**STATEMENT OF APPROVAL**

The undersigned agree to the responsibilities assigned to their organization in the Eden Emergency Operations Plan.

Eden Mayor Date

~~Eden Police Chief~~ Date

Eden City Manager

~~Eden City Manager~~ Date

Emergency Management Coordinator,

Eden Fire Chief

~~Executive Director, Red Cross~~ Date

Eden Police Chief

~~Coordinator, Eden Fire Chief~~ Date

Eden Environmental Services Director

Eden Planning & Inspections Director Date

February 9, 2012 i

**STATEMENT OF PURPOSE**

The Eden Emergency Operations Plan was developed to address multiple hazards which threaten a jurisdiction. Through use of a functional format, the plan encourages a National Incident Management System (NIMS) ~~an integrated Emergency Management System (IEMS)~~ approach to disasters; and fosters prompt, efficient and coordinated response operations by elements of the emergency organization. ~~IEMS~~ NIMS requires a system-wide integration of skills, people and resources. ~~IEMS~~ NIMS 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 fifteen (15) 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.

February 9, 2012 ii

**RECORD OF CHANGES**

|  |  |  |  |
| --- | --- | --- | --- |
| **CHANGE NUMBER** | **DATE OF CHANGE** | **DATE ENTERED** | **CHANGE MADE BY (SIGNATURE)** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

February 9, 2012 iii

**TABLE OF CONTENTS**

|  |  |  |
| --- | --- | --- |
| **Introduction** |  | Page No. |
| Statement of Approval |  | i |
| Statement of Purpose |  | ii |
| Record of Changes |  | iii |
| Table of Contents |  | iv |
| Instructions for Use |  | V |
|  |  |  |
| **Basic Plan** | | |
| I. | Purpose | BP.1 |
| II. | Situation and Assumptions | BP.1 |
| III. | Concept of Operations | BP.2 |
| IV. | Organization and Assignment of Responsibilities | BP.4 |
| V. | Direction and Control | BP.11 |
| VI. | Continuity of Government | BP.11 |
| VII. | Administration and Logistics | BP.12 |
| VIII. | Plan Development and Maintenance | BP.14 |
| IX. | Authorities and References | BP.14 |
|  |  |  |
| **Common Function Annexes** | | |
| A. | Direction and Control | A.1 |
| B. | Warning | B.1 |
| C. | Communications | C.1 |
| D. | Emergency Public Information | D.1 |
| E. | Evacuation and Transportation | E.1 |
| F. | Shelter and Mass Care | F.1 |
| G. | Law Enforcement | G.1 |
| H. | Fire Service | H.1 |
| I. | Health and Medical | I.1 |
| J. | Resource Management | J.1 |
| K. | Animal Protection and Control | K.1 |
| L. | Donations Management | L.1 |
| M. | Recovery/Damage Assessment | M.1 |
| N. | Hazardous Materials | N.1 |
| O. | Vital Facilities | O.1 |

February 9, 2012 iv

**CITY OF EDEN**

**EMERGENCY OPERATIONS PLAN**

**INSTRUCTIONS FOR USE**

It is intended that this plan, when implemented, be used by the City of Eden 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 city. 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.

Copies of this plan have been distributed to the following:

- American Red Cross

- City Attorney

- City Clerk

- City Manager

- City of Eden Engineering

- City of Eden Environmental Services

- City of Eden Finance & HR

- City of Eden Fire Chief

- City of Eden Planning and Inspections

- City of Eden Police Chief

- City of Eden Parks, Recreation and Facilities Maintenance

- Communications Desk

- Eden City Council

- Eden Rescue Squad

- Mayor of the City of Eden

- Medical Examiner

- Morehead Memorial Hospital

- North Carolina Emergency Management (NCEM)

- Rockingham County Emergency Services

- Rockingham County Health Department

- Rockingham County Sheriff

- Rockingham County School Transportation Director

- Rockingham County Superintendent of Schools

February 9, 2012 v

**CITY OF EDEN EMERGENCY OPERATIONS PLAN FOR MULTI-HAZARDS**

1. **BASIC PLAN**
2. **FUNCTIONAL ANNEXES** (Emergency Support Functions)
3. DIRECTION AND CONTROL

(MAYOR/CITY MANAGER)

1. WARNING

(COMMUNICATIONS DIRECTOR)

1. COMMUNICATIONS

(COMMUNICATIONS DIRECTOR)

1. EMERGENCY PUBLIC INFORMATION

(CITY ATTORNEY/EMERGENCY MANAGEMENT)

1. EVACUATION AND TRANSPORTATION

(LAW ENFORCEMENT/COUNTY TRANSPORTATION SERVICES)

1. SHELTER AND MASS CARE

(DEPARTMENT OF SOCIAL SERVICES/RED CROSS)

1. LAW ENFORCEMENT

(POLICE CHIEF)

1. FIRE SERVICES

(FIRE CHIEF)

1. HEALTH AND MEDICAL SERVICES

(COUNTY HEALTH DIRECTOR/EMS DIRECTOR)

1. RESOURCE MANAGEMENT

(CITY MANAGER/EMERGENCY MANAGEMENT)

1. ANIMAL PROTECTION AND CONTROL

(POLICE CHIEF)

1. DONATIONS MANAGEMENT

(SALVATION ARMY)

1. RECOVERY/DAMAGE ASSESSMENT

(EMERGENCY MANAGEMENT)

1. HAZARDOUS MATERIALS

(FIRE CHIEF)

1. VITAL FACILITIES

(EMERGENCY MANAGEMENT)

**CITY OF EDEN EMERGENCY OPERATIONS PLAN**

**BASIC PLAN**

1. **PURPOSE**

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

1. **SITUATION AND ASSUMPTIONS**
2. Situation
3. The City of Eden is located in North Carolina Emergency Management Central Branch Area 9 and FEMA Region IV. Its geographic location is the north central piedmont section of the State located in Rockingham County. It is bound on the East by Ruffin, on the South by Reidsville and Wentworth, on the North by Virginia, on the west by Stoneville. The current population of the City (as of the start of ~~1998~~) 2012 is approximately ~~15,503 15,696~~.
4. The major traffic arteries are NC Highway 14; NC Highway 87; NC Highway 770; NC Highway l35; NC Highway 700.
5. Railroad is: Norfolk Southern.
6. The City has one heliport. The heliport is located at Morehead Hospital located on E. Kings Highway and NC Highway 14. Additional landing zones: Dehart Park, Freedom Park, Draper Elementary School ballpark, Miller-Coors or Volunteer Fire Station 210.
7. The City is exposed to many hazards, all of which have the potential to disrupt the community, cause damage, and create casualties. Potential hazards identified for the City of Eden are:

Hazardous Materials Accidents

Transportation Accidents (Roads, Rail and Air) Hurricanes/Tornadoes/Windstorms Flooding

Winter Storms/Ice Storms

Drought

Major Fires (to include forest fires) Civil Disorder/Terrorist Incidents

February 9, 2012 BP.1

1. Assumptions

1. It is necessary for the City 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 City.

2. Officials of the City 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 City has been divided into four planning and operational (P&O) zones: (1) the fire station one ~~district~~; (2) the fire station two ~~district~~; (3) the fire station three ~~district~~; and (4) the fire station four ~~district~~.
2. If more than one P&O zone is affected or if there is a serious emergency in one zone, the County emergency organization will be activated to coordinate a County-wide response.
3. The City Emergency Management Coordinator (EMC) will coordinate and activate existing agreements with adjoining counties and cities or towns, during emergencies that have the potential to threaten the safety of its citizens or the citizens of the neighboring state, county, or city or town. Response to this emergency will be coordinated by the on scene Incident Commander.
4. The City Emergency Management will be supported, as necessary, by County 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 Mayor of Eden, or his designee, may declare a "State of Emergency" to exist within the City and begin implementing emergency procedures. (Reference PROCLAMATION OF A STATE OF EMERGENCY).

February 9, 2012 BP.2

1. The City Manager, acting for the Mayor, will coordinate and control City resources and advise the County of needs or progress.
2. 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.

1. 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

Firefighting

Information and Planning

Mass Care

February 9, 2012 BP.3

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.

1. **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 emergency management procedures. Specific responsibilities 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

February 9, 2012 BP.4

1. **Mayor or Mayor Pro Tem**

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 City level and assume direction and control of emergency operations, through the City Manager and Emergency Management Coordinator.

c. Request assistance from State government, through the County 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. Report to the EOC, upon activation.

1. **City Manager or City Manager’s Designee**
2. Ensure City agencies develop and continually update ~~Standard~~ General Operating Guidelines ~~(SOG's)~~ (GOG’s) to respond to emergencies.
3. Ensure that exercises and tests of the emergency systems are conducted on a regular basis.
4. Ensure that representatives from various departments are designated to report to the EOC upon activation to provide assistance.
5. When directed, act on behalf of the Mayor in the control of emergency operations.
6. Ensure that financial records of expenditures are kept during emergencies.

f. Report to the EOC, upon activation.

1. **Emergency Management Coordinator/Fire Chief or Designee**
2. Perform assigned duties according to state statutes and local ordinances.
3. Responsible for planning in accordance with Federal and State guidelines and coordinating of emergency operations within the jurisdiction.

February 9, 2012 BP.5

1. Establish and equip the City Emergency Operating Center (EOC) to include primary and backup communications (fixed and mobile), and provide for operations on a continuous basis as required.
2. Ensure adequate training for the emergency management organization.
3. Recruit and insure training of staff to handle response and recovery operations.
4. Maintain current list of available resources.
5. Coordinate exercises and tests of the emergency systems within the jurisdiction.
6. Maintain liaison with utility companies to arrange for back-up water, power and telephone service during emergencies.
7. Maintain administrative records as required.
8. Alert and activate, as required, the City Emergency Management organization when informed of an emergency within the City.
9. Receive requests for assistance from districts within the City and direct aid to areas where needed.
10. Ensure that narrative and operational journals are kept during the emergency.
11. Ensure necessary information and reports are issued on schedule.
12. Plan for coordination of firefighting operations throughout the City in time of disaster.
13. Develop mutual aid agreements and/or memorandums of understanding, as needed.
14. Report to the EOC, upon activation.
15. **Public Information Officer (City Attorney or Designee)**
16. Prepare procedures for the conduct of public information services during disasters.
17. Maintain current inventories of public information resources.
18. Coordinate all media releases pertaining to emergency planning and operations.

February 9, 2012 BP.6

1. Provide for rumor control and emergency instructions.
2. Develop media advisories for the public.
3. Provide emergency information for the public including the visually impaired, hearing impaired and non-English speaking groups.
4. Report to the EOC, upon activation.
5. **Police Chief or Designee**
6. Plan for conducting traffic control, security and other law enforcement operations throughout the City during disasters.
7. Develop mutual aid agreements with surrounding law enforcement agencies.
8. Provide security for personnel and equipment at shelters and at the EOC, as needed.
9. Report to the EOC, upon activation.
10. **Emergency Medical Services Director**
11. Plan for coordination of on-scene patient care and ambulance activities throughout the City.
12. Develop mutual aid agreements with regards to EMS activities.
13. Coordinate with hospital disaster coordinator on use of medical facilities within the City for mass casualty incidents.
14. Report to the EOC, upon activation.
15. **~~County~~ Eden Rescue Squad ~~Captain~~ Chief or Designee**
16. Conduct search and rescue operations, in conjunction with Police Department and Fire Department.
17. Conduct other rescue operations, as deemed necessary by the Incident Commander/EOC.

