.
2. The control and prevention of forest fires is the responsibility of the State Division of Forest Resources. Through mutual aid agreements, local fire departments support the State Division of Forest Resources in this responsibility.

### B. Responsibilities

#### 1. Fire Chiefs

- a. Analyze fire potential and identify fire service requirements.
- b. Assist in the preparation of SOPs for coordination of fire fighting during emergencies.
- c. Develop mutual aid agreements.
- d. Prepare inventories of fire equipment and personnel resources.
- e. Report to EOC, as necessary upon activation, and coordinate fire services operations.
- f. Assist in warning and notifying the affected population of an existing or impending emergency.
- g. Deploy fire personnel and equipment during emergencies.
- h. Provide for protective equipment, and clothing to perform assigned tasks in a hazardous chemical.
- i. Provide fire equipment and personnel to supplement staging areas for emergency personnel.
- j. Direct and dispatch fire fighting aid from municipalities (if applicable) and other counties to the disaster site.

- k. Designate staging areas for mutual aid and volunteer forces responding from other areas.
- l. Alert all emergency support services to the dangers associated with technological hazards and fire during emergency operations.
- m. Advise decision makers on the hazards associated with hazardous materials.
- n. Support rescue operations.
- o. Provide radiological and hazardous material decontamination and monitoring support.
- p. Provide fire protection for emergency shelters.
- q. Assist in handling inquiries and informing families on the status of individuals injured or missing due to a disaster event.
- r. Provide support personnel to assist in traffic control and damage assessment operations.
- s. Conduct fire safety surveys during recovery.

**V. DIRECTION AND CONTROL**

- A. Direction and Control of local fire departments is exercised by the executive branch of government under the supervision of the Alamance County Fire Marshal for the County during EOC activation and under the Fire Chiefs in the municipalities and Fire Districts.
- B. Coordination of fire services in an emergency is accomplished by the Fire Chiefs, utilizing mutual aid agreements developed with local units; and statewide, through the State Emergency Response Team.

**VI. ADMINISTRATION AND LOGISTICS**

- A. A listing of personnel and equipment for fire services located in the County will be maintained by the County Emergency Management Office.
- B. Reports and records of fire services activities during an emergency/disaster will be collected and maintained by the County Emergency Management Office.

- C. Agreements between fire services and related organizations will be kept on file in the County Emergency Management Office.
- D. Fire services will maintain current maps and charts and current notification/recall rosters.

**VIII. PLAN DEVELOPMENT AND MAINTENANCE**

- A. Each fire department will maintain procedures that reflect their operational capabilities.
- B. This annex will be reviewed on an annual basis.

# ALAMANCE COUNTY EMERGENCY OPERATIONS PLAN

## ANNEX I

### HEALTH AND MEDICAL SERVICES

#### I. PURPOSE

This annex provides for protection of the public health and provisions for medical services during natural and technological emergencies.

#### II. SITUATION AND ASSUMPTIONS

##### A. Situation

1. Most emergency situations can lead to public health and medical problems.
2. A well-planned health and medical support network is essential during emergency situations.
3. Existing medical facilities located in the county are listed in the County Resource Manual.
4. Depending on the nature of the incident, complications may include general health problems, traumatic injury, communicable disease, contamination of food and water and mental health ailments.
5. The release of toxic or hazardous materials may result in air, water or soil contamination.

##### B. Assumptions

1. A large-scale emergency may result in increased demands on hospitals, EMS and health and medical personnel.
2. Many injuries, both minor and relatively severe, will be self-treated by the public.
3. Many of the injured will be transported to medical facilities by people other than medical personnel.
4. EMS is most critical within the first 30 minutes of the emergency. Mutual aid assistance usually arrives after this critical period.

5. Resources available through area and regional medical, health and mortuary services mutual aid agreements will be provided.
6. When local resources can no longer meet the demand of the situation, State agencies will be contacted to provide additional resources and/or to assume control of the response.
7. Catastrophic disasters may affect large areas of the County and medical resources may be damaged, destroyed, or unavailable.
8. In an attack or disaster situation it may be necessary to relocate hospital facilities and seriously ill patients.

### **III. CONCEPT OF OPERATION**

#### **A. General**

1. Emergency operations for public health and medical services will be an extension of normal agency and facility duties.
2. Coordination between Health/Medical providers is necessary to ensure emergency operational readiness.

#### **B. Health**

1. The primary concern of public health is disease control. The County Department of Health will implement effective environmental health, nursing and health education practices to minimize the incidence of disease.
2. Frequent inspections of damaged housing and emergency shelters will be necessary to determine the need for emergency repairs, pest control, sanitation, or other protective procedures.

#### **C. Medical**

1. EMS will provide ALS care as needed during emergency situations and coordinate necessary medical transportation.
2. EMS capabilities will be supported by the Rescue Squad and fire departments serving their respective response districts.

3. During mass casualty incidents, EMS will establish patient triage, holding, treatment and transportation areas.
  4. When necessary an EMS official will be located at an established command post to coordinate responding medical units and establish communication links with hospitals and the County Communications Center (or EOC).
  5. Transfer of authority on-scene will be in accordance with established procedures.
- D. Mortuary - The Medical Examiner will identify and take charge of the proper recovery of human remains.

#### **IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES**

##### **A. Organization**

1. The County Health Director will coordinate, organize and supervise emergency public health operations.
2. The EMS Director will coordinate emergency medical service operations.
3. The Medical Examiner will coordinate activities relating to the identification of the dead and mortuary services.
4. Emergency health and medical teams will be provided with safety and health equipment for response to hazardous materials incidents.

##### **B. Assignment of Responsibilities**

###### **1. Health Director**

- a. Prepare procedures for emergency health operations, develop mutual aid agreements.
- b. Develop and implement health awareness and public information programs regarding personal health.
- c. Report to the EOC upon activation and provide direction and control for emergency health operations.
- d. Provide for health care at emergency facilities, including shelters and congregate care/reception centers.

- e. Provide for medical needs of special needs population.
- f. Provide continuous health inspections and immunizations when appropriate to evaluate, detect, prevent and control communicable disease.
- g. Coordinate environmental health activities for waste disposal, refuse, food, water control and vector/vermin control and sanitation.
- h. Supervise laboratory activities for examination of food and water. Provide for the monitoring and evaluation of environmental health hazards and arrange for corrective measures.

2. Emergency Medical Services Director

- a. Develop EMS procedures and mutual aid agreements.
- b. Coordinate with all medical facilities and air medical services; as well as maintain field communications with other response groups.
- c. Maintain liaison with American Red Cross (ARC) and other volunteer service agencies to support first aid and supplement medical resources in shelters and other disaster situations.
- d. Provide for the dispatch of ambulances and the transport of victims to medical facilities.
- e. Coordinate response capabilities utilizing the emergency rescue, medical and ambulance units.
- f. Maintain a casualty tracking system.
- g. Provide for nursing care to the extent that local medical standing orders allow.

3. Rescue Squad Chief

- a. Provide trained personnel to support EMS as first responders and back up personnel to operate EMS unit.

- b. Provide trained personnel to conduct search operations, in conjunction with local EM and local Law Enforcement agencies.
  - c. Conduct rescue operations as deemed necessary by the Incident Commander or the EOC.
  - d. Provide personnel and equipment to respond to Aquatic Emergencies, both on and below the surface.
  - e. Assist in traffic control as necessary.
  - f. Assist other agencies with personnel and expertise as needed in a disaster situation.
4. Hospital Disaster Coordinator
- a. Maintain listing of medical facilities.
  - b. Provide direction and control for hospital staff during emergencies, coordinating transportation of casualties and medical resources to health care facilities.
  - c. Identify facilities that could be expanded into emergency treatment centers.
  - d. Prepare procedures for reducing patient populations (e.g., discharge of less critically ill patients.)
  - e. Implement hospitals disaster plans.
  - f. Maintain liaison with EMS Coordinator and provide medical guidance as needed to field units.
  - g. Establish and maintain field and inter-hospital medical communications.
  - h. Provide for emergency treatment and hospital care of disaster victims and arrange for a hospital triage team when appropriate.
  - i. Dispatch triage physician teams to disaster site as requested.
  - j. Provide for medical care centers in the hazard area and provide for the medical care and preventative medical treatment of essential workers and injured persons.

- k. Arrange for the restocking of medical supplies and equipment during the recovery phase.
- l. Provide for medical care of relocated persons at shelters and congregate care/reception centers.

5. Medical Examiners

- a. Develop procedures for the recovery, identification, registration and disposition of the dead. These procedures should include use of professionals and volunteers to sort, document, identify dead and the establishment of a morgue.
- b. Identify resource equipment and supplies (e.g., refrigerated trucks; body bags.)
- c. Coordinate with search and rescue teams.
- d. Determine cause of death and issue death certificates.
- e. Notify next of kin and release remains and personal effects of the deceased.
- f. Issue press releases in conjunction with the County Emergency Public Information Officer (PIO).
- g. Coordinate with funeral directors, ambulance services, pathologists, ARC, dentists, X-ray technicians and law enforcement in a mass casualty incident.