February 9, 2012 BP.7

1. **Social Services Director or County Designee**
2. ~~Plan for coordination of social services operations during disaster~~.

a. Coordinate with county.  ~~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.~~

1. ~~Coordinate emergency activities during response and recovery with American Red Cross, Salvation Army, Aging, and other volunteer organizations to include shelter, feeding and clothing.~~
2. **~~Communications~~ ~~Directors~~ Police Captain or Designee**
3. Plan and direct communications and warning systems, including two-way radio systems throughout the City, describing methods of communications between EOC, field forces, shelter facilities, adjacent jurisdictions and area/State EOC.
4. Disseminate warning information.
5. Coordinate message flow at the City EOC.
6. **~~Municipal Public Works~~ Director of Environmental Services or Designee**
7. Plan for emergency repair and restoration of vital facilities and utilities during disasters.
8. Assist with debris removal.
9. **~~Health Director~~**
10. ~~Develop procedures for emergency public health operations.~~
11. ~~Plan for inspection of food and water in shelters and issuance of instructions for decontamination, distribution and usage.~~
12. ~~Conduct sanitation inspections of shelters.~~

February 9, 2012 BP.8

1. **~~Medical Examiner~~**
2. ~~Respond to notifications of fatalities from local authorities and establish an adequate morgue.~~
3. ~~Supervise the location and transportation of the remains of the deceased.~~
4. ~~Certify the causes of death of the deceased victims and issue death certificates.~~
5. ~~Notify next-of-kin and release the remains and personal effects to proper representatives.~~
6. ~~Issue press releases in conjunction with the Public Information Officer.~~
7. **~~Transportation Coordinator~~ Parks, Recreation & Facilities Maintenance Director or Designee**
8. Plan for transportation of City residents in a disaster, including special population groups (handicapped; elderly, etc.).
9. Coordinate transportation operations, as directed by Emergency Management Coordinator.
10. **Finance Officer (City Finance Officer) or Designee**
11. Under the direction of the City Manager, and in coordination with the Emergency Management Coordinator, handle all documentation relating to city funds being spent on all personnel and equipment during the emergency.
12. Develop financial accounting record procedures for agencies to report their emergency expenses.
13. **~~Damage Assessment Officer~~ Planning & Inspections Director or Designee**
14. Coordinate disaster assessment teams conducting field surveys.
15. Collect data and prepare damage assessment reports.

February 9, 2012 BP.9

1. **~~Superintendent of Schools~~**
2. ~~Support transportation operations during evacuation and return.~~
3. ~~Provide support personnel (teachers, nurses, counselors, bus drivers), as needed.~~
4. ~~Provide for use of schools as shelters, as needed by Emergency Management~~.
5. **American Red Cross Liaison or Designee**
6. Coordinate shelter/mass care operations.
7. Through the use of case workers, provide direct assistance to citizens affected by the disaster. County Services or Red Cross.
8. Provide support personnel, as requested by the Emergency Management Coordinator. Mayor or Mayor Pro Tem.
9. **Salvation Army – Officers, Board Members or Designee**
10. Coordinate the management of material goods which have been donated to the affected population.
11. Assist with the coordination of mass care and feeding operations, in conjunction with Red Cross and Social Services.
12. **DIRECTION AND CONTROL**
13. 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 City. 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 Mayor and carried out by the City Manager and City Emergency Management Coordinator.

February 9, 2012 BP.10

1. Upon declaration of an emergency or disaster, the Mayor, City Manager, Emergency Management Coordinator, and other key personnel from various departments and agencies will operate from the Emergency Operating Center (EOC).
2. On-site direction and control will be established by the senior officers of the emergency service having primary responsibility for the situation utilizing an Incident Command System (ICS).

**VI. CONTINUITY OF GOVERNMENT**

1. 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.

1. Line of Succession
2. The line of succession for the City proceeds from the Mayor to the Mayor Pro-Tem, then to the members of the Council (by seniority), then to the City Manager, in accordance with City policy.
3. Lines of succession for Emergency Services and other department/agency heads will be directed by the City Manager in conjunction with the City Emergency Management Coordinator.

C. Preservation of Vital Records

1. It is the responsibility of the Clerk to the Council 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 City provides for the relocation of the governing body to the EOC during times of emergency.

February 9, 2012 BP.11

1. If the primary EOC is determined inoperable, the governing body will relocate to an alternate EOC facility, as directed by the Emergency Management Coordinator.

**VII. ADMINISTRATION AND LOGISTICS**

A. General

1. There are currently one emergency services communications center in the City of Eden. It operates continuously 24 hours per day. The 911 Center, located, serves as the City Warning Point.
2. The operational readiness of the EOC is the responsibility of local Emergency Management Coordinator.

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 Coordinator.

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.

1. Non-Discrimination
2. 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.
3. This policy applies equally to all levels of government, contractors, and labor unions. Planning & Code Enforcement.

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.

February 9, 2012 BP.12

1. 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).
2. 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**

1. The City 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.
2. 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 the Emergency Management Agency.

**IX. AUTHORITIES AND REFERENCES**

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

February 9, 2012 BP.13

1. N.C. Executive Order 61
2. N.C. General Statutes, Chapter 143B, Article 1
3. N.C. General Statutes, Chapter 14, Article 36A
4. N.C. General Statutes, Chapter 147, Article 3A
5. N.C. General Statutes, Chapter 160A, ~~Article 6~~ and Article 8
6. N.C. General Statues, Chapter 160A-149
7. N.C. General Statutes, Chapter 160A-174

February 9, 2012 BP.14

**CITY OF EDEN EMERGENCY OPERATIONS PLAN**

**ANNEX A**

**DIRECTION AND CONTROL**

1. **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.

1. **SITUATION AND ASSUMPTIONS**
2. Situation
3. 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.
4. Many hazards exist within the City 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.
5. 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.
6. Centralized city-wide direction and control (EOC activation) is desirable when one or more of the following situations occur:
7. there exists an imminent threat to the public safety/health;
8. extensive multi-agency/jurisdiction response and coordination is necessary to resolve or recover from the emergency situation;
9. local resources are inadequate/depleted and significant mutual aid, state and/or federal resources must be utilized to resolve the emergency situation;

February 9, 2012 A.1

1. the disaster affects multiple political jurisdictions within the county which are relying on the same emergency resources to resolve the emergency situation;
2. local emergency ordinances are implemented to control the emergency situation.
3. The City Emergency Operations Center serves as the central direction and control point for city-wide emergency response activities.
4. The primary City Emergency Operations Center (EOC) is located at the Eden City Hall Building located at 308 E. Stadium Drive, Eden.
5. In the event the primary EOC is inoperable, an alternate EOC may be established at the ~~Eden Police Department located at 344 W. Stadium Drive~~ Fire Station 100 located at 623 Henry Street.
6. Assumptions
7. 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.
8. The City EOC facility and equipment is adequate for coordinating city-wide emergency operations.
9. Sufficient procedures have been developed to effectively direct and control disaster operations/recovery.
10. Emergency operations and coordination at all levels of government will be carried out according to plans and procedures.
11. **CONCEPT OF OPERATION**
12. General
13. 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 city.
14. The Emergency Management Coordinator (EMC) will activate, organize and operate the EOC in a flexible manner based on the magnitude of the situation.

February 9, 2012 A.2

1. 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 interjurisdictional coordination when the event severely affects the jurisdiction or as requested.
2. The Eden Mayor and City Manager will be notified by the Emergency Management Coordinator when EOC activation is warranted to direct and control emergency operations.
3. The EOC will be managed in accordance with the City EOC Standard Operating Procedures.
4. On-scene activities of emergency response personnel will be managed utilizing the Incident Command System (ICS) and/or NIMS.
5. 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 City Manager or Fire Chief, 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.

1. 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, damage assessment officer and other technical advisors pertinent to the type of emergency/disaster, may be established to:

February 9, 2012 A.3

1. collect, evaluate, display and disseminate information regarding the incident and status of resources;
2. maintain a journal, post data and maintain status boards;
3. analyze the predictable probable course of emergency incident events;
4. develop strategies (action plans) and alternatives to control operations for the incident; and,
5. anticipate resource requirements.
6. 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.
7. The Finance Group, under the direction of the City Finance Officer, may be established to:
8. compile and maintain documentation of purchases, acquisition and utilization of emergency supplies, equipment and other services;
9. 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**

1. Organization
2. The onset of an emergency adds to the normal day-to-day role of existing agencies and organizations within the city 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.
3. Through the City Office of Emergency Management, the City Council exercises its emergency responsibilities during emergencies and disasters to provide for the health and safety of the public.
4. The Emergency Management Coordinator is appointed in accordance with city personnel policy to manage the city emergency management program.

February 9, 2012 A.4

1. When activated, the EOC serves as a central, coordinating point for obtaining, analyzing, reporting and retaining disaster related information.
2. The senior emergency response official responding to an emergency shall become the individual in charge of a site-specific Incident Command System (ICS). 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 ICS assisted by that senior official present for each organization. [29 CFR 1910.120(q)(3)(i)]
3. 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 City EOC (when activated) based on the type, nature, or location of the incident.
4. In situations where the disaster effects are widespread (many incident sites), the EOC may select to establish the city fire districts or any other distinguishable boundaries as the "incident sites" in order to achieve a manageable span of control.
5. 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.
6. **DIRECTION AND CONTROL**
7. The responsibility for the direction and control of disaster situations is vested in the City Council and is routinely exercised through the appointed Emergency Management Coordinator.
8. The EOC is the operational area from which emergency response activities are directed, controlled and coordinated and utilizes the local communications center.
9. The mechanics of the EOC operation are contained in the EOC Standard Operating Guidelines (SOG).

February 9, 2012 A.5

**VI. CONTINUITY OF GOVERNMENT**

1. 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.
2. In the event that the primary EOC is not functional, the alternate EOC will be activated.

**VII. ADMINISTRATION AND LOGISTICS**

1. Facilities to be used as an EOC are provided by City of Eden. This includes furnishings, equipment and communications necessary for the operations staff. Expendable supplies and displays will be provided through the Eden Fire Administration Office.
2. The mechanics of activating, arranging and internal functioning of the EOC are contained in the EOC SOG.

**VIII. PLAN DEVELOPMENT AND MAINTENANCE**

1. The EOC SOG will address staffing, activation, internal functions and administrative and logistical support.
2. 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.

February 9, 2012 A.6

**CITY OF EDEN EMERGENCY OPERATIONS PLAN**

**ANNEX B**

**WARNING**

1. **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 City.

1. **SITUATION AND ASSUMPTIONS**
2. Situation
3. The City Warning Point (Eden P.D. Communications) will normally initiate warning and notification.
4. Broadcast media will be relied upon as the primary means to assist in the dissemination of warning to the general public.
5. Operational telephone and/or radio communications may be utilized to notify public officials, EOC staff, emergency personnel and others as required.
6. Emergency service vehicles are available for back- up warning to the general public via siren and PA.
7. 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.
8. 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.

1. **CONCEPT OF OPERATION**
2. Emergency warning may originate at the national, state or local level of government. Timely warning requires dissemination to the public by all available means.

February 9, 2012 B.1

1. Receipt and Dissemination of Warning
2. The State Warning Point is located at the Raleigh Communications Center. NAWAS and NWS alerts are received there from Federal agencies.
3. Warning received from the site of an emergency is normally reported to the City Warning Point.
4. Notification of governmental officials and emergency response personnel from the City Warning Point will follow established procedures.
5. Dissemination of Warning to the General Public of major emergencies will be by:
6. Emergency Broadcast System (EBS)
7. Weather alert radios
8. Mobile public address systems
9. House to house alert by emergency personnel
10. Cable television
11. Code Red Alert
12. Dissemination of Warning to Special Populations
13. Hearing impaired, special care groups, persons in group quarters and non-English speaking groups are notified by the most expedient means possible.
14. Public schools and other special warning locations are notified by emergency personnel from the City Warning Point.

IV. ORGANIZATION

1. Organization
2. The City Warning Point (Eden P.D. Communications), located at ~~344 W~~. 308 E. Stadium Drive; Eden, N.C., serves on a continuous 24-hour basis from which key officials and the public can be alerted. The City Warning Point has the capability to simultaneously activate warning devices for the public.
3. The Emergency Broadcast System (EBS) provides an operational public warning capability to national, state and local governments.

February 9, 2012 B.2

1. **DIRECTION AND CONTROL**
2. The Mayor of the City of Eden, or designee, has the authority to direct and control the City warning system.
3. The Communications Director (Eden Police Captain) is designated as the City Warning Coordinator and will follow established City warning procedures.
4. **ADMINISTRATION AND LOGISTICS**
5. The City has the following warning systems available for use in an emergency:
6. Emergency Broadcast System
7. NOAA Weather Radio System
8. Code Red
9. Weather Sirens
10. Twitter
11. Facebook
12. Special needs populations in the City (e.g. handicapped; hearing impaired; non-English Speaking) will be identified to ensure that they are contacted during alert conditions.
13. Oral Agreements have been made with CPCS-1 (Common Program Control Station) station managers to disseminate information in accordance with this Annex.
14. **PLAN DEVELOPMENT AND MAINTENANCE**
15. This annex will be reviewed on an annual basis.
16. Law enforcement agencies and fire departments with warning duties will develop and maintain departmental ~~SOGs~~ GOGs mutual aid agreements, personnel rosters, emergency telephone lists and equipment inventories.

C. The City notification list will be updated as required.

February 9, 2012 B.3

**CITY OF EDEN EMERGENCY OPERATIONS PLAN**

**ANNEX C**

**COMMUNICATIONS**

1. **PURPOSE**

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

1. **SITUATION AND ASSUMPTIONS**
2. Situation
3. Communications play a critical role in emergency operations. Communications networks and facilities exist and operate throughout the City. Properly coordinated, these facilities provide for effective and efficient response activities.
4. The City Communications Center is located at the Eden Police Department ~~344 W~~. 308 E. Stadium Drive in Eden.
5. 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.
6. **CONCEPT OF OPERATIONS**
7. General
8. There are four communications centers located within Rockingham County. They consist of the 9-1-1 Communications Center (C-Com), City of Reidsville Communications, City of Eden Communications, and the Sheriff’s Department Communications Center.
9. The City Warning Point is operated 24 hours a day and serves as the Eden Emergency Communications Center.
10. The Emergency Communication Center will be expanded as required.

February 9, 2012 C.1

1. Emergency communications procedures will be implemented and backup capabilities activated as necessary.
2. Appropriate communications personnel will be notified.
3. Communications equipment is vulnerable during time of emergency particularly during periods of national emergency.
4. Communications personnel must possess appropriate security clearances to send or receive classified information.
5. Specific
6. Telephone Service
7. Telephone service in the City is provided by ~~Centel~~ Century Link.
8. The telephone company will be provided with a list of essential users of telephone service.
9. Essential users will receive priority telephone service during emergencies.
10. Two-Way Radio Systems
11. Two-way radio systems throughout the City are designated to be used for direction and control of activities. They provide voice communications between mobile units operated by governmental agencies within the City with the various Communications Centers. The principal operators are:
12. Law Enforcement
13. Emergency Management
14. Fire Services
15. The following additional organizations also operate two-way radio systems:
16. County School System
17. Public Works

February 9, 2012 C.2

1. Rockingham County Building Inspections
2. Rockingham County E.M.S.
3. The following volunteer organization operates various two-way radio systems:

Amateur Radio Emergency Service (ARES)

1. 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 City Warning Point is the central control point for coordinating communications.

**V. DIRECTION AND CONTROL**

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

February 9, 2012 C.3

1. **PLAN DEVELOPMENT AND MAINTENANCE**
2. This annex will be reviewed on an annual basis.
3. All departments/organizations within the City providing emergency communications will develop and maintain communications ~~SOG's~~ GOG’s, mutual aid agreements, personnel rosters, including 24-hour emergency telephone numbers and communications equipment inventories.

February 9, 2012 C.4

**CITY OF EDEN EMERGENCY OPERATIONS PLAN**

**ANNEX D**

**EMERGENCY PUBLIC INFORMATION**

1. **PURPOSE**

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

1. **SITUATION AND ASSUMPTIONS**
2. Situation
3. The City 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.
4. The city is served by the news media outlets listed in the City Resource Manual.
5. 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.

1. Assumptions
2. Local print and broadcast media have agreed to cooperate in broadcasting and publishing detailed disaster-related instructions to the public.
3. 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.

February 9, 2012 D.1

1. **CONCEPT OF OPERATIONS**
2. General
3. Emergency Public Information (EPI) efforts will focus on specific, event-related information.
4. 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.
5. 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 (City Attorney or ~~his~~ designee) 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 (Fire Chief).

1. Execution
2. Ongoing public education programs will be conducted to increase public awareness of potential hazards and necessary responses.
3. The City Public Information Officer (PIO) will coordinate with City 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 City Attorney or ~~his~~ designee will serve in the capacity of Public Information Officer (PIO).

February 9, 2012 D.2

1. The City 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.
2. **DIRECTION AND CONTROL**
3. General - The Public Information Officer is responsible for all news releases and public information disseminated at the City 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 (Fire Chief) 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.

1. **ADMINISTRATION AND LOGISTICS**
2. Media Organizations - A list of media organizations involved in local emergency management programs can be found in the City Resource Manual.
3. Films and Publications - Films, videos and publications dealing with various aspects of emergency management are available from various sources including the local, area and State Office of Emergency Management and the Federal Emergency Management Agency
4. Pre-scripted news releases for various natural and technological hazards are contained in this annex under the section titled SAMPLE NEWS RELEASES.
5. Accounting procedures to recover costs incurred for emergency operations will be established by the City Finance Officer.
6. **PLAN DEVELOPMENT AND MAINTENANCE**
7. The Public Information Officer will develop and maintain PIO programs to support this plan.
8. This annex will be reviewed on an annual basis.

February 9, 2012 D.3

1. **SAMPLE NEWS RELEASES**
2. Shelters opened for Natural or Technological Hazard

**SHELTERS OPENED FOR NATURAL OR TECHNOLOGICAL HAZARD**

**CITY OF EDEN**

Contact: Date: Time:

Phone:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, Mayor of Eden, announced today that due to (the loss of electrical power) the City of Eden Plan for Emergency Shelters would be implemented. Emergency shelters are being established at\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_and\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

The shelters are being set up in coordination with the County Department of Social Services and will provide shelter and food for ( ) City citizens who are without heat.

Mayor \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_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 the City of Eden, 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 School Transportation Officer 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 Rockingham County Department of Social Services, phone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

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

February 9, 2012 D.4

1. Evacuation Plan

**EVACUATION PLAN**

**CITY OF EDEN**

Contact:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_\_\_\_Time:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

The Governor has directed State and Local Emergency Management Personnel, City officials and allied support services to begin preparation for possible implementation of the State and City 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 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_relocates from the City of\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_hazard area. Host Areas are considered to be safe from the direct effects of a nuclear weapon - heat and blast waves.

The City of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_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 City officials to prepare for this possibility.

February 9, 2012 D.5

1. Initial News Release Format

**EMERGENCY PUBLIC INFORMATION**

**CITY OF EDEN**

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 the City of \_\_\_\_\_\_\_\_\_\_\_\_\_\_

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.

City officials asked that all residents of the City of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_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 the City of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. 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 the City of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_should remain tuned to\_\_\_\_\_\_\_\_\_\_\_\_\_for the duration of the crisis for current information.

February 9, 2012 D.6

1. Rumor Control

**RUMOR CONTROL**

**CITY OF EDEN**

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 City 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.

February 9, 2012 D.7

1. Information for "Stay Puts"

**INFORMATION FOR "STAY PUTS"**

**CITY OF EDEN**

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 .

February 9, 2012 D.8

F. Hazardous Materials

**HAZARDOUS MATERIALS EMERGENCY**

**CITY OF EDEN**

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:**

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.

February 9, 2012 D.9

**CITY OF EDEN EMERGENCY OPERATIONS PLAN**

**ANNEX E**

**EVACUATION AND TRANSPORTATION**

**I. PURPOSE**

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

**II. SITUATION AND ASSUMPTIONS**

A. Situation

1. Several emergency situations may require evacuation of all or part of the City. 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 City that are most vulnerable to these threats.

3. A demographic analysis has been completed. Facilities and populations within the City 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 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).

February 9, 2012 E.1

3 . Particular areas of the City, or special populations within the City, 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.

1. 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 or designee 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.

February 9, 2012 E.2

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 City 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 City Emergency Management Coordinator will plan for help to come from the County Transportation Services (ACTS) 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. Each prison and detention center within the County will develop procedures for the relocation of prisoners to jails outside of the threatened area.

f. Evacuation from City parks and recreation areas will be coordinated by the Emergency Management Coordinator.

g. Large employers within the City have procedures for evacuation of their employees. These procedures include, if needed, the temporary shut-down of their facilities.

1. 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.

February 9, 2012 E.3

**IV. ORGANIZATION**

A. Organization

1. Law Enforcement in the City is responsible for implementing the City Evacuation Annex to facilitate the evacuation process during emergencies.

2. During an evacuation, City emergency operations will be directed by the Mayor, or designee, of the City of Eden and coordinated by the City 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 Mayor. In the Mayor's absence, the ~~commissioner~~ council person 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 City'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 ~~SOGs~~,GOG’s, mutual aid agreements, equipment inventories and personnel rosters including 24-hour emergency notification telephone numbers.

February 9, 2012 E.4

**CITY OF EDEN 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 City'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**

1. 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.
2. 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.

February 9, 2012 F.1

C. In conjunction with the City Emergency Management coordinator, 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 school systems.

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.

February 9, 2012 F.2

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.

C. Shelters will be stocked with appropriate supplies, as time allows, and in accordance with agencies' ~~SOGs~~. GOGs.

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 ~~SOG’s~~. GOG’s, letters of agreement, personnel rosters and resource inventories.

February 9, 2012 F.3

**ANNEX F**

**APPENDIX 1**

**SHELTER AND MASS CARE**

**ORGANIZATIONAL STRUCTURE**

**Emergency Management Coordinator**

**Health Department**

**Social Services**

**American Red Cross**

**Rockingham County Consolidated Schools**

**Coordination**

February 9, 2012 F.4

**ANNEX F**

**APPENDIX 2**

**RECEPTION AND CARE FACILITIES**

A listing of Reception and Care Facilities will be kept on file in the Rockingham County Emergency Management Office.