6. Mental Health Director

- a. Develop procedures to provide mental health services during emergencies.
- b. Provide crisis intervention training for personnel assigned to mental health service teams.
- c. Implement disaster plans for mental health facilities.
- d. Provide mental health professionals for treatment of disaster victims.
- e. Assist ARC with inquiries and inform families on status of individuals injured or missing.

- f. Maintain a 24-hour Crisis Line during periods of evacuation.
- g. Identify evacuees in reception centers and shelters who have experienced mental stress and provide them with mental health services.
- h. Ensure continuity of mental health treatment and medication for relocatees.
- i. Provide crisis counseling to professionals and support staff working with the relocated population.
- j. Arrange Critical Incident Stress Debriefings for emergency workers and disaster victims.

7. Nursing Home Coordinator

- a. Ensure that nursing homes develop evacuation procedures including the discharge of less critically ill patients.
- b. Ensure that nursing homes develop procedures for care of those remaining in hazard area (e.g., patients; key workers).
- c. Maintain listing of nursing homes and send updated copies to Emergency Management.
- d. Provide space as available for temporary hospital/medical treatment facilities.

8. Superintendent of Schools

- a. Provide trained medical/health personnel (e.g., school nurses, counselors, etc.) as available.
- b. Provide school facilities for temporary medical treatment facilities, as needed.
- c. Provide buses and drivers, on request, for evacuations of medical and health care facilities.

9. American Red Cross Liaison (ARC)

- a. Provide food for emergency workers and patients.
- b. Maintain a medical evacuee tracking system.
- c. Provide blood through blood donor program.

- d. Provide nursing staff and nursing aides as requested.
  - e. Support the emergency response by medical/health and mental health agencies as requested.
  - f. Provide volunteers to assist in the care of special needs population.
  - g. Answer inquiries and inform families on status of individuals injured or missing.
10. Volunteer Groups (e.g., Salvation Army, Ministerial Association)
- a. Provide support personnel for counseling services for disaster victims.
  - b. Provide appropriately trained personnel, as available, to response teams.
  - c. Assist ARC in handling inquiries and informing families on the status of individuals injured or missing.

## **V. DIRECTION AND CONTROL**

- A. Emergency public health operations will be directed from the EOC by the Health Director.
- B. The EMS Director will direct and control EMS operations. For on-scene incidents, the senior officer will assume direction and control.
- C. The Medical Examiner will direct and control all activities connected with identification of the dead and mortuary services.
- D. The Health Director and EMS Director will maintain communications with their field forces and will keep the EOC informed of activities performed along with personnel and equipment needed to maintain adequate response and recovery efforts.

## **VII. ADMINISTRATION AND LOGISTICS**

- A. General
  - 1. The County Health Department will arrange for the collection and processing of vital statistics and other documentation.
  - 2. Data related to disease outbreaks will be collected and forwarded to appropriate State and Federal officials.

3. Health inspections will be conducted with increased frequency.
4. The Health Director and EMS Director will determine what operating records will be essential for post disaster analysis and will require maintenance of these records.

B. Logistical Support

1. Arrange for mutual aid medical response teams.
2. Provide for augmentation personnel to support medical response teams.
3. Provide for the acquisition of medical/health equipment and supplies.

**VIII. PLAN DEVELOPMENT AND MAINTENANCE**

- A. The Health Director, EMS Coordinator and Medical Examiner will develop/maintain procedures to support this Annex.
- B. Involved agencies will maintain current internal notification/recall rosters.
- C. This annex will be reviewed on an annual basis.

# ALAMANCE COUNTY EMERGENCY OPERATIONS PLAN

## ANNEX J

### RESOURCE MANAGEMENT

#### I. PURPOSE

This section provides for the identification and management of resources that may be utilized during emergency/disaster situations.

#### II. SITUATION AND ASSUMPTIONS

##### A. Situation

1. Many of these resources would be critical to the immediate emergency response following a major emergency/disaster event, and others may be critical for long term recovery operations.
2. Several categories of resources have been identified in Alamance County and its municipalities to include:
  - Personnel
  - Equipment
  - Facilities
  - Information
3. Alamance County Emergency Management maintains a list of public and private sector resources that could be utilized during an emergency/disaster response.
4. Alamance County's resource inventory is updated on a regular basis.

##### B. Assumptions

1. During or following an emergency/disaster situation, the initial emergency response will be dependent upon local public and private resources.
2. Adequate local resources do not exist to cope with a catastrophic emergency/disaster response.

3. Identified public and private sector resources will be available when needed for emergency/disaster response.
4. Necessary personnel and supplies will be available to support emergency resource response.

### **III. CONCEPT OF OPERATIONS**

- A. Alamance County and Municipality Departments and Agencies will use their own resources and equipment during emergency/disaster situations and will have control over the management of the resources as needed to respond to the situation.
- B. The commitment of resources from outside county government will be initiated by the Emergency Management Coordinator with operational control being exercised by the on-site commander of the service requiring that resource.
- C. Resource management will be coordinated by the Alamance County Emergency Management Office and the Alamance County Inspection Dept. from the County EOC during county wide emergency/disaster situations and by local officials from municipality in local EOCs during smaller in-town emergencies.

# ALAMANCE COUNTY EMERGENCY OPERATIONS PLAN

## ANNEX K

### ANIMAL PROTECTION AND CONTROL

#### I. Purpose Statement:

To protect wild and domesticated animal resources, the public health, the public food supply, the environment, and to ensure the humane care and treatment of animals in case of a large-scale emergency, including hurricanes, tornadoes, floods, wind driven water, drought, fire, explosion, building collapse, commercial transportation accidents, chemical spills, nuclear power plant accidents, foreign animal disease outbreaks, incidents of bioterrorism, or other situations that cause animal suffering.

#### II. Scope:

This Plan is intended for use by local government to take immediate action in providing a means of care and control to minimize animal suffering in the event of a large-scale emergency. This action will be aimed at all animals that may need help whether such animals are owned, stray, domestic, or wild. Within Alamance County, the Emergency Management Coordinator or his authorized representative(s) may place into effect established plans and procedures and direct both the emergency and recovery aspects of the incident. He may deviate from these procedures when, in his judgment, immediate and direct action is necessary to protect the public safety.

#### III. Affected Agencies/Responsibilities:

#### IV. Primary Agencies:

##### A. Alamance County Sheriff's Department, Animal Control Division: Burlington Police Department, Animal Services Division:

1. Coordinate support agencies to manage animal protection in large-scale emergencies.
2. Provide and coordinate personnel, equipment, and shelter as required to protect displaced, sick, and/or injured domestic and non-domestic animals.

**B. Alamance County Emergency Management:**

Activate the Emergency Operations Center, if necessary. Responsible for overall direction and control of the emergency incident.

**V. Support Agencies:**

**A. Alamance County Health Department, Environmental Services Section:**

Coordinate the disposal of deceased animals that may impact the public health. Provide services to control injuries / bites / diseases related to the protection of animals. Investigate all potential rabies exposures.

**B. Alamance County Cooperative Extension Service:**

Aid in the protection of livestock during an emergency situation.

**C. Alamance County Veterinary Medical Association:**

Provide a list of available volunteers to aid in the protection of animals. When possible, provide personnel, equipment, and shelter as required to shelter and care for pets of evacuated citizens and in cases when established shelters are filled or destroyed.

**D. Humane Society of Alamance County:**

Provide a list of available volunteers, equipment, and shelter as required to shelter and care for domestic pets.

**E. Local Volunteer Fire Departments:**

Provide personnel and communications support for agencies operating in their respective fire districts.

**F. NCSU College of Veterinary Medicine:**

Provide a list of available volunteers to aid in the protection of animals. When possible, provide personnel, equipment, and shelter as required to shelter and care for livestock, wild animals, and injured domestic and non-domestic animals.

**G. N. C. Department of Agriculture:**

The N. C. Department of Agriculture & Consumer Services (NCDA&CS) will be responsible for the enforcement of state regulations concerning livestock health and the movements of animals affected by those regulations. NCDA will also assist in providing information and direction whenever possible with regard to the general health of livestock in these areas.

- H. **American Red Cross:**  
Provide volunteers to assist in the protection of animals during an emergency shelter situation. Work with Emergency Management personnel in the coordination of animal shelters in Alamance County.