February 9, 2012 F.5

**ANNEX F**

**APPENDIX 3**

**MULTI-HAZARD SHELTER**

**FACILITIES**

A listing of Multi-Hazard Shelter Facilities will be kept on file in the Rockingham County Emergency Management Office.

February 9, 2012 F.6

**ANNEX F**

**APPENDIX 4**

**STATEMENT OF UNDERSTANDING**

**BETWEEN**

**THE ROCKINGHAM COUNTY CHAPTER**

**OF THE**

**AMERICAN RED CROSS**

**AND THE**

**CITY OF EDEN OFFICE OF EMERGENCY MANAGEMENT**

**PURPOSE**

The purpose of this statement of understanding is to provide for the cooperation and coordination between the City of Eden and its agencies and the Rockingham County Chapter of the American Red Cross, in carrying out their assigned responsibilities in the event of natural or man-made disasters or enemy attack.

**DEFINITION OF DISASTER**

A disaster is an occurrence such as hurricane, tornado, storm, flood, high water, wind driven water, tidal wave, earthquake, drought, blizzard, pestilence famine, fire, explosion, volcanic eruption, building collapse, transportation wreck, or other situation that causes human suffering or creates human needs that the victim cannot alleviate without assistance.

**AUTHORITY**

City of Eden Ordinances

County of Rockingham Ordinances

General Statutes of North Carolina Chapter 166A, North Carolina Management Act.

Rockingham County Multi-Hazard Emergency Operations Plan

The Rockingham County Chapter of the American Red Cross

The American Red Cross is an instrumentality of the United States Government, with a Congressional Charter, codified at 36 U.S.C., Section 1 et. seq., under which it is charged to "...carry on a system of relief in time of peace and apply the same in mitigating the suffering caused by pestilence, famine, fire, floods and other great national calamities..." This role has been restated in the Disaster Relief Act of 1974 (P.L. 93-288), which says "...nothing contained in this act shall limit, or in any way affect the responsibilities of the American Red Cross under the Act of January 5, 1905.

February 9, 2012 F.7

**SCOPE OF ROCKINGHAM COUNTY CHAPTER OF THE AMERICAN RED CROSS**

**ACTIVITIES**

**Natural Disasters**

The magnitude of a disaster may be such that it simultaneously affects tens of thousands of people in several states or it may bring suffering and anguish to just a few persons in one apartment building or group of houses. Regardless of the extent of the disaster, it is the responsibility of the National American Red Cross to help meet the human needs that the disaster has caused. These needs may include food, clothing, shelter aid and other basic elements for comfort and survival. As an instrumentality of the National American Red Cross, the Rockingham County Chapter would conform to these standards on the City level.

The Rockingham County Chapter of the American Red Cross also helps disaster victims needing long-term recovery assistance by advising and counseling them on the availability of resources, so that they can resume living in keeping with acceptable standards of health, safety and human dignity. Such resources include those of their own family, as well as federal, state and local agencies, both public and private. If there are no other resources available, the Rockingham County Chapter of the American Red Cross may provide direct additional assistance to enable the victims to re-establish themselves.

Red Cross assistance to disaster victims is not dependent upon a Presidential or other federal, state or local disaster declaration but is provided regardless of the size of the catastrophe or disaster incident.

In carrying out its responsibilities to provide for mass care in peacetime disasters, including precautionary evacuations and peacetime radiological emergencies/nuclear accidents, the American Red Cross will operate appropriate shelters facilities and arrange for mass feeding and other appropriate support. In doing so, the Red Cross will pay related costs only when such activities are under the administrative control of or authorized by the American Red Cross, or when prior written agreements have been made for some other organization to provide emergency services on behalf of the Red Cross.

American Red Cross disaster responsibilities are nationwide. Therefore, when the American Red Cross Chapter is unable to meet the needs of the disaster victims, the resources of the total organization are made available.

The American Red Cross provides blood and blood products and handles welfare inquiries from anxious relatives outside the disaster area.

February 9, 2012 F.8

The Rockingham County Chapter of the American Red Cross may conduct an appeal for voluntary contributions of funds at the time of a disaster.

In disasters with company or owner liability implications, the customary emergency services will be extended on either a mass care basis or to individuals and families if such help is not or cannot be provided immediately by the owner of the property involved, [after such unpredictable catastrophes as collapse of private dams, fires in motels, theaters, night clubs or pleasure boats]

***Peacetime Radiological Emergencies/Nuclear Accidents***

In the case of peacetime radiological emergencies/nuclear accidents, which have company or owner liability implications, the American Red Cross will conduct shelter and feeding operations in centers and facilities designated in advance by the County Office of Emergency Management, under arrangements worked out among the County Office of Emergency Management, the American Red Cross and officials or owners of the buildings.

***Civil Disorders***

Where there is suffering and want resulting from civil disorders and fundamental human needs are not met, the Rockingham County Chapter of the American Red Cross will participate in community action to supplement the efforts of the responsible civil authorities in extending emergency services and relief to the victims of such disturbances.

***Other Emergency Situations***

Situations caused by economic, political and social maladjustment including the usual hazards of industry and agriculture, are not usually considered to be within the American Red Cross responsibility for disaster preparedness and relief. There may be other kinds of emergencies involving large numbers of people; or problems related to energy outages, costs or shortages that create evident human needs or in which public officials request Red Cross assistance.

***War-Caused Situations***

In war-caused situations, the Rockingham County Chapter of the American Red Cross will use its facilities and personnel to support and assist mass care and emergency operations of the City Office of Emergency Management, to the extent the Red Cross considers possible, while carrying out its other essential responsibilities and assignments.

**COORDINATION AND COOPERATION**

In the discharge of its responsibilities, the Rockingham County Chapter of the American Red Cross recognizes the responsibility of the City of Eden Office of Emergency Management in disasters and will coordinate its activities as required. This is essential when a state of emergency is declared by the Governor or the President has declared an emergency or major disaster.

February 9, 2012 F.9

The Rockingham County Chapter of the American Red Cross will keep the Emergency Management Coordinator or his designee advised of actions taken and will keep a continuing liaison with the City of Eden Office of Emergency Management to ensure effective assistance to all disaster victims.

Responsibility for coordinating the services or other voluntary agencies or groups during and after a major disaster will be undertaken by the American Red Cross upon a request from the City of Eden Office of Emergency Management and with the consent of such agencies.

The Rockingham County Chapter of the American Red Cross agrees that, in an emergency, at the request of the City of Eden Office of Emergency Management, the Red Cross liaison person will be provided at the City of Eden EOC.

**PLANNING AND IMPLEMENTATION**

Cooperative arrangements for planning, exchange of information and continuing liaison regarding preparedness and disaster operations will be developed and maintained by the City of Eden Office of Emergency Management and the Rockingham County Chapter of the American Red Cross.

**IN WITNESS WHEREOF**, the parties hereto have executed this Statement of Understanding on the dates indicated.

**CITY OF EDEN ROCKINGHAM COUNTY CHAPTER**

**AMERICAN RED CROSS**

Date Date

February 9, 2012 F.10

**ANNEX F**

**APPENDIX 5**

**SPECIAL NEEDS SHELTERING AND CARE**

**I. PURPOSE**

This appendix provides for the protection of the special needs groups in the general population from the effects of hazards through the identification of special needs shelters.

**II. SITUATION AND ASSUMPTIONS**

A. Situation

1. North Carolina has within the general population, special needs individuals and special needs groups that will require individual and/or special assistance in the event evacuation is required.

2. Some persons with special needs may, with minimal assistance, be able to function in a mass care shelter, while those persons with special health needs requiring constant care and/or life support systems, will require a special needs shelter or a medical facility.

B. Assumptions

1. Any person with special needs for whom care can be provided by that person or by family members should be accepted in the shelter serving his family and his community.

2. Sheltering for special needs will be unique to each city and the special needs shelter may be in a separate designated area of a building housing a mass care shelter, or in a separate facility depending on the resources available in the city.

1. Private and government operated residential facilities caring for special needs groups, such as nursing homes, rest homes, group homes for the mentally ill or developmentally disabled etc., are responsible for their clients continual care during and after the time an evacuation is authorized.
2. Private and government operated facilities caring for special needs groups for less than 24 hours, such as day care, pre-school, day health, are responsible for their clients continual care during and after an evacuation is authorized until or unless the client is released to a parent or a responsible adult.
3. Special needs shelters may be in a separate section of the same building which has a shelter for the general population, or in separate facilities.

February 9, 2012 F.11

**III. CONCEPT OF OPERATIONS**

A. Sheltering for special needs populations will be accomplished through the coordinated efforts of private facilities, governmental agencies, and county-to-county mutual aid agreements.

B. The Department of Human Resources (DHR) has lead responsibility for sheltering and mass care in North Carolina. Within DHR, the Division of Social Services (DSS), and the 100 county Departments of Social Services (county DSS) are designated as the lead agencies to insure that shelter care is provided for special needs groups. This may involve team planning for special needs shelters with public agencies, private facilities, and the medical profession.

C. Local Emergency Management coordinators will assist county DSS and other local agencies with issues related to special needs sheltering, including operation of special needs shelters when a publicly operated special needs shelter is necessary.

D. Divisions under the Department of Human Resources that operate residential facilities are required to have current plans in-place for the evacuation and sheltering of special needs populations. Any plan which includes the use of a state facility for local groups must have prior approval of DHR.

E. Private facilities will be responsible for the evacuation and sheltering of their patients, to include transport to and from shelters.

F. Sheltering needs of special needs groups may be met: in the county if an appropriate facility is available; in adjoining counties; with prior approval from DHR in certain DHR state-operated facilities; or, in shelters administered by county DSS's.

**IV. ORGANIZATION**

A. Organization

1. The State of North Carolina is responsible for the sheltering of special needs groups within the general population, and in government operated and contracted facilities, and for assuring that operators of privately operated facilities including hospitals, rest homes, nursing homes, adult day care, pre-school day care provide for the sheltering needs of their populations.

February 9, 2012 F.12

2. The county DSS is designated as the lead agency for working with public and private facilities and local emergency management in the development and revisions of acceptable sheltering plans for facility clientele. In situations where a private facility cannot provide shelter, the county may, by written agreement, provide shelter space; however, the staffing, feeding care, protection, etc. of the facility's clients remain the responsibility of the facility operator. The county DSS is the primary agency for shelter activation and operation, unless a particular county government has designated another agency.

3. The American Red Cross can provide support services in special needs shelters through pre-disaster agreements with local agencies.

4. Volunteer agencies in the community, such as the Council on Aging, advocacy groups, Salvation Army, volunteer organizations, civic and religious organizations may be able to provide staff equipment, or special services for special needs shelters.

5. Private facilities caring for special needs groups are responsible for the ongoing care of their clients during evacuation and post evacuation periods; transportation to and from the shelter area is also the responsibility of the caretaker.

February 9, 2012 F.13

**CITY OF EDEN 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, County and City law enforcement agencies are available to support local law enforcement agencies within the City.

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 Chief of Police is responsible for coordinating law enforcement operations within the city.
2. Other law enforcement agencies will support emergency law enforcement activities.

February 9, 2012 G.1

3. Routine law enforcement procedures will be followed during emergency situations if feasible.

B. Responsibilities

1. Chief of Police

a. Develop and update on an annual basis the ~~SOPs~~ Departmental Policies/Directives 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, Rockingham County and other counties and/or municipalities during response activities.

1. Deliver radiological monitoring kits when requested by Emergency Management.

m. Limit access to the evacuation area during response and recovery operations.

February 9, 2012 G.2

2. Other 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 Chief of Police 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 Mayor of the City of Eden. 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 City that have a role in this annex will maintain ~~SOGs~~, GOGs, personnel rosters and telephone numbers to support this annex.

February 9, 2012 G.3

**CITY OF EDEN 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 City 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 Materials Right to Know Law, the Fire Chief should survey facilities within his jurisdiction to identify types and volume of hazardous materials located within the City. He should consider this information when developing response plans for hazardous materials accidents within the City. Coordination of facility emergency response plans with the Local Emergency Planning Committee will be included in fire service planning.

February 9, 2012 H.1

**IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES**

A. Organization

1. The fire departments in the City of Eden are made up of organized and trained units utilizing paid or volunteer personnel and serve a specific geographical area, providing service to the City. The primary concern of these departments are structural fires within their jurisdictions.

2. The control and prevention of forest fires is the responsibility of the State Division of Forest Resources. Through mutual aid agreements, the City of Eden Fire Departments support the State Division of Forest Resources in this responsibility.

B. Responsibilities

***1. Fire Marshal/Fire Chiefs***

a. Analyze fire potential and identify fire service requirements.

b. Assist in the preparation of ~~SOGs~~ GOGs for coordination of firefighting 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/rescue personnel and equipment during emergencies.

h. Provide for protective equipment, instruments, antidotes and clothing to perform assigned tasks in a hazardous chemical or radiological environment.

i. Provide fire equipment and personnel to supplement reception areas fire service.

j. Direct and dispatch firefighting aid from municipalities (if applicable) and other counties to the disaster site.

February 9, 2012 H.2

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. Provide for maintaining exposure records and ensure that dosimeters are read and reported at appropriate frequencies.

r. Assist in handling inquiries and informing families on the status of individuals injured or missing due to a disaster event.

s. Provide support personnel to assist in traffic control and damage assessment operations.

t. 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 Fire Marshal for the County and under the Fire Chiefs in the municipalities.

B. Coordination of fire services in an emergency is accomplished by the Fire Marshal and Fire Chiefs, utilizing mutual aid agreements developed with local units; and statewide, through the State Emergency Response Team.

February 9, 2012 H.3

**VI. ADMINISTRATION AND LOGISTICS**

A. A listing of personnel and equipment for fire services located in the City will be maintained by the Fire Chief.

B. Reports and records of fire services activities during an emergency/disaster will be collected and maintained by the Fire Chief.

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.

**VIIL 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.

February 9, 2012 H.4

**CITY OF EDEN 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.

February 9, 2012 I.1

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 expanded by rescue squads and fire departments serving their respective response districts.

3. During mass casualty incidents, EMS will establish patient triage, holding, treatment and transportation areas.

February 9, 2012 I.2

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/Coordinator will coordinate emergency medical service operations.

3. The Medical Examiner will coordinate activities relating to the identification of the dead and mortuary services.

4. Emergency health and medical teams will be provided with safety and health equipment for response to hazardous materials incidents.

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.

February 9, 2012 1.3

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. Hospital Disaster Coordinator**

* 1. Maintain listing of medical facilities.
  2. Provide direction and control for hospital staff during emergencies, coordinating transportation of casualties and medical resources to health care facilities.
  3. Identify facilities that could be expanded into emergency treatment centers.
  4. Prepare procedures for reducing patient populations (e.g., discharge of less critically ill patients.)

1. Implement hospitals disaster plans.

February 9, 2012 I.4

1. Maintain liaison with EMS Coordinator and provide medical guidance as needed to field units.
2. Establish and maintain field and interhospital medical communications.
3. Provide for emergency treatment and hospital care of disaster victims and arrange for a hospital triage team when appropriate.
4. Dispatch triage physician teams to disaster site as requested.
5. 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.
6. Arrange for the restocking of medical supplies and equipment during the recovery phase.
7. Provide for medical care of relocated persons at shelters and congregate care/reception centers.
8. **Medical Examiners**
9. 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.
10. Identify resource equipment and supplies (e.g., refrigerated trucks; body bags.)
11. Coordinate with search and rescue teams.
12. Determine cause of death and issue death certificates.
13. Notify next of kin and release remains and personal effects of the deceased.
14. Issue press releases in conjunction with the City Emergency Public Information Officer (PIO).
15. Coordinate with funeral directors, ambulance services, pathologists, ARC, dentists, X-ray technicians and law enforcement in a mass casualty incident.

February 9, 2012 I.5

1. **Mental Health Director**
2. Develop procedures to provide mental health services during emergencies.
3. Provide crisis intervention training for personnel assigned to mental health service teams.
4. Implement disaster plans for mental health facilities.
5. Provide mental health professionals for treatment of disaster victims.
6. Assist ARC with inquiries and inform families on status of individuals injured or missing.
7. Maintain a 24-hour Crisis Line during periods of evacuation.
8. Identify evacuees in reception centers and shelters who have experienced mental stress and provide them with mental health services.
9. Ensure continuity of mental health treatment and medication for relocatees.
10. Provide crisis counseling to professionals and support staff working with the relocated population.
11. Arrange Critical Incident Stress Debriefings for emergency workers and disaster victims.
12. **Nursing Home Coordinator**
13. Ensure that nursing homes develop evacuation procedures including the discharge of less critically ill patients.
14. Ensure that nursing homes develop procedures for care of those remaining in hazard area (e.g., patients; key workers).
15. Maintain listing of nursing homes and send updated copies to Emergency Management.
16. Provide space as available for temporary hospital/medical treatment facilities.

February 9, 2012 I.6

1. **Superintendent of Schools**
2. Provide trained medical/health personnel (e.g., school nurses, counselors, etc.) as available.
3. Provide school facilities for temporary medical treatment facilities, as needed.
4. Provide buses and drivers, on request, for evacuations of medical and health care facilities.
5. **American Red Cross Liaison (ARC)**
6. Provide food for emergency workers and patients.
7. Maintain a medical evacuee tracking system.
8. Provide blood through blood donor program.
9. Provide nursing staff and nursing aides as requested.
10. Support the emergency response by medical/health and mental health agencies as requested.
11. Provide volunteers to assist in the care of special needs population.
12. Answer inquiries and inform families on status of individuals injured or missing.
13. **Volunteer Groups (e.g., Salvation Army, Ministerial Association)**
14. Provide support personnel for counseling services for disaster victims.
15. Provide appropriately trained personnel, as available, to response teams.
16. Assist ARC in handling inquiries and informing families on the status of individuals injured or missing.
17. **DIRECTION AND CONTROL**
18. Emergency public health operations will be directed from the EOC by the Health Director.
19. The EMS Director will direct and control EMS operations. For on-scene incidents, the senior officer will assume direction and control.

February 9, 2012 I.7

1. The Medical Examiner will direct and control all activities connected with identification of the dead and mortuary services.
2. 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.
3. **ADMINISTRATION AND LOGISTICS**
4. General

1. The County Department of Health will arrange for the collection and processing of vital statistics and other documentation.

1. Data related to disease outbreaks will be collected and forwarded to appropriate State and Federal officials.
2. Health inspections will be conducted with increased frequency.
3. 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.
4. Logistical Support
5. Arrange for mutual aid medical response teams.
6. Provide for augmentation personnel to support medical response teams.
7. Provide for the acquisition of medical/health equipment and supplies.

**VIII. PLAN DEVELOPMENT AND MAINTENANCE**

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

February 9, 2012 I.8

**CITY OF EDEN EMERGENCY OPERATIONS PLAN**

**ANNEX J**

**RESOURCE MANAGEMENT**

1. **PURPOSE**

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

1. **SITUATION AND ASSUMPTIONS**
2. Situation
3. 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.
4. Several categories of resources have been identified in the City of Eden and the surrounding area to include:

-Personnel

-Equipment

-Facilities

-Information

1. Rockingham County Emergency Management maintains a list of public and private sector resources that could be utilized during an emergency/disaster response.
2. Rockingham County's resource inventory is updated on a regular basis.
3. Assumptions
4. During or following an emergency/disaster situation, the initial emergency response will be dependent upon local public and private resources.
5. Adequate local resources do not exist to cope with a catastrophic emergency/disaster response.
6. Identified public and private sector resources will be available when needed for emergency/disaster response.
7. Necessary personnel and supplies will be available to support emergency resource response.

February 9, 2012 J.l

1. **CONCEPT OF OPERATIONS**
2. The City of Eden 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.
3. 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.
4. Resource management will be coordinated from the Rockingham County Emergency Operations Center during county wide emergency/disaster situations and from municipality Emergency Operation Centers during smaller in-town emergencies.

February 9, 2012 J.2

**CITY OF EDEN EMERGENCY OPERATIONS PLAN**

**ANNEX K**

**ANIMAL PROTECTION AND CONTROL**

1. **PURPOSE**

To protect, control and ensure the humane care and treatment of animals (domestic and wild) during an emergency or a disaster situation.

1. **SITUATION AND ASSUMPTIONS**
2. Situation
3. Any disaster that threatens humans, threatens animals as well making it necessary to provide water, shelter, food and first aid.
4. Relocation, shelter, or relief efforts for livestock, wildlife, or domesticated animals may be required.
5. Shelter locations may be required to provide domesticated animal control due to sheltered persons bringing their pets with them.
6. Livestock left in evacuated areas will need to be cared for and provisions will need to be made for reentry.
7. Assumptions
8. The City of Eden will be able to expect outside assistance from the State and private sector.
9. Animal protection planning will ensure the proper care and recovery of animals impacted during an emergency.
10. Personnel with proper training and protective equipment will be available to reenter evacuated areas for the purpose of rescue or care of livestock or domestic animals.
11. **CONCEPT OF OPERATIONS**
12. The sheltering and protection of companion animals and livestock is the responsibility of their owners. Animal owners should plan for animal care during a disaster as they prepare their family protection and preparedness plan.

February 9, 2012 K.1

1. The Rockingham County Humane Society will serve as the lead agency for situation assessment and determination of resource needs. As needed, other city/county agencies may be called upon to assist. Concerns will include rescue, shelter, control, feeding and preventive immunization of animals left homeless, lost or strayed as a result of the disaster.
2. Requests for animal protection assistance will be routed through the Rockingham County Humane Society.
3. Wild animals out of their natural habitat that are in danger either to themselves or humans will be handled by the North Carolina Wildlife Resources Commission.
4. Shelters that have been established for disaster victims will not accept animals. However, if an evacuee comes to the shelter with a pet, efforts will be made to assist in placing the pet in a safe place away from the general population.
5. **DIRECTION AND CONTROL**
6. The Rockingham County Humane Society will direct and control all-activities related to animal protection and control during an emergency or disaster situation.
7. As needed, the Rockingham County Humane Society will coordinate efforts with local law enforcement and State agencies.