**VI. Additional Resources:**

- A. **North Carolina Veterinary Medical Association:**  
Provide personnel to aid in the medical treatment of animals. Activate regional Veterinary Medical Assistance Teams (VMAT).
- B. **Humane Society of the United States:**  
Provide personnel and equipment as required to rescue and care for domestic and nondomestic animals.
- C. **American Humane Association:**  
Provide personnel and equipment as required to rescue and care for domestic and nondomestic animals.
- D. **N. C. Wildlife Resource Commission:**  
Provide personnel and equipment as required to protect wildlife.
- E. **Private Boarding Kennels, Stables, Dog Clubs, and Horse Clubs:**  
Provide personnel, equipment, and shelter as required to shelter and care for pets from evacuated citizens and in cases when established animal shelters are filled or destroyed.
- F. **Private Farms:**  
Provide shelter and supplies to care for displaced livestock.
- G. **Hunt Horse Complex:**  
Provide shelter and supplies to care for displaced livestock.
- H. **Moore County Equine Emerg. Response Unit:**  
Provide supplies and a Horse Rescue Ambulance to care for and rescue displaced livestock.

**VII. Planning Assumptions:**

- A. The owners of pets or livestock, when notified of an upcoming emergency, will take reasonable steps to shelter and provide for animals under their care and/or control.
- B. Natural, technological, or manmade disasters could affect the well-being of domesticated or non-domesticated animals.

- C.** The County should plan both for emergency situations and to carry out response and recovery operations utilizing local resources. Outside animal care and rescue assistance would likely be available in most large-scale emergencies affecting the County.
- D.** Animal protection planning should ensure the proper care and recovery of animals impacted during an emergency. These plans may include measures to identify housing and shelter for animals, communicate information to the public, and proper animal release.
- E.** Public information statements will be issued through the various media outlets. This information will include locations where domestic and nondomestic animals (including livestock and wild animals) may be accepted during emergency situations.
- F.** A large-scale emergency in Alamance County may warrant immediate response from State and local personnel, agencies, and organizations. However, emergency situations may become compounded due to the nature of the emergency and also require activation of additional specialized agencies through mutual aid.
- G.** Through effective animal protection planning and organization, disaster relief efforts would be more expedient.

## **VIII. Concept of Operations:**

### **IX. General:**

- A.** The primary and support agencies identified in this Standard Operating Procedure will manage and coordinate local animal protection activities. These agencies will use established animal control and support organizations, processes, and procedures. Responsibility for situation assessment and determination of resource needs in the event of a large-scale emergency lies primarily with the Alamance County Emergency Management in cooperation with the Alamance County Sheriff's Department, Animal Control Division, Alamance County Health Department, Environmental Services Section, and local incident coordinators.
- B.** Requests for animal protection assistance and resources such as food, medicine, shelter material, specialized personnel, and additional veterinary medical professionals, will be transmitted from the local Emergency Management Office to the State Emergency Management Office. Should the need for Federal or State resources exist, the State Emergency Operations Center will coordinate the requests for assistance.

- C. Animal protection operations will be managed under the Alamance County National Incident Management System (NIMS). Public health concerns will be managed in accordance with appropriate Alamance County Health Department plans and procedures.
- D. Animals Included Under the Plan:
  - 1. The sheltering and protection of domestic and non-domestic animals (including livestock) are the responsibility of their owners.
  - 2. Domestic and non-domestic animals that are lost, strayed, incapable of being cared for by their owners, or in danger to themselves or the public will be the responsibility of municipal or Alamance County animal control officials, or other identified agencies. These animals will be sheltered, fed, and, if possible, returned to their owners. If the animals cannot be returned to their owners, they will be disposed of in accordance with established animal control procedures.
  - 3. Wild animals should be left to their own survival instincts. Wild animals out of their natural habitats that are in danger either to themselves or the public will be the responsibility N. C. Wildlife Resource Commission personnel, in cooperation with local animal control officials, and returned to their natural habitat if possible.

**X. Notification:**

This plan and implementing procedures will be activated in the event of a large-scale emergency causing a significant need for animal protection. The Alamance County Sheriff's Department Animal Control Supervisor, in cooperation with the Burlington Police Department, Animal Services Division Supervisor will determine when these procedures will be implemented and notify the appropriate primary, support, and mutual aid agencies. The Alamance County Sheriff's Department, Animal Control Division Supervisor, will maintain a call down notification system. Notifications/activations will be coordinated through "C-COM".

**XI. Communications:**

Communications between the primary and support agencies will occur primarily through telephone, facsimile and cellular telephone transmission. Volunteer fire personnel, when available, will accompany field units to provide both tactical support and communications with the EOC. Amateur radio will be used as a backup system if other communication is impossible due to the nature of the emergency situation.

## **XII. Public Information (PI):**

A spokesperson from Alamance County will be responsible for the coordination of all media activities and press releases associated with the protection of animals.

PI responsibilities may include:

1. Notifying the public of appropriate shelters to drop lost/stray animals, animals that they cannot care for, or animals that need immediate medical assistance.
2. Delivering instructions to the public to prepare their pets for an impending emergency (See attached Annex A) and/or instructions for minor "at home" medical responses for pets injured in an emergency situation (Annex to be developed).
3. Initiating a system to direct inquiries on lost pets to the appropriate animal shelters.
4. Other information as appropriate to the situation.

## **XIII. Response:**

The owners of pets or livestock, when notified of an emergency, will take all reasonable steps to shelter and provide for animals under their control.

### **A. Search and Rescue:**

#### **1. Domestic Pets:**

Domestic pets at large, or in need of assistance due to the emergency or to the death or evacuation of their owners, will be the responsibility of municipal or Alamance County animal control officials.

#### **2. Livestock:**

Livestock at large, or in need of assistance due to the emergency or to the death or evacuation of their owners, will be the responsibility of municipal or Alamance County animal control officials.

#### **3. Wild Animals:**

Wild Animals out of their natural habitat that are endangering either themselves or the human population will be the responsibility of N.

C. Wildlife Resource Commission personnel in cooperation with municipal or Alamance County animal control officials.

**4. Stranded Animals:**

In the event that animals cannot be rescued due to the emergency situation, food and medical assistance may be delivered to the animals by the appropriate agency when possible.

**5. Additional Aid:**

In the event that municipal and Alamance County animal control resources are unable to meet the need for search and rescue personnel, a representative from Alamance County Sheriff's Department, Animal Control Division may request search and rescue assistance from the American Humane Association, the Humane Society of the United States, or other available rescue groups.

**B. Shelters:**

**1. Evacuated Domestic Pets:**

**a. Private Resources:**

Domestic pets from evacuated citizens will be sheltered at the Burlington Animal Shelter, private boarding kennels, or veterinary hospitals as close to the evacuation shelters as possible.

Upon the activation of evacuation shelters for citizens, a representative from the Alamance County Veterinary Medical Association will be contacted by the shelter manager and requested to initiate the opening of prearranged private boarding kennels and veterinary hospitals as boarding facilities.

Each of the citizens' evacuation shelters will have, if possible, a veterinarian on the premises to evaluate the pets of evacuated citizens. Pets with significant injuries or illnesses will be transported to an animal hospital designated for the medical treatment of animals.

A representative of Alamance County Sheriff's Department, Animal Control Division or the Burlington Police Department, Animal Services Division will be responsible for coordinating the transportation of the evacuated pets to either the shelter facility

or hospital and in ensuring that a tracking system is in place to unite sheltered pets with their rightful owners.

**b. Animal Evacuation Shelter:**

If the need arises, the county may open an evacuated pet shelter. Pets of evacuated citizens will be transported to this shelter as citizens arrive with their pets at the citizen's evacuation shelters.

**c. Evacuated Citizens with Special Needs:**

Citizens with special needs (individuals with mental or physical handicaps who require evacuation assistance) may require assistance in evacuating their pets.

If special needs individuals are unwilling or unable to make special arrangements for the sheltering of their pets, then the individuals and their pets will be transported to the evacuation shelter. Upon arrival at the shelter, pets not trained specifically to assist the individual (e.g. seeing eye dogs) will be transported to a private boarding facility or other appropriate facility. In the event that the individual and the pet cannot be separated due to the individual's infirmity, the pet will be sheltered in the same facility in a separate room or area.

**2. Stray/Lost Domestic Pets:**

All stray/lost domestic pets recovered by Animal Control will be sheltered at the Burlington Animal Shelter, or temporary shelters set up for this purpose. Any pets whose owners cannot care for their pets or domestic pets found by citizens will also be sheltered at these locations. Private boarding kennels and veterinary hospitals may serve as overflow shelters and will be requested to open through the Alamance County Veterinary Medical Association representative as necessary. Unclaimed animals will be disposed of according to county animal control procedures.

**3. Evacuated and Stray/Lost Livestock:**

Due to the size of most livestock and the inability to transport large numbers of farm animals, owners are expected to develop shelter and/or evacuation plans for their own animals. Private farms and stables located throughout the county may be used as shelter facilities for livestock. In the event of an emergency situation, Alamance County Cooperative Extension will contact prearranged

farms and request their assistance in the sheltering operation. When necessary, livestock may also be sheltered at the veterinary hospital at the NCSU College of Veterinary Medicine, or the Hunt Horse Complex.