February 9, 2012 K.2

**CITY OF EDEN EMERGENCY OPERATIONS PLAN**

**ANNEX L**

**DONATIONS MANAGEMENT**

1. **PURPOSE**

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

1. **SITUATION AND ASSUMPTIONS**
2. Situation
3. Historically, persons not directly affected by an emergency/disaster are eager to render aid to disaster victims through donations of money, goods, and services.
4. Lack of an organized system of management for the identification, receipt, organization, and distribution of donations will result in chaos.
5. The timely release of information to the public regarding needs and points of contact is essential to management of donated goods.
6. Donated goods are essential to recovery in most cases.
7. Suitable facilities, equipment, and personnel are needed for the management of donated goods.
8. The coordination of the collection, packaging, and shipment of goods to a disaster area is best accomplished at the county level.
9. Historically, churches, fire stations, EMS stations, and other volunteer agencies in Eden have served as collection points for donated goods.
10. Monetary donations, staple goods, and those items specifically requested best serve the needs of victims.
11. Distribution of donated goods must be coordinated with the identification of unmet needs.

February 9, 2012 L.1

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

February 9, 2012 L.2

1. The magnitude of the disaster and the severity of local needs will dictate the amount of space and personnel required for the reception and distribution of donated goods.
2. Ideally, a central reception and sorting center for donated goods should be established, and separate locations convenient to the affected areas of the City should be utilized as distribution centers.
3. The Salvation Army will coordinate with other relief agencies working on the disaster to ensure needs are met without duplication of effort.
4. Operational personnel will be solicited from the Volunteer Coordinators' list of available personnel resources.
5. Public information regarding distribution sites, needed goods, volunteers, and other pertinent matters will be coordinated by the Public Information Officer.
6. Requests for needed goods and resupply of needed goods will be channeled through the State EOC.
7. Upon receipt, donated goods must be sorted and packaged in a manner suitable for distribution.
8. When identified as not needed, unwanted goods should be refused.
9. Surplus donated goods will be sold or otherwise disposed of in a manner consistent with the donor's apparent intent.
10. Collection and Shipment of Donated Goods to Other Counties/States/Localities.
11. An attempt will be made to identify the needs of the intended destination prior to collection of goods.
12. A systematic method will be established for collection of the donated goods to be shipped.
13. 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

February 9, 2012 L.3

- Ease of loading and unloading

- Elimination of inappropriate/unwanted goods

1. Shipments of donated goods will be coordinated with the receiving destination prior to departure from the City.
2. Suitable means of transport will be arranged for delivery of the shipment in a timely manner.
3. When appropriate, shipments of donated goods should be coordinated with the Area 9 Office of the NC Division of Emergency Management.

February 9, 2012 L.4

**CITY OF EDEN EMERGENCY OPERATIONS PLAN**

**ANNEX M**

**RECOVERY/DAMAGE ASSESSMENT**

1. **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**

1. Situation
2. Most hazardous events which may affect the City of Eden have the potential for causing damage. A planned damage assessment program is essential for effective response and recovery operations.
3. If a significant emergency/disaster occurs, a series of damage assessment activities will be required in the following order:
4. 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.
5. The State supported Impact Assessment results in the identification of immediate life support needs.
6. Federal/State supported Damage Assessment precedes the delivery of a Presidential Disaster Declaration and defines the specific needs for long term recovery.
7. Following a significant disaster/emergency occurrence, a multitude of independent damage assessment activities will be conducted by a variety organizations including City and County Damage Assessment Teams, American Red Cross, Insurance Companies, Utility Companies, Federal Agencies (National Park Service, Fish and Wildlife, Coast Guard), etc.
8. Recovery from a significant disaster will be managed in two identifiable phases as follows:
9. 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.

February 9, 2012 M.1

1. 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 City Manager, the City Finance Officer, and the Emergency Management Coordinator.
2. 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 the City of Eden.
3. Assumptions
4. The City will continue to be exposed to various hazards resulting in damage to both public and private property.
5. 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.
6. 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.
7. Damage to the utility systems and to the communications systems may hamper the recovery process.
8. 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.
9. A major disaster could have a significant long term economic impact on the City.
10. A major disaster affecting the City could result in the severance of a main transportation artery resulting in a significant alteration of lifestyle in the City.

**III. CONCEPT OF OPERATIONS**

1. General

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

1. Specific
2. Emergency and recovery operations will initially be coordinated from the City Emergency Operations Center.

February 9, 2012 M.2

1. Accurate emergency logs and expenditure records must be kept from the onset of the disaster by each response agency/organization.
2. The ~~Damage Assessment Officer~~ Planning Director or designee appointed by the Planning Director will coordinate the compilation of damage survey data, prepare damage assessment reports for the Emergency Management Coordinator, and plot damaged areas on local maps.
3. 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, Area D Office by the quickest means available.

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.

1. Based upon the local damage assessment reports, the State Emergency Operations Team will determine what recovery capabilities are available to meet the anticipated requirements.
2. 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.
3. The President, under a "major emergency" declaration may authorize the utilization of any federal equipment, personnel and other resources.
4. The President, under a "major disaster" declaration may authorize two basic types of disaster relief assistance:
5. 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;

February 9, 2012 M.3

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.

1. 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.

1. In the event a major disaster or emergency is declared:
2. A Federal Coordinating Officer (FCO) will be appointed by the President to coordinate the federal efforts.
3. A State Coordinating Officer (SCO) and Governor's Authorized Representative (GAR) will be appointed by the Governor to coordinate the state efforts.
4. 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.
5. For IA only, Disaster Application Centers (DACs) will be established central to the affected areas where individuals may apply for assistance.
6. 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.
7. At the applicant's briefing, each eligible entity will submit a Notice of Interest (N01).
8. Each PA applicant (including local government entities) will appoint an "Applicant's Agent" to coordinate the collection of documentation and submission of information to the DFO.

February 9, 2012 M.4

**CITY OF EDEN EMERGENCY OPERATIONS PLAN**

**ANNEX N**

**HAZARDOUS MATERIALS**

1. **PURPOSE**

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

1. **SITUATION AND ASSUMPTIONS**
2. Situation
3. 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.
4. Hazardous materials emergencies could occur from any one of several sources including shipping, roadway and rail transportation, aircraft accidents, or fixed facility accidents.
5. Evacuation or sheltering in place may be required to protect portions of the population of Eden.
6. Certain hazardous material incidents will require response capabilities that are not currently available in Eden. For example: Chlorine leak requiring use of level A equipment, significant fuel spill, etc.
7. Victims of a hazardous materials incident may require unique or special medical care not typically available in Eden.
8. 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.
9. Hazardous materials emergencies may occur without warning requiring immediate emergency response actions.
10. The local jurisdiction must 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.

February 9, 2012 N.1

1. The Regional Response Team for Rockingham County is located in ~~Surry County~~. Greensboro. This team is trained and equipped to respond to and resolve any hazardous material emergency.
2. Alternative, if Greensboro RRT is not available, the North Carolina Governor can contact the Governor of Virginia and request Danville’s RR team.
3. Assumptions
4. Planning and training prior to an incident will significantly reduce the risk to personnel.
5. A facility involved in a hazardous material incident will provide all information required by SARA, Title III, Section 304 on a timely basis.
6. Emergency response personnel are knowledgeable in the use of available resources.
7. 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.
8. Response time for resources requested from outside the City will require a minimum of two hours.
9. Incidents in which the military can be identified as the responsible party, will generally be resolved by Federal resources.
10. 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.
11. **CONCEPT OF OPERATIONS**
12. 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.
13. The level of response required for an incident is determined by:
14. the quantity, quality and the toxic effects of the material involved in the release;
15. the population and/or property threatened;

February 9, 2012 N.2

1. the type and availability of protective equipment required for the released material, and;
2. the probable consequences should no immediate action be taken.
3. 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.
4. Response procedures for each incident will be according to local policies and procedures in compliance with worker safety standards.
5. 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.
6. The Local Emergency Planning Committee has been established at the City 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 111, Section 302.
7. Specific hazardous materials facility information has been gathered and is available to the response community through the Eden Fire Department.
8. Coordination between jurisdictions will be achieved through regional coordination with the ~~Area D~~ Local Emergency Management Coordinator Office or through direct contact with towns and other counties.
9. Training programs for emergency responders in the City 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.

February 9, 2012 N.3

**CITY OF EDEN EMERGENCY OPERATIONS PLAN**

**ANNEX O**

**VITAL FACILITIES**

1. **PURPOSE**

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

1. **SITUATION AND ASSUMPTIONS**
2. Situation
3. 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 Eden including:

Vital Facilities:

1. Shelter Facilities
2. Health/Medical Facilities
3. Government Facilities
4. Communications Facilities
5. Public buildings
6. Emergency service Facilities

Vital Utilities:

1. Communications network components
2. Electric distribution system components
3. Transportation networks
4. Water distribution/waste water facilities

February 9, 2012 O.1

Special Needs Facilities:

1. Correctional Facilities
2. Congregate Care Facilities
3. Day Care Facilities

Vital Resource and services sites:

1. Private Shelter/Reception Centers
2. Landfill and debris collection sites
3. Public/Private supply centers
4. Helicopter landing sites
5. Rockingham County Emergency Management maintains a list of public and private sector resources that could be utilized during an emergency/disaster response.
6. Rockingham County vital facility information is updated on a regular basis.
7. Assumptions
8. 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.
9. Knowledge of vital facilities will reduce the dependence on "unwritten" and "assumed" information.
10. Knowledge of vital facilities will expedite damage assessment and loss estimation.
11. The identification of vital facilities allows for the prioritization of post-disaster areas and restoration.

February 9, 2012 O.2

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

February 9, 2012 O.3

**EMERGENCY RESPONSE**

**TO**

**TERRORISM**

**SECTION 1. INTRODUCTION**

DOCUMENT LAYOUT:

This document is divided into five primary sections:

1. INTRODUCTION

Instructions for Use of Job Aid

Development/Use Assumptions

II. OPERATIONAL CONSIDERATIONS

Assess Security-Response and Initial Approach

Indicators

If There is One Indicator

If There are Multiple Indicators

Command Considerations

On-Scene Size-Up

Incident Site Management, Safety and Security

Tactical Considerations

Mass Decontamination

Symptomatic Patients

Asymptotic Patients (Contaminated or Exposed)

Remote Site Operations (i.e., Hospital Emergency Rooms)

Evidence Preservation

III. INCIDENT-SPECIFIC ACTIONS (BMCE)

Biological

General Information

Response Recommendations

Wet/Dry Agent from Point Source

Threat of Dry Agent Placed into HVAC System or Package with No Visible Evidence.

Confirmed Agent Placed into HVAC System (Visible Fogger, Sprayer or Aerosolizing Device)

Biological Agent Reference Chart

Nuclear/Radiological

General Information

Response Recommendations

Incendiary

General Information

Chemical

General Information

Chemical

Chemical Agent Reference Chart

Nerve Agents

Blister Agents/Vesicants

Blood Agents Choking agents

Riot Control/Irritant Agents

Response Recommendations

Explosives

General Information

Response Recommendations

Unexploded Device/Pre-Blast

Operations

1. AGENCY-RELATED ACTIONS

Fire Department

As the Incident Progresses, Prepare to Initiate Unified Command System

Emergency Medical Services

If First on Scene

If Command Has Been Established

Patient Care Mainstay Worksheet

Law Enforcement

If First on Scene

If Command Has Been Established

HazMat

Assisting Agencies

1. GLOSSARY OF TERMS

**INSTRUCTIONS ON THE USE OF THIS BOOKLET**

INTRODUCTION: Provides basic directions, an overview of the document and explanation of how to use it. It also includes a list of basic assumptions upon which the Job Aid was developed and according to which it is intended to be used.

OPERATIONAL CONSIDERATIONS: Highlights specific strategic and tactical issues that should be assessed. In many instances, questions help direct responders to implement appropriate options or actions.

INCIDENT-SPECIFIC ACTIONS (B-NICE): Provides an overview of considerations and issues that should be assessed with respect to different types of potential terrorist incidents.

AGENCY-RELATED ACTIONS: Provides an overview of considerations and issues that should be assessed by the four primary disciplines that would be immediately involved in a potential terrorist incident.

GLOSSARY OF TERMS: Defines specific terms and concepts used within the checklist. Throughout the document, terms defined in the glossary appear with the symbol \*. The glossary also gives the full form of abbreviations used in the document.

**DEVELOPMENT/USE ASSUMPTIONS**

This booklet will assist the first responder from the fire, EMS, HazMat, and law enforcement disciplines. This includes both tactical and strategic issues that range from the line personnel to unit officers and up to and including the initial incident commander (i.e., battalion chief, etc.).

The document is not a training manual. It is expected that personnel already have appropriate training and experience to address the identified tactics. It should serve as a reminder for those who already have completed the appropriate level of tactical or strategic training, such as the Emergency Response to Terrorism courses developed for classroom and self-study.

The document is designed to assist emergency response personnel in identifying a possible terrorist/WMD incident and implementing initial actions.

The document identifies both strategic and tactical considerations that should be assessed within the first hour of an incident. Appropriate tactics would then be implemented as required.

Every incident is different. It is not possible to develop a document outlining a single chronology or sequence of actions. The order of operations depicted in this booklet may have to be altered to meet the situation. In some cases, various issues may have to be addressed simultaneously.

Terrorist/WMD incidents are complex by nature and rarely handled by a single first responder. This is intended to be used by several different first responders simultaneously at the incident. It may be best that the responsibility for different sections be appropriately assigned to different personnel if available and addressed simultaneously.

**ASSESS SECURITY-RESPONSE AND INITIAL APPROACH**

INDICATORS:

Is the response to a target hazard or target event?

Has there been a threat?

Are there multiple (non-trauma related) victims?

Are responders victims?

Are hazardous substances involved?

Has there been an explosion?

Has there been a secondary attack/explosion?

IF THERE IS ONE INDICATOR:

Respond with a heightened level of awareness.

IF THERE ARE MULTIPLE INDICATORS:

You may be on the scene of a terrorist incident

Initiate response operations with extreme caution.

Be alert for actions against responders

Evaluate and implement personal protective measures

Consider the need for maximum respirator protection.

Make immediate contact with law enforcement for coordination

Response route considerations:

Approach cautiously, from.uphill/upwind if possible.

Consider law enforcement escort

Avoid choke points (ie., congested areas)\*

Designate rally points (i.e., regrouping areas-different from staging area-For responders).\*

Identify safe staging locations for incoming units.

COMMAND CONSIDERATIONS

Establish command.

Isolate area/deny entry.

Ensure scene security.

Initiate on-scene size-up and hazard/risk assessment.

Provide, identify, designate safe staging locations for incoming units.

Ensure the use of personal protective measures and shielding.

Assess emergency egress routes. \*

Position apparatus to facilitate rapid evacuation.

If you must use emergency egress, reassemble at designated rally points. \*

Ensure personnel accountability.

Designate incident safety officer.

Assess command post security.

Consider assignment of liaison and public information positions.

Assess decontamination requirements (gross, mass, etc.) \*

Consider the need for additional/specialized resources:

Fire

EMS

HazMat

Law enforcement/explosive ordnance disposal (bomb squad)

Emergency management

Public works

Public health

Environmental

Others.

Consider as a potential crime scene

Consider everything at the site as potential evidence.

Ensure coordination with law enforcement

Make appropriate notifications

Dispatch center (update situation report)

Hospitals

Utilities

Law enforcement

State point of contact as appropriate

Prepare for transition to Unified Command.

Ensure coordination of communications and identify needs.

ON-SCENE SIZE-UP

Review dispatch information.

Look for physical indicators and other outward warning signs (of biological, nuclear, incendiary, chemical and explosive events, including armed assault):

Debris field

Mass casualty/fatality with minimal or no trauma

Responder casualties

Severe structural damage without an obvious cause

Dead animals and vegetation

Systems disruptions (utilities, transportation, etc.)

Unusual odors, color of smoke, vapor clouds

Victim's signs and symptoms of hazardous substance exposure:

Are there unconscious victims with minimal or no trauma?

Are there victims exhibiting SLUDGEM signs/seizures? \*

Is there blistering, reddening of skin, discoloration or skin irritation?

Are victims having difficulty breathing?

Identify apparent sign/symptom commonality.

Interview victims and witnesses (if possible):

Is everyone accounted for?

What happened (information on delivery system)?

When did it happen?

Where did it happen?

Who was involved?

Did they smell, see, taste, hear, or feel anything (out of the ordinary)?

Identify type of event

Biological

Nuclear/radiological

Incendiary

Chemical

Explosive

Armed assault

Weather report considerations:

Downwind exposures

Monitor forecast

Determine life safety threats:

Self

Responders

Victims

Public

Determine mechanism of injury (TRACEM-P)

Thermal

Radiological

Asphyxiant

Chemical

Etiological

Mechanical

Phychological

Estimate number of victims:

Ambulatory

Nonambulatory

Identify damaged/affected surroundings:

Structural exposures

Downwind exposures

Environmental exposures

Below-grade occupancies

Below-grade utilities

Aviation/air space hazards

Consider potential for secondary attack:

Chemical dispersal devices

Secondary explosive devices

Booby traps

Determine available and needed resources:

Fire

EMS

HazMat

Law enforcement/explosive ordnance disposal (bomb squad)

Emergency management

Public works

Public health

Environmental

Others

INCIDENT SITE MANAGEMENT, SAFETY, AND SECURITY

Reassess initial isolation/standoff distances:

Establish an outer perimeter \*

Establish an inner perimeter \*

Initiate public protection actions:

Remove endangered victims from high-hazard areas.

Establish safe refuge area (contaminated vs. uncontaminated). \*

Evacuate

Protect in place

Identify appropriate PPE options prior to committing personnel.

Dedicate emergency medical services needed for responders.

Prepare for gross decontamination operations for responders

Coordinate with law enforcement to provide security and control of perimeters.

Designate an emergency evacuation signal.

TACTICAL CONSIDERATIONS

Life safety:

Isolate/secure and deny entry

Public protection (evacuate/protect in place).

Implementation of self-protection measures.

Commit only essential personnel/minimize exposure.

Confine/contain all contaminated and exposed victims.

Establish gross decontamination capabilities. \*

Rescue considerations:

Is the scene safe for operations?

Can I make it safe to operate?

Are victims viable?

Are they ambulatory?

Can they self-evacuate?

Are they contaminated?

Do they require extrication (bombing events)?

Is a search safe and possible?

Is specialized PPE required?

Incident stabilization (consider defensive operations):

Water supply

Exposure protection

Utility control

Fire suppression

HazMat control

MASS DECONTAMINATION

Position the decontamination area upwind and uphill.

First responders wearing full structural gear and SCBA may approach the victims to provide direction and guidance.

Avoid contact with any liquids on the ground, victims' clothing, or other surfaces.

Remove contaminated/exposed victims from the high-hazard area. Isolate/secure them in a holding area at the other periphery of the hot zone. \*

Evaluate signs/symptoms to determine the type of agent involved.

NOTE: Signs or symptoms of exposure (depending on the agent) may include difficulty breathing; reddening, burning, and/or itching of the eyes and/or skin; irritation of the nose and throat; runny nose or salivation; coughing; pinpoint pupils; pain in the eyes or head; seizure-like activity or convulsions; vomiting; etc.

Separate the victims into groups of:

Symptomatic and asymptomatic.

Ambulatory and nonambulatory

Medical providers may access the patients in the holding area to initiate triage, administer Antidotes, and provide basic care in accordance with local protocols.

The type of decontamination system is dependent on the number of patients, the severity of their injuries, and the resources available.

Several patients may be handled with a single hose line, while numerous patients will require the use of a mass decontamination corridor. \*

Large numbers of patients may require engine companies to use the "side-by-side" system as well as numerous showers to move multiple lines of patients through the process.

SYMPTOMATIC PATIENTS

Begin emergency gross decontamination immediately on victims who:

Are symptomatic \*

Have visible (liquid) product on their clothing

Were in close proximity to the discharge

In a mass casualty setting life safety takes precedence over containing runoff.

Set up decontamination in an area such that the decontamination water will flow away from your operation and into the grass or soil, if possible.

Provide privacy only if it will not delay the decontamination process.

Remove all of the victims' clothing.

Thoroughly wash/rinse the victims:

For limited number of patients: use soap, soft brushes, and water from small hose lines at low pressure (30 psi fog).

For multiple patients: engines parked side-to-side dispersing water at low pressures from discharges or multiple showers may be used.

NOTE: Patients should remain in the water for several minutes and receive a thorough flushing (arms up, spin around). Personnel should be positioned at the exit side of the corridor to manage the patients and ensure they stay in the water for an adequate period of time.

Separate lines may be required to process nonambulatory patients.

As resources become available, separate decontamination lines may be established for male and female patients, as well as families.

Provide emergency covering (i.e., emergency blankets and sheets for the victims).

Transfer patients to EMS for triage/treatment

ASYMPTOMATIC PATIENTS (CONTAMINATED OR EXPOSED)

Process patients through the gross decontamination\* showers with their clothes on.

Have them proceed to separate holding areas by gender.

Separate systems should be established for male and female patients.

Set up tents/shelters and provide showers or an improvised wash system.

Patients should be numbered and bags should be used to store their personal effects.

Provide emergency covering/clothing.

Transfer patients to a holding area for medical evaluation

REMOTE SITE OPERATIONS (i.e., HOSPITAL EMERGENCY ROOM)

Stand-alone decontamination systems may have to be established outside of hospital emergency rooms for patients who self-present at the location:

Units with decontamination capabilities should be dispatched to establish a system.

Triage the patients and separate them into symptomatic and asymptomatic Groups. \*

Patients who are symptomatic or have visible product on their clothes will be a priority. \*

Remove clothes and flush thoroughly.

Liaison with the hospital staff to determine where patients will be sent after decontamination.

EVIDENCE PRESERVATION

Recognize potential evidence.

Unexploded devices

Portions of devices

Clothing of victims

Containers

Dissemination devices

Note location of potential evidence.

Report findings to appropriate authority.

Move potential evidence only for life safety/incident stabilization.

Establish and maintain chain of custody for evidence preservation.

**BIOLOGICAL**

GENERAL INFORMATION:

Biological agents may produce delayed reactions

Unlike exposure to chemical agents, exposure to biological agents does not require immediate removal of victims' clothing or gross decontamination in the street. \* Inhalation is the primary route of entry.

SCBA and structural firefighting clothing provides adequate protection for first responders.

DOT-ERG #158 provides additional information.

RESPONSE RECOMMENDATIONS:

Position uphill and upwind and away from building exhaust systems.

Isolate/secure the area. (DOT-ERG #158 recommends initial isolation distance of 80 feet.)

Do not allow unprotected individuals to enter area.

Be alert for small explosive devices designed to disseminate the agent.

Gather information:

Type and form of agent (liquid, powder, aerosol).