**4. Wild Animals:**

If possible, wild animals outside of their natural habitat endangering the public, will be transported back to their natural habitat. If the responsible agencies are unable to transport the animal back to its natural habitat due to the nature of the emergency or to injuries that the animal may have sustained, the animals may be transported to the Burlington Animal Shelter, a local licensed wild animal rehabilitator, the Latane Animal Sanctuary, or the NCSU College of Veterinary Medicine for shelter or medical treatment or disposed of in accordance with established animal control procedures.

**5. Incapacitation of Shelters:**

In the event that established shelters are destroyed or incapable of functioning due to the nature of the emergency situation, private boarding kennels, veterinary hospitals, stables, the Hunt Horse Complex, and the NCSU College of Veterinary Medicine may be requested to open as boarding and/or medical facilities. In rare cases, during large-scale emergencies, animals may be moved outside Alamance County for care and protection.

**6. Staff/Supplies:**

**a. Staff:**

Private boarding kennels and veterinary hospitals will be responsible for the staffing of their own boarding facilities and will be compensated by the citizens who use the facility according to the established policies of that facility.

Remaining animal shelters and hospitals will be staffed with available personnel from Burlington Police Department, Animal Services Division, the Humane Society of Alamance County, and with volunteer veterinarians and veterinary assistants. These shelters will routinely update lists of available veterinarians and veterinary assistant volunteers.

Each individual animal shelter will be responsible for developing the work schedules for employees and volunteers.

**b. Supplies**

Each animal shelter will identify resources for potable water, food, medical, cleaning and shelter supplies in advance of an emergency situation.

Prearranged domestic and nondomestic animal food companies, medical suppliers, water suppliers and cleaning product suppliers will be contacted and requested to begin the shipment of supplies to an established delivery point. The delivery point will serve as a storage center and a distribution center for the various shelters and hospitals.

If the need arises, resource agencies (e.g. kennel clubs) may be requested to donate cages and other various shelter supplies.

**C. Medical:**

**1. Hospitals:**

The Alamance County Sheriff's Department, Animal Control Division and Burlington Police Department, Animal Services Division will coordinate the resources for a medical facility for domestic animals which cannot be accommodated by the various shelters due to the animals' injuries. The veterinary hospital at the NCSU College of Veterinary Medicine and private veterinary hospitals may serve as alternative medical facilities and medical shelters as space permits.

**2. Staff:**

Volunteers from the Alamance County Veterinary Medical Association, the NCSU College of Veterinary Medicine, and others will assist in providing the veterinary medical care in these shelters.

Depending on the extent of the emergency situation, volunteers or Veterinary Medical Assistance Teams from the American Veterinary Medical Association may be requested to assist in the medical treatment of domestic and non-domestic animals.

**D. Bites/Disease Control:**

The Alamance County Health Department, Environmental Services Section will ensure that treatment of bites and injuries is available to affected persons.

Outbreaks of rabies are a serious threat during an emergency situation. Appropriate steps to control that threat will be implemented by the Alamance County Health Department, Environmental Services Section.

#### **XIV. Recovery:**

##### **A. Release/Destruction:**

###### **1. Domestic Pets/Livestock:**

All Alamance County animal control agencies will support efforts to identify owners of stray/lost animals. If owners cannot be found, Burlington Police Department, Animal Services Division, with the assistance of the Humane Society of Alamance County and other humane groups, will attempt to adopt or sell those animals according to established animal control procedures.

Animals for which no owners can be found and which cannot be placed in adoptive care or sold will be disposed of in accordance with established animal control procedures.

###### **2. Wild Animals:**

All Alamance County animal control agencies, in cooperation with the N. C. Wildlife Commission, will support efforts to reintroduce wild animals back to their natural habitats.

##### **B. Disposal of Animal Carcasses:**

Disposal of deceased animals will be the responsibility of the Alamance County Health Department, Environmental Services Section. They will arrange for disposal of:

###### **1. Euthanized animals**

###### **2. Animals killed in the emergency situation**

#### **XV. Review and Update**

On a regular basis, this procedure will be reviewed and updated as appropriate by the Alamance County Sheriff's Department, Animal Control Division, the Burlington Police Department, Animal Services Division, the Alamance County Emergency Management, and other affected agencies.

## **Alamance County Disaster Planning Tips For**

### **Pets, Livestock, and Wildlife**

#### **Domestic Pets**

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

#### **Livestock**

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

- All animals should have some form of identification that will help facilitate their return.

### **Wildlife**

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

### **Further Assistance**

If you see any injured or stranded animal in need of assistance, or if you have any other questions or concerns about animal protection during an emergency situation, contact the Alamance County Sheriff's Department, Animal Control Division at 336-570-6302 or 336-570-6777 after hours, or the Burlington Animal Shelter at 336-578-1386 or 336-229-3500 after hours.

# ALAMANCE COUNTY EMERGENCY OPERATIONS PLAN

## ANNEX L

### DONATIONS MANAGEMENT

#### I. PURPOSE

This section describes the management of goods donated as disaster relief to the people of Alamance County, as well as the collection and shipment of goods donated by the people of Alamance County to victims in other areas.

#### II. SITUATION AND ASSUMPTIONS

##### A. Situation

1. Historically, persons not directly affected by an emergency/disaster are eager to render aid to disaster victims through donations of money, goods, and services.
2. Lack of an organized system of management for the identification, receipt, organization, and distribution of donations will result in chaos.
3. The timely release of information to the public regarding needs and points of contact is essential to management of donated goods.
4. Donated goods are essential to recovery in most cases.
5. Suitable facilities, equipment, and personnel are needed for the management of donated goods.
6. The coordination of the collection, packaging, and shipment of goods to a disaster area is best accomplished at the county level.
7. The Salvation Army has been designated as the lead agency in Alamance County to manage the collection, handling, storage, and distribution of donated goods.
8. Monetary donations, staple goods, and those items specifically requested best serve the needs of victims.
9. Distribution of donated goods must be coordinated with the identification of unmet needs.

## B. Assumptions

1. Suitable space and equipment will be available to receive, sort, and store the influx of donated goods.
2. Adequate personnel for donated goods operations will be available.
3. Local distribution sites will be convenient to the affected populations.
4. A regional reception and distribution site for donated goods will be established by the State.
5. Unsolicited donations of goods can be expected.
6. Donations of non-useful and unwanted goods can be expected; these include loose, unsorted clothing, extremely perishable items, and worn-out items.
7. People unaffected by the disaster will seek to receive donated goods.
8. Some donors will seek to bypass the distribution system established by the County.
9. An aggressive public information effort will expedite the distribution of goods as well as limit an influx of unwanted items.
10. Citizens and businesses of Alamance County will elect to donate money and goods to disaster victims elsewhere; they will need and seek guidance on methods of participation.
11. Transportation will be available to ship donated goods from the County to other destinations.
12. It is inevitable that there will be a surplus of some donated goods which will require disposal.

## III. CONCEPT OF OPERATIONS

### A. Receipt of Donated Goods for Alamance County

1. The Salvation Army will serve as the lead agency for the reception and distribution of donated goods.
  2. The magnitude of the disaster and the severity of local need will dictate the amount of space and personnel required for the reception and distribution of donated goods.
  3. Ideally, a central reception and sorting center for donated goods should be established, and separate locations convenient to the affected areas of the County should be utilized as distribution centers.
  4. The Salvation Army will coordinate with other relief agencies working on the disaster to ensure needs are met without duplication of effort.
  5. Operational personnel will be solicited from the Volunteer Coordinator's list of available personnel resources.
  6. Public information regarding distribution sites, needed goods, volunteers, and other pertinent matters will be coordinated by the Public Information Officer.
  7. Requests for needed goods and re-supply of needed goods will be channeled through the State EOC.
  8. Upon receipt, donated goods must be sorted and packaged in a manner suitable for distribution.
  9. When identified as not needed, unwanted goods should be refused.
  10. Surplus donated goods will be sold or otherwise disposed of in a manner consistent with the donor's apparent intent.
- B. Collection and Shipment of Donated Goods to Other Counties/States/Localities.
1. An attempt will be made to identify the needs of the intended destination prior to collection of goods.
  2. A systematic method will be established for collection of the donated goods to be shipped

3. Goods will be sorted and packaged in an appropriate manner prior to shipment to accomplish the following:
  - Timely and undamaged arrival at the destination
  - Proper identification of contents
  - Minimal need for repackaging/sorting
  - Ease of loading and unloading
  - Elimination of inappropriate/unwanted goods
4. Shipments of donated goods will be coordinated with the receiving destination prior to departure from the County.
5. Suitable means of transport will be arranged for delivery of the shipment in a timely manner.
6. When appropriate, shipments of donated goods should be coordinated with the NC Division of Emergency Management.