Method of delivery

Location in structure

OPERATIONAL PROCEDURES ARE PROVIDED ON THE FOLLOWING PAGES FOR THE FOLLOWING SCENARIOS:

Wet/dry agent from a point source

Threat of agent placed in HVAC system or package (with no physical evidence)

Confirmed agent placed into HVAC system (visible fogger, sprayer or aerosolizing device).

WET/DRY AGENT FROM POINT SOURCE

Personnel entering area must wear full PPE, including SCBA.

Avoid contact with puddles, wet surfaces, etc.

Isolate area of building

Keep all potentially exposed individuals in close proximity, but out of the high-hazard area.

Shut down HVAC system that services the area.

If victims have visible agent on them:

Wash exposed skin with soap and water.

If highly contaminated (i.e., splashed) and the facility is equipped with showers, the victims may take a shower and change clothes as a precaution.

HazMat team may be able to conduct a bioassay field test (limited number of agents).

If possible, a sample of the material may be collected for testing:

If test results are positive, decontaminate in shower facility with warm water/soap.

Provide emergency covering/clothing and bag personal effects.

Refer to medical community for treatment.

THREAT OF DRY AGENT PLACED INTO HVAC SYSTEM OR PACKAGE WITH NO PHYSICAL EVIDENCE

Isolate the building:

Keep all potentially exposed victims in the building.

Shut down all HVAC systems for the building.

Collect information regarding the threat, target or any previous activity to gauge the credibility of the threat.

Initiate a search of the building.

Personnel entering area must wear full PPE including SCBA.

Avoid contact with puddles, wet surfaces, etc.

Investigate all HVAC intakes, returns, etc., for evidence of agent or dispersal equipment.

If any evidence of an agent is found in/near the HVAC system, remove occupants from the building and isolate them in a secure and comfortable location.

If a suspicious package is found, handle as a point source event.

Contaminated victims should shower and change.

No decontamination should take place unprotected and in the open.

Tents or other sites should be used.

Exposed victims may shower and change at their discretion.

Refer to medical community for treatment.

CONFIRMED AGENT PLACED IN HVAC SYSTEM (VISIBLE FOGGER, SPRAYER OR AEROSOLIZING DEVICE)

Personnel entering must wear full PPE and SCBA.

Avoid contact with puddles, wet surfaces, etc.

Remove occupants from building/area, and isolate in a secure and comfortable location.

Shut down HVAC system(s).

HazMat team may be able to conduct a bioassay field test (limited number of agents).

If possible, a sample of the material may be collected for testing.

If test results are positive, contaminated victims should shower and change.

No decontamination should take place unprotected and in the open.

Tents or other sites should be used.

Gather all decontaminated victims in a specific holding area for medical evaluation.

**NUCLEAR/RADIOLOGICAL**

GENERAL INFORMATION

Radiological agents may produce delayed reactions.

Unlike exposure to chemical agents, exposure to radiological agents does not require immediate removal of victims' clothing or gross decontamination in the street.

Inhalation is the primary route of entry for particulate radiation.

In most cases, SCBA and structural firefighting clothing provides adequate protection for first responders.

Alternately, gamma sources require minimizing exposure time and maintaining appropriate distances as the only protection.

Exposed/contaminated victims may not exhibit obvious injuries.

DOT-ERGs #163 & 164 provide additional information.

RESPONSE RECOMMENDATIONS

Position upwind of any suspected event.

Isolate/secure the area. DOT-ERG #163 recommends a minimum distance of 80 to 160 feet.

Be alert for small explosive devices designed to disseminate radioactive agents.

Use time, distance, and shielding as protective measures. \*

Use full PPE including SCBA.

Avoid contact with agent. Stay out of any visible smoke or fumes.

Establish background levels outside of suspected area.

Monitor radiation levels.

Remove victims from high-hazard area to a safe holding area.

Triage, treat, and decontaminate trauma victims as appropriate.

Detain or isolate uninjured persons or equipment.

Delay decontamination for such persons/equipment until instructed by radiation authorities.

Use radiation detection devices, if possible, to determine if patients are contaminated with radiological material.

**INCENDIARY**

GENERAL INFORMATION

Fire may present intense conditions:

Rapid spread

High heat

Multiple fires

Chemical accelerant

Terrorists may sabotage fire protection devices

Be alert for booby traps

Be aware of the possibility of multiple devices.

**CHEMICAL**

GENERAL INFORMATION

Victims' signs and symptoms of hazardous substance exposure:

Are there unconscious victims with minimal or no trauma?

Are there victims exhibiting SLUDGEM \* signs/seizures?

Is there blistering, reddening of skin, discoloration or skin irritation?

Are the victims having difficulty breathing?

Look for physical indicators and other outward warning signs:

Medical mass casualty/fatality with minimal or no trauma.

Responder casualties

Dead animals and vegetation

Unusual odors, color of smoke, vapor clouds.

Dispersal methods:

Air handling system

Misting or aerosolizing device

Sprayer

Gas cylinder

Dirty bomb

DOT-ERGs provide additional information:

Nerve agents (Guide #153)

Blister agents (Guide #153)

Blood agents (Guides #117, 119, 125)

Choking agents (Guides #124, 125)

Irritant agents (riot control) (Guides #153, 159)

RESPONSE RECOMMENDATIONS

Approach from uphill and upwind

Victims exposed to chemical agents require immediate removal of clothing, gross decontamination and definitive medical care. \*

Upon arrival, stage at a safe distance away from the site.

Secure and isolate the area/deny entry.

Complete a hazard and risk assessment to determine if it is acceptable to commit responders to the site.

Be aware of larger secondary chemical devices.

Personnel in structural PPE/SCBA should not enter areas of high concentration, unventilated areas, or below-grade areas for any reason.

Personnel in structural PPE/SCBA may enter the hot zone near the perimeter (outside of areas of high concentration) to perform life-saving functions.

Move ambulatory patients away from the area of highest concentration or source.

Confine all contaminated and exposed victims to a restricted/isolated area at the outer edge of the hot zone. \*

Symptomatic \* patients should be segregated into one area and asymptomatic patients should be placed in another area.

Law enforcement should establish an outer perimeter \* to completely secure the scene.

If a particular agent is known or suspected, this information should be forwarded to EMS personnel and hospitals so sufficient quantities of antidotes can be obtained. Hospitals should be notified immediately that contaminated victims of the attack may arrive or self-present at the hospital.

Begin emergency gross decontamination \* procedures starting with the most severe symptomatic\* patients. Use soap-and-water decon.

Decontamination capabilities should be provided at the hospital to assist with emergency gross decontamination \* prior to victims' entering the facility.

If available, HazMat personnel in chemical PPE may be used for rescue, reconnaissance, and agent identification.

Asymptomatic \* patients should be decontaminated in a private area (tent or shelter) and then forwarded to EMS for evaluation.

CHEMICAL

Chemical Agent Reference Charts

Nerve Agents

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Common Name  (Military Symbol) | Tabun  (GA) | Sarin  (GB) | Soman  (GD) | VX |
| Volatility/Persistency | Semi persistent | | | Persistent |
| Rate of Action | Rapid | | | Rapid |
| Route of Entry | Respiratory and Skin | | | |
| Odor | Fruity | | Camphor | Sulfur |
| Signs and Symptoms | Headache, runny nose, salivation, pinpointing of pupils, difficulty in breathing, tight chest, seizures/convulsions | | | |
| Self-Protection | Respiratory and skin | | | |
| First Aid | Remove from area, treat symptomatically Atropine and 2 – Pam chloride | | | |
| Decontamination | Remove agent, flush with warm water/soap | | | |
| Non-persistent = minutes – hours Semi-persistent = < 12 hours Persistent = > 12 hours | | | | |

CHEMICAL

Chemical Agent Reference Charts

Blister Agents/Vesicants

|  |  |  |  |
| --- | --- | --- | --- |
| Common Name  (Military Symbol) | Mustard  (H) | Lewisite  (L) | Phosgene  (CX) |
| Volatility/Persistency | Persistent | | |
| Rate of Action | Delayed | Rapid | |
| Route of Entry | Skin, inhalation, eyes | | |
| Odor | Garlic | Geraniums | Irritating |
| Signs and Symptoms | Red, burning skin, blisters, sore throat, dry cough. Pulmonary edema, memory loss, coma/seizures. Some symptoms may be delayed from 2 to 24 hours. | | |
| Self-Protection | Respiratory and skin | | |
| First Aid | Decontaminate with copious amount of water, remove clothing, support airway, treat symptomatically. | | |
| Decontamination | Remove from area. Flush with warm water/soap. | | |
| Non-persistent = minutes – hours Semi-persistent = < 12 hours Persistent = > 12 hours | | | |

CHEMICAL

Chemical Agent Reference Charts

Blood Agents

|  |  |  |  |
| --- | --- | --- | --- |
| Common Name  (Military Symbol) | Hydrogen Cynide  (AC) | Cyanogen Chloride  (CK) | Arsine  (SA) |
| Volatility/Persistency | Non-persistent | | |
| Rate of Action | Rapid | | |
| Route of Entry | Skin, inhalation, eyes | | |
| Odor | Burnt almonds or peach kernels | Garlic | |
| Signs and Symptoms | Cherry red skin/lips, rapid breathing, dizziness, nausea, vomiting, convulsions, dilated pupils, excessive salivation, gastrointestinal hemorrhage, pulmonary edema, respiratory arrest. | | |
| Self-Protection | Respiratory and skin | | |
| First Aid | Remove from area, assist ventilation, treat symptomatically, administer cyanide kit | | |
| Decontamination | Remove from area, remove wet clothing, flush with soap and water, aerate | | |
| Non-persistent = minutes – hours Semi-persistent = < 12 hours Persistent = > 12 hours | | | |

CHEMICAL

Chemical Agent Reference Charts

Chocking Agents

|  |  |  |  |
| --- | --- | --- | --- |
| Common Name  (Military Symbol) | Chlorine  (CL) | Phosgene  (CG) | Diphosgene  (DP) |
| Volatility/Persistency | Non-persistent Vapors may hang in low areas | | |
| Rate of Action | Rapid in high concentration, up to 3 hours in low concentrations | | |
| Route of Entry | Respiratory and skin | | |
| Odor | Bleach | Newly mowed hay | Cut grass or green corn |
| Signs and Symptoms | Eye and airway irritation, dizziness, tightness in chest, pulmonary edema, painful cough, nausea, headache | | |
| Self-Protection | Respiratory and skin | | |
| First Aid | Remove from area, remove contaminated clothing, assist ventilations, rest | | |
| Decontamination | Wash with copious amounts of water, aerate | | |
| Non-persistent = minutes – hours Semi-persistent = < 12 hours Persistent = > 12 hours | | | |

CHEMICAL

Chemical Agent Reference Charts

Riot Control/Irritant Agents

|  |  |  |  |
| --- | --- | --- | --- |
| Common Name  (Military Symbol) | Tear Gas  (CS & CR) | Mace  (CN) | Pepper Spray  (OC) |
| Volatility/Persistency | Low-High >60 days on porous material | Low | Varies depending upon surface |
| Rate of Action | 20-60 sec. | Rapid | |
| Route of Entry | Respiratory and skin | | |
| Odor | Hair spray | Apple Blossoms | Pepper or odor of propellant |
| Signs and Symptoms | Tearing eyes, nose