# ALAMANCE COUNTY EMERGENCY OPERATIONS PLAN

## ANNEX M

### RECOVERY/DAMAGE ASSESSMENT

#### I. PURPOSE

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

#### II. SITUATION AND ASSUMPTIONS

##### A. Situation

1. Most hazardous events which may affect Alamance County have the potential for causing damage. A planned damage assessment program is essential for effective response and recovery operations.
2. If a significant emergency/disaster occurs, a series of damage assessment activities will be required in the following order:
  - a. The County Immediate Situation Report results in notification to the State EOC, information on the severity of the problems and the determination of need for further assistance.
  - b. The State supported Impact Assessment results in the identification of immediate life support needs.
  - c. Federal/State supported Damage Assessment precedes the delivery of a Presidential Disaster Declaration and defines the specific needs for long term recovery.
3. Following a significant disaster/emergency occurrence, a multitude of independent damage assessment activities will be conducted by a variety organizations including County Damage Assessment Teams, American Red Cross, Insurance Companies, Utility Companies, Federal Agencies (Fish and Wildlife), etc. Alamance County will utilize the personnel from both the County and City Tax Departments,

fire departments and the American Red Cross to conduct the official Alamance County Damage Assessment.

4. Recovery from a significant disaster will be managed in two identifiable phases as follows:
  - a. Phase One is the emergency reaction phase and the implementation of emergency plans. Actions under this phase include emergency security, debris removal, mass care, and restoration of essential services. The County Emergency Management Office will assume the lead role in coordination of this phase.
  - b. Phase Two is the long term reconstruction phase. Actions under this phase include: rebuilding of damaged public buildings, rebuilding of roadways and bridges, rebuilding of private homes and private businesses, etc. The lead roles in this phase will be assumed by the County Manager, the County Finance Officer, and the Emergency Management Coordinator.
5. If the magnitude and severity of the emergency or disaster warrants it, a Presidential Disaster Declaration can be granted thus making Federal Government Assistance available to Alamance County.

**B. Assumptions**

1. The County will continue to be exposed to various hazards resulting in damage to both public and private property.
2. A significant response of both solicited and unsolicited resources from outside the impacted area can be expected, and preparations must be made in order to manage this assistance.
3. Emergency public information is a critical tool in immediate post disaster response for informing the public about actions being taken, and for requesting help from outside the area of impact.
4. Damage to the utility systems and to the communications systems may hamper the recovery process.

5. Routine government agency operations such as delivery of social programs, legal processes, elections and cultural events may be postponed as a result of the disaster.
6. A major disaster could have a significant long term economic impact on the County.
7. A major disaster affecting the County could result in the severance of a main transportation artery resulting in a significant alteration of lifestyle in the County.

### **III. CONCEPT OF OPERATIONS**

#### **A. General**

Responsibility for Immediate Situation Reports/Phase One of recovery operations lies with local government.

#### **B. Specific**

1. Emergency and recovery operations will initially be coordinated from the county Emergency Operation Center. Each municipality affected will maintain communications with the Alamance County EOC.
2. Accurate emergency logs and expenditure records must be kept from the onset of the disaster by each response agency/organization.
3. The Damage Assessment Officer with assistance from the American Red Cross, will coordinate the compilation of damage survey data, prepare damage assessment reports for the Emergency Management Coordinator, and plot damaged areas on local maps.
4. The Emergency Management Coordinator (EMC) will review, with other appropriate local officials, the damage assessment reports to determine if any outside assistance will be necessary to recover from the disaster.
5. The EMC will forward damage assessment reports and any requests for assistance to the N.C. Division of Emergency Management.

6. By Executive Order, the Secretary, N.C. Department of Crime Control and Public Safety is authorized to commit any state resources to assist with the emergency/recovery efforts.
7. Based upon the local damage assessment reports, the State Emergency Operations Team will determine what recovery capabilities are available to meet the anticipated requirements.
8. The Governor may request a Presidential Declaration of a "major disaster", "major emergency", or a specific federal agency disaster declaration (Small Business Administration, Department of Agriculture, Corps of Engineers, etc.) to augment state/local/private disaster relief efforts.
9. The President, under a "major emergency" declaration may authorize the utilization of any federal equipment, personnel and other resources.
10. The President, under a "major disaster" declaration may authorize two basic types of disaster relief assistance:
  - a. Individual Assistance (IA)
    - i. temporary housing (100% federal dollars);
    - ii. individual and family grants (IFG) [75% federal, 25% state/local funds];
    - iii. disaster unemployment assistance;
    - iv. disaster loans to individuals, businesses, and farmers;
    - v. agricultural assistance;
    - vi. legal services to low-income families and individuals;
    - vii. consumer counseling and assistance in obtaining insurance benefits;
    - viii. social security assistance;
    - ix. veteran's assistance;
    - x. casualty loss tax assistance.
  - b. Public Assistance (PA) [75% federal, 25% state/applicant funds]
    - i. debris removal;
    - ii. emergency protective measures;

- iii. permanent work to repair, restore or replace road systems, water control facilities, public buildings and equipment, public utilities, public recreational facilities, etc.

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

- a. A Federal Coordinating Officer (FCO) will be appointed by the President to coordinate the federal efforts.
- b. A State Coordinating Officer (SCO) and Governor's Authorized Representative (GAR) will be appointed by the Governor to coordinate the state efforts.
- c. A Disaster Field Office (DFO) will be established within the state (central to the damaged areas) from which the disaster assistance programs will be administered.
- d. For IA only, Disaster Application Centers (DACs) will be established central to the affected areas where individuals may apply for assistance.
- e. If the area is declared eligible for Public Assistance programs, an Applicant's Briefing will be conducted for officials of the county, cities, and private nonprofit organizations to explain eligibility criteria. The Emergency Management Coordinator will be requested to assist with identifying and notifying eligible applicants.
- f. At the applicant's briefing, each eligible entity will submit a Notice of Interest (NOI).
- g. Each PA applicant (including local government entities) will appoint a "Applicant's Agent" to coordinate the collection of documentation and submission of information to the DFO.

# ALAMANCE COUNTY EMERGENCY OPERATIONS PLAN

## ANNEX N

### HAZARDOUS MATERIALS

#### I. PURPOSE

This section provides information for a response in Alamance County to hazardous material emergencies, and assists the Local Emergency Planning Committee in meeting its requirements under the Emergency Planning/Community Right to Know Act - SARA Title III.

#### II. SITUATION AND ASSUMPTIONS

##### A. Situation

1. The threat of a major disaster involving hazardous materials has escalated due to the increase in everyday use and transportation of chemicals by the various segments of our population. Our county has over 20 facilities storing extremely hazardous materials above the threshold planning quantity. Most of these facilities are located in highly populated areas of our county and has presented a lot of problems in emergency planning.
2. Hazardous materials emergencies could occur from any one of several sources including shipping, roadway and rail transportation, aircraft accidents, or fixed facility accidents. There are a lot of flammable and combustible liquids stored in above ground tanks. Our facilities store over 1,250,000 gallons of propane; 290,000 gallons gasoline; 110,000 gallons of diesel fuel; 150,000 gallons No. 2 fuel oil; 50,000 gallons of aviation gasoline/jet fuel. These above ground tanks present a major concern for emergency planning. Over 90% of our hazardous material incidents involve hydro-carbon products.
3. Evacuation or sheltering in place may be required to protect portions of the population of Alamance County.
4. Certain hazardous material incidents may require additional response capabilities that are not currently available in Alamance County.
5. Victims of a hazardous materials incident may require unique or special medical care not typically available in Alamance County.

6. The release of hazardous materials may have short and/or long term health, environmental and economic effects depending upon the chemical composition of the substance.
7. Hazardous materials emergencies may occur without warning requiring immediate emergency response actions.
8. The local Fire Department and Emergency Services will respond to the incident in the initial phase without assistance from outside the jurisdiction. This includes notification and warning of the public, evacuation or sheltering in place, immediate first aid, and isolation of the scene.
9. Currently Alamance County has two trained hazardous materials teams to respond to hazardous materials incidents. One being the Graham Fire Department and the other is the State Regional Response Team stationed at the Park Wood Fire Department. The state RRT can be accessed through the State EOC.

B. Assumptions

1. Planning and training prior to an incident will significantly reduce the risk to personnel.
2. A facility involved in a hazardous material incident will provide all information required by SARA, Title III, Section 304 on a timely basis.
3. Emergency response personnel are knowledgeable in the use of available resources.
4. The U. S. DOT Emergency Response Guidebook, alone or in combination with other information sources, is used as a guide for initial protective action at incidents involving hazardous materials.
5. Response time for resources requested from outside the County will require a minimum of two hours.
6. Incidents in which the military can be identified as the responsible party, will generally be resolved by Federal resources.
7. Hazardous materials incidents that occur in which the responsible party cannot be identified will be resolved at the expense of the jurisdiction in which the event occurred.

### III. CONCEPT OF OPERATIONS

- A. There are several types of incidents involving hazardous materials: (1) incidents at fixed facilities, (2) Shipping incidents, (3) Roadway or Rail transportation accidents, and (4) unknowns materials on the river shore, railroad, or roadway.
- B. The level of response required for an incident is determined by:
1. the quantity, quality and the toxic effects of the material involved in the release;
  2. the population and/or property threatened;
  3. the type and availability of protective equipment required for the released material, and;
  4. the probable consequences should no immediate action be taken.
- C. Depending upon the threat posed by the incident, protective measures initiated for the safety of the public could include in place sheltering, evacuation, and/or isolation of the contaminated environment.
- D. Response procedures for each incident will be according to local policies and procedures in compliance with worker safety standards.
- E. This plan recognizes that a hazardous materials incident can change with time, and necessitate escalating the response, or downgrading the response as the situation dictates.
- F. The Local Emergency Planning Committee has been established at the County level to identify the magnitude of the local hazard, assess the vulnerability of the community to that hazard, and provide planning guidance for emergency response. A point of contact, The Facility Coordinator, will be identified at each covered facility as defined by SARA, Title III, Section 302. The LEPC is responsible for the following:
- Develop procedures to ensure a perpetual chemical hazard identification and risk assessment program within the jurisdiction.
  - Ensure development of procedures for notification and warning in the event of an incident involving hazardous materials.
  - Maintain status of training for all responders to hazardous material incident (including management) in accordance with applicable laws, policies, procedures and standards.

- Identify resources needed for response to hazardous material incidents from public and private sources to make recommendations to the County/Municipal Officials about emergency response matters.
  - Support an on-going cooperation for plan implementation, maintenance, training and exercising.
  - Ensure that facility personnel are trained in emergency response procedures, including but not limited to, determining that a release has occurred and notifying appropriate facility personnel.
- G. Specific hazardous materials facility information has been gathered and is available to the response community through the Alamance County Office of Emergency Management.
- H. Coordination between jurisdictions will be achieved through regional coordination with the Central Branch Office or through direct contact with towns and other counties.
- I. Training programs for emergency responders in the County will be through individual agency in-service training, community college courses, and other offerings of related training. Exercise schedules for this plan are developed and maintained by the emergency management office.

# ALAMANCE COUNTY EMERGENCY OPERATIONS PLAN

## ANNEX O

### VITAL FACILITIES

#### I. PURPOSE

This section provides for the identification and management of critical/vital facilities.

#### II. SITUATION AND ASSUMPTIONS

##### A. Situation

1. Many of these identified facilities would be vital to emergency response during a major emergency or disaster event. Other facilities would be critical for immediate and long-term recovery operations.
2. Several categories of vital facilities and resources have been identified in Alamance County including:

##### Vital Facilities:

- a. Shelter Facilities
- b. Health/Medical Facilities
- c. Government Facilities
- d. Communications Facilities
- e. Public Buildings
- f. Emergency Service Facilities

##### Vital Utilities:

- a. Communications network components
- b. Electric distribution system components
- c. Transportation networks
- d. Water distribution/waste water facilities

Special Needs Facilities:

- a. Correctional Facilities
- b. Congregate Care Facilities
- c. Day Care Facilities

Vital Resource and services sites:

- a. Private Shelter/Reception Centers
  - b. Landfill and debris collection sites
  - c. Public/Private supply centers
  - d. Helicopter landing sites
- 3. Alamance County Emergency Management maintains a list of public and private sector resources that could be utilized during an emergency/disaster response.
  - 4. Alamance County vital facility information is updated on a regular basis.

B. Assumptions

- 1. Identification of vital facilities will make it possible to predict the consequences of disaster, and to expedite the response of necessary resources from outside the area of impact.
- 2. Knowledge of vital facilities will reduce the dependence on "unwritten" and "assumed" information.
- 3. Knowledge of vital facilities will expedite damage assessment and loss estimation.
- 4. The identification of vital facilities allows for the prioritization of post-disaster areas and restoration.

### III. CONCEPT OF OPERATIONS

- A. Information pertaining to vital facilities and resources will be maintained in the Alamance County Emergency Management Office, and accessible to agencies in Alamance County that would have a need to use it.
- B. Continuous update of the vital facilities inventory will be maintained.
- C. Vital facilities may serve as the basis for establishing mutual aid and statements of understanding with other governmental or non-governmental agencies.
- D. Knowledge of vital facilities allows for the implementation of planned mitigation approaches/projects in an attempt to reduce vulnerabilities.

# **ALAMANCE COUNTY EMERGENCY OPERATIONS PLAN**

## **ANNEX P**

### **PUBLIC WORKS**

#### **I. PURPOSE**

The purpose of this annex is to provide essential public works services during an emergency/disaster to reduce the impact of the emergency.

#### **II. SITUATION AND ASSUMPTIONS**

##### **A. Situation**

1. In an emergency, there is frequently a need for manpower and equipment to remove obstructions or clear a way to an accident site for emergency debris removal and for restitution of essential utilities.
2. The County's capability in public works is presently limited to landfill operations; however, most of the Cities and towns in the county have the capabilities for building, grounds and street maintenance, water, power and sewage, utility services, equipment maintenance and trash collection. North Carolina Department of Transportation (NCDOT) also has numerous resources to maintain and clear roadways in Alamance County.

##### **B. Assumptions**

1. The County may require extensive assistance during disaster operations for debris removal and restoration of essential utilities.
2. Additional public works resources will be available from the Cities and towns, local contractors, contiguous counties through mutual aid, NCDOT and the Federal government.

#### **III. CONCEPT OF OPERATION**

During emergencies, the public works function expands and the coordination of public works emergency operations is essential. Public works arranges for support services for emergency response agencies and coordinates with the private sector.

#### **IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES**

##### **A. Organization**

1. During emergencies, public works in Alamance County will be coordinated by the Public Works Director/s of the various municipalities in the county, and by the NCDOT County Engineer.
2. Public works must be prepared to assist in lengthy operations which start in response and continue through recovery involving clean-up activities and the return of resources.

**B. Responsibilities**

1. Public Works Director
  - a. Prepare procedures to provide public works functions during emergencies.
  - b. Develop and maintain resource lists with source, location, availability of equipment, fuel, and operational personnel to support response/recovery operations.
  - c. Develop mutual aid agreements.
  - d. Jointly with the NCDOT, direct and dispatch public works mutual aid from other jurisdictions and the State.
  - e. Maintain emergency power, water and sanitation resources at vital facilities in the City during emergencies.
  - f. Prepare required reports and forward to the County EOC.
  - g. Conduct debris clearance operations.
  - h. Provide emergency potable water.
  - i. Store and provide fuel for emergency vehicles.
  - j. Provide sanitation services during emergencies.
  - k. Assist in damage assessment operations and relay damage assessment information to the EOC.

**V. DIRECTION AND CONTROL**

- A. The Public Works Director will direct and control public works activities during emergencies and coordinate with the EOC and other response forces.

- B. The Public Works Director will maintain direct communication with on-site personnel via the public works radio system.
- C. When notified of an emergency situation, the Public Works Director will determine the resources to be committed and alert appropriate personnel.

## **VI. CONTINUITY OF GOVERNMENT**

The line of succession for Public Works is:

- 1. Public Works Director
- 2. Alamance County Landfill Manager
- 3. N.C. DOT County Engineer

## **VII. ADMINISTRATION AND LOGISTICS**

### **A. Records and Reports**

- 1. Records of personnel and equipment will be maintained.
- 2. Informational data and maps pertaining to City and County facilities, streets and utility systems will be maintained.
- 3. Records and reports regarding expenditures incurred during emergency response/recovery activities (i.e. personnel, equipment, supplies) will be kept.

### **B. Communications**

The communications system will make maximum use of available radio and telephone communications.

## **VIII. PLAN DEVELOPMENT AND MAINTENANCE**

- A. Review of this annex on an annual basis will insure that needed changes are made.
- B. The Public Works Director/s, the N.C. DOT Engineer, and the County Emergency Management Office will develop and maintain procedures as well as personnel notification and recall rosters to support this annex.

# ALAMANCE COUNTY EMERGENCY OPERATIONS PLAN

## ANNEX Q

### WEAPONS OF MASS DESTRUCTION/CHEMICAL/BIOLOGICAL ATTACK

#### I. PURPOSE

The purpose of this document is to provide guidance to responders of local government to an incident involving terrorist activity. It is meant as guidance only.

#### II. SCOPE

It is imperative that each level of government and each response organization (at all levels) be aware of the roles and responsibilities that are required for a professional response.

The legal foundation for this plan can be found in the Presidential Decision Directive (PDD) PDD-39 dated June 1995 and PDD-62 dated May 1998.

#### III. CONCEPT OF OPERATIONS

As part of the awareness program associated with acts of terrorism, the first responders must first ensure their own protection and the protection of all responding departments.

#### IV. COMMAND AND CONTROL

This function is perhaps the most critical for ensuring a successful operation. It is **Absolutely Imperative** that a team approach for command and Control be used for response.

The person(s) in charge of the first arriving Emergency unit shall be considered in charge and will assess the incident situation, report conditions, request necessary mutual aid and remain in charge until properly relieved by an appropriate individual of authority.

The Incident Command (IC) will determine the best place for staging area(s), and direct that responding resources report to the staging area, unless otherwise directed.

## V. ROLES, RESPONSIBILITIES, AND CHECKLISTS

This section outlines the primary areas of responsibility for the primary responding organizations. The checklist will identify critical items of concern for all organizations.

All responding organizations will implement the alerting of their people to the following areas of concern.

### **All Agencies (Local):**

- Develop internal notification procedures for responding departmental personnel
- Ensure internal distribution of response plan
- Follow directions of IC and EOC
- Adhere to site entry protocols
- Ensure adequate training programs are implemented in their department
- Adjust work schedules for 24-hour operations for a minimum of 96 hours (4 days)
- Develop control measures for Chain-of-Evidence process
- Provide department representatives to incident site and EOC
- Document all response activities from time of notification until termination
- Participate in Command and Control team as directed by IC or EOC
- Be ready to commit all available departmental resources to responses and recovery effort
- Provide department needs assessment for operation to IC or EOC
- Develop a need-to-know list for internal operations
- Other as directed by IC or EOC

**Law Enforcement Agencies** - will have the responsibility for both warning and assisting the public relative to an evacuation, crime scene investigation, and scene control.

- Develop or enhance intelligence gathering capability for acts of terrorism
- Establish distribution or notification process for sharing of information
- Initiate notification process to all participating organizations
- Maintain open lines of communication on intelligence with state and federal agencies
- Review Personal Protective Equipment (PPE) requirements and site entry Protocols
- Initiate a meeting of organizations based on assessment of conditions
- Establish site security based on **Hot** zone, **Warm** zone, and **Safe** areas
- Assist in site evacuation of personnel
- Provide shelter security for activation of shelters resulting from incident

- Provide guidance or training for maintaining Chain-of-Evidence process
- Establish ICS if first on scene
- Provide standby capability for security at hospitals and medical facilities
- Other as identified by local law enforcement

**Fire and Rescue Services** - responsible for scene operations to include recovery, rescue, HAZMAT, and operations.

- Provide fire suppression at site and surrounding location as required
- Determine **Hot** zone, **Warm** zone, and **Safe** areas
- Provide rescue and search resource operation
- Provide Emergency Medical Technician (EMT) level for medical assistance
- Assist in evacuation of personnel from site
- Determine area to be evacuated for public safety
- Work with law enforcement for preservation of site evidence
- Interface with EMS provider on medical assistance issues
- Develop new site entry protocols
- Identify, to maximum extent possible, injured personnel and fatalities
- Assist medical examiner with remains recovery
- Establish ICS if first on scene
- Be prepared to assume IC position as conditions change
- Arrange to assist with medical coverage at shelter
- Provide for medical monitoring of response personnel
- Train personnel in signs and symptoms of chemical and biological agents
- Observe site entry protocols
- Assist with mass decontamination of on-site personnel

**Emergency Medical Service** - responsible for mass casualties recovery, triage, and transportation of medical patients.

- Assume lead role for on-site medical assistance
- Develop interface with medical doctors for on-site triage of patients
- Develop procedures for notification of medical service providers
- Identify, to maximum extent possible, injured personnel and fatalities
- Assist medical examiner with remains recovery
- Establish ICS if first on scene
- Be prepared to assume IC position as conditions change
- Provide or arrange for medical coverage at shelter site
- Provide for medical monitoring of response personnel
- Train personnel in signs and symptoms of chemical and biological agents
- Provide IC or EOC with needs assessment for incident resolve
- Observe site entry protocols
- Assist with mass decontamination of on-site personnel

**County Emergency Management** - responsible for state and federal coordination of resources, consequence management, and recovery. Emergency management will develop, organize and maintain a Weapons of Mass Destruction (WMD) Standard Operation Procedures', Radiological Protection (RADPRO) Systems, and HAZMAT response data for County Resources.

**Health Department** – responsible for coordinating public health response

- Consult and act as liaison with state and federal (CDC) public health authorities
- Provide recommendations regarding decontamination and medical management for biological agents, including post exposure prophylaxis
- Provide agent-specific medical information and medical counseling to exposed individuals and general public as necessary.
- Conduct necessary surveillance and epidemiologic investigations in conjunction with state and federal (CDC) public health authorities.
- Interpret, implement, and enforce required communicable disease control measures (including any necessary isolation and quarantine orders) as required/provided for by NC G.S. 130A-135; 130A-144; and NC AC T15A: 19A.0201 or other appropriate authority
- Together with EMS, act as liaison with medical community regarding incident and recommendations for further medical management and follow-up.

**Private Industry**

- Develop a Standard Operating Guide (SOG) for terrorism related events at your facility based on hazard analysis's.
- Advise law enforcement of any planned events that would be considered high profile such as strikes, credible threats etc.
- Develop internal notification procedures for mass evacuations of facilities and assure the plan addresses staging areas for employees.
- Make immediate notification to 911 of the threat with as much details as available.
- Make notifications to Senior Management of the threat.
- Provide on site personnel to local public safety officials for facility intelligence and general information. Safety professionals and Human Resource professionals should be available to provide information to local public safety officials.
- Have Maintenance and Engineering available for assistance as needed (items such as water supplies, utilities, chemical reactions, facility layouts, etc.)
- If chemicals are involved, assure proper access Material Safety Data Sheets and other chemical specific information is available including personnel such as chemist.
- For major process facilities, have a schematic of the process available for public safety officials (Risk Management Plan (RMP), Process Safety Management (PSM) plans, etc.).

- Appoint a Public Information Officer (PIO).
- Assist public safety officials with establishing Hot, Warm, and Cold Zones.
- Provide resources as requested if available.

## **VI. MASS DECONTAMINATION**

The ability to conduct mass decontamination of large numbers of people in a very short period is imperative to limit exposure, possible burden to hospitals, and spread contamination. The primary department assigned to this program is Alamance County Fire Service.

Mutual aid fire departments for:

- . Dependable source of clean water
- . Adequate resources to conduct operation
- . Adequate workforce to perform mission
- . Ability to conduct operations at multiple locations

## **VII. DEMOBILIZATION/DEACTIVATION**

This part of response to and from terrorist incidents will be determined by the Incident Commander based on feedback and information from law enforcement agencies and will be based on the threat level as defined by the FBI.

# **ALAMANCE COUNTY DEPARTMENT OF EMERGENCY MANAGEMENT**

## COORDINATION/RESPONSE

(Be prepared to handle on own for 72 hours)

### Coordination/Response:

1. Park vehicle upwind/upgrade and in a **Safe Zone**
2. Set up the command post in a place away from direct involvement with casualties and personnel.
3. Consider need for a forward command post.
4. Give detailed situation report and establish incident command:
  - Estimate the number of casualties and designate an exclusion zone
  - Alert all personnel to use their SCBA and personal protective clothing
  - **Don your own SCBA and be prepared to use it.**
5. Contact North Carolina office of the FBI; 704-377-9200 (Charlotte)
6. Request more resources immediately.
7. Assign radio tact channels to sectors to improve both operational control and efficiency.
8. Establish and Maintain direct telephone line or discreet radio tactical channel to the EOC.
9. Assign company(ies) to the command post for staff and command support.
10. Request the senior ranking law enforcement officer to report to and remain at the command post to: coordinate evacuation; cordon area; provide scene security; designate and maintain scene access for arriving and departing ambulances, medic units, and other emergency apparatus; and serve as liaison with the FBI.
11. Establish sectors immediately and ensure use of vests/tagging system:
  - EMS (triage, treatment, disposition, EMS communications, transportation, and resources)
  - Safety
  - Hazmat
  - PIO
  - Decontamination (SOT/Hazmat)
  - Accountability
  - Law enforcement
  - Rehabilitation
  - Staging
  - Operations
  - Fire/Rescue
12. Alert Alamance Regional Medical Center to imminent mass casualties. (Many may arrive in their own vehicles.)

Assess whether patients are symptomatic. (Depending on the particular agent, symptoms do not show until hours or days after exposure. People who complain of "symptoms" may be psychogenic, have other unrelated ailments or have been chemically exposed.)

13. Suppress boundary fires
14. Emphasize possibility of secondary devices
15. Consider impact of using fixed ventilation system to control the spread of chemical agent vapors. Determine where vapors will be exhausted and cordon area.

Assess the physical state of the suspect material. (Biological agents do not pose an immediate respiratory threat if in liquid form. If the agent is in powdered form and is not disturbed, it does not pose a respiratory threat.)

16. Use Public Works to set-up corridor to help better control scene.
17. Search for victims in surrounding area. Determine the **time** between when people were first "exposed" and when the accident was reported. Was it immediate? Delayed?
17. Set up (Buses if possible), to transport ambulatory patients.
18. Set up Morgue area - removal of bodies

#### **Crime Scene:**

19. Remember that the incident is also a crime scene. Preserve suspected evidence where applicable. Find containers such as, Dumpsters to store material and evidence from sectorized areas. Set-up evidence tents if needed.

#### **Decontamination:**

20. Establish pre-decon areas to temporarily control citizens who may need decontamination. Separate people who are symptomatic from those who are not.
22. Use tank water from one or more pumpers for gross decontamination of patients.
23. Set up and staff separate decontamination sites for civilians and emergency services personnel.

**Rehabilitation:**

24. Request rehydration fluids
25. Designate port of entry for deliveries
26. Control quality of food. Keep food separate from bathroom facilities.
27. Use volunteers to clean up areas, especially sleeping areas.

**Administration:**

28. Be prepared to direct and/or coordinate the inflow of resources from local, state, and federal agencies. Assign a liaison officer to assist with coordination.
29. Make arrangements for replacement of contaminated personal protective equipment (PPE). Provide Tyvek/suits for protection from body fluids.
30. Consider the need for interpreters
31. Keep track of donated, borrowed, bought supplies.
32. Conduct pre-diffusing briefing before allowing people on site
33. Prepare to handle mail. NOTE: Must account for currency donations.
34. NO non-prescription drugs. Keep control of this.
35. Review/Set-up contracts with /for unusual equipment (Cranes, dumpsters, etc..)
36. Provide tours for VIP's
37. Provide information to local media - Media Center/PIO

## ALAMANCE COUNTY

### SPECIFIC THREAT

#### Responding to Anthrax Letters/Threats/Hoaxes

1. Park vehicles upwind/upgrade and not too close to the scene. The first arriving unit (police, fire, EMS) should attempt to isolate and evacuate the area where the suspected mail/package is found. Treat the area as a "Hot Zone" until proved otherwise by competent authorities. Medically evaluate, Decontaminate (if necessary) and debrief (by local law enforcement authorities) all personnel evacuated from the "Hot Zone".
2. Handling of mail or packages that are suspected of containing potential chemical or biological materials should be kept to an absolute minimum. **Be cautious of any potential secondary devices.**
3. Notify: Graham Fire Department Haz-Mat Team
  - Haz-Mat will be utilized to retrieve the evidentiary Nuclear, Biological, Chemical, or Radiological threat items.
  - Contact FAA to "clear airspace" and declare a no-fly zone over potential or real WMD release scene.
4. In incidents involving known or suspected "weapons of mass destruction" (WMD), contact:
  - NC FBI Headquarters (Charlotte) 704-377-9200. Ask to speak with Squad 5 supervisor.
5. Set-up an effective multi-jurisdictional command post to coordinate the actions of all agencies on the scene.
6. Triple bag threat item(s) in plastic and place in a clean evidence/arson paint can (assuming it will fit). Send item(s) to laboratory for results. Results of laboratory's analysis may take 72-96 hours.
7. **Decontamination:** At the scene, obtain the names, addresses and phone numbers of persons who were potentially exposed to the alleged anthrax and have them remain at the scene until Incident Command has determined decontamination status. Additionally, obtain the names, addresses and phone number of other persons in the affected facility for future interview and medical monitoring. They should also remain at the scene until Incident Command has determined whether there is a potential they also will need decontamination conducted.

Persons who require decontamination will be under the supervision of HAZMAT personnel and will be provided a location to:

- remove their clothing and personal effects
- place their clothing and personal effects in a plastic bag sealing the bag tight
- placing their name, contact phone number and inventory of contents on the bag on a label firmly attached to the outer area of the plastic bag
- then take a shower utilizing lots of soap and warm water

HAZMAT personnel will direct the operation and provide guidance if further decontamination procedures are to be followed.

Personal items may be kept as evidence in a criminal trial or returned to the owner if the threat is unsubstantial. For incidents involving possibly contaminated letters, the environment in direct contact with the letter or its contents should be decontaminated with a 0.5% hypochlorite solution (i.e., one part household bleach to 10 parts water) following a crime scene investigation. Personal effects may be decontaminated similarly.

8. Be prepared for massive media interest. Past incidents have drawn reporters, helicopters, and mini-cams from miles around. Institute an effective Public Information effort early in the incident. This will help to minimize panic among citizens and benefit scene management activities.

#### **Important Notes:**

In many cases, post exposure preventive treatment may not be indicated. Consult with SORT and/or public health authorities prior to releasing any possibly exposed individuals from the scene. Possibly exposed persons should also be provided with a point of contact with either the local hospital (ARMC) or health department and advised to report any illness they suspect may be associated with their suspected anthrax exposure. Medical evaluation will then be conducted on a case by case basis.

911 Dispatchers must be involved in this entire process, as they will take the initial reports and are in a vital position to ascertain details that will aid investigators and /or alert responders to the possibility of a potential WMD incident. Dispatchers must be trained in WMD recognition and be familiar with responder's objectives and responsibilities.

TELECOMMUNICATIONS

PROTOCOLS

REPORTS OF CHEMICAL/BIOLOGICAL TERRORISM

Chemical/Biological Terrorism

For Threat

Callers Voice:  
Male  Female   
Estimated Age \_\_\_\_\_  
Probable Race \_\_\_\_\_  
Accent Detected?

Mood of Caller:      Rate of Speech:  
Calm:            Slow:        
Angry:            Normal:        
Excited:            Fast:     

Loudness of Voice:      Attitude of Caller:  
Soft:            Sincere:        
Normal:            Disguised:     

Voice Characteristics:  
Accent:            Decent:        
Lisp:        
Intoxicated:        
Alcohol and/or Drugs

Other: \_\_\_\_\_  
\_\_\_\_\_

- 1. When will this happen? \_\_\_\_\_  
(How long do I have) \_\_\_\_\_
- 2. Where will this happen? \_\_\_\_\_
- 3. What kind is it? \_\_\_\_\_
- 4. What does it look like? \_\_\_\_\_
- 5. What will cause it to explode? \_\_\_\_\_
- 6. Why did you do this? \_\_\_\_\_
- 7. Who is your target? \_\_\_\_\_
- 8. Are you acting alone or as a group? \_\_\_\_\_
- 9. Who do you represent? \_\_\_\_\_
- 10. What is your address? \_\_\_\_\_
- 11. What is your name? \_\_\_\_\_

For Actual Incidents

- 1. What is happening? \_\_\_\_\_
- 2. Where is this happening? \_\_\_\_\_
- 3. How many people are involved? \_\_\_\_\_
- 4. What do you see? \_\_\_\_\_
- 5. What is your name? \_\_\_\_\_
- 6. What is your phone number? \_\_\_\_\_
- 7. What is your address? \_\_\_\_\_

**Background Noise:**

Street Sounds \_\_\_\_\_ Household Sounds \_\_\_\_\_  
Railroad \_\_\_\_\_ Airport \_\_\_\_\_ Bar \_\_\_\_\_ Other \_\_\_\_\_

ANI Display \_\_\_\_\_ Telephone # \_\_\_\_\_ E-9-1-1 Call \_\_\_\_\_  
ALI Display \_\_\_\_\_

\* Secure Tape \*

Call received by: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Reported to: \_\_\_\_\_ Telephone: \_\_\_\_\_

Agency: \_\_\_\_\_

## FACILITIES RECEIVING THREATS

### ACTIONS TO TAKE

#### **If You Receive An Actual Threat:**

1. Dial 9-1-1 and report the threat to proper Agencies.
2. Notify Agency/Plant Manager.
3. Make decision to evacuate building/area to a safe distance of location.
4. Try to keep a clear recollection of the threat so you can advise investigators on the incident.
  - A. Callers voice \_\_\_\_\_
  - B. Callers mood/rate of speech \_\_\_\_\_
  - C. Callers loudness/attitude \_\_\_\_\_
  - D. Voice characteristics \_\_\_\_\_
    1. Accent \_\_\_\_\_
    2. Lisp \_\_\_\_\_
  - E. Background noises you heard \_\_\_\_\_
    1. Street noises \_\_\_\_\_
    2. Railroad/airport noises \_\_\_\_\_
    3. Bar noises \_\_\_\_\_
    4. Household noises \_\_\_\_\_
    5. Other \_\_\_\_\_
  - F. What did the caller actually say? \_\_\_\_\_  
\_\_\_\_\_

#### **If You Have An Actual Incident:**

1. Be prepared to give some important information.
  1. What's happening? \_\_\_\_\_
  2. Where did it happen? \_\_\_\_\_
  3. When did it happen? \_\_\_\_\_
  4. How many are hurt/injured or needs assistance? \_\_\_\_\_
  5. What do you see? \_\_\_\_\_
  6. What is your Name? \_\_\_\_\_  
Phone#? \_\_\_\_\_  
Address? \_\_\_\_\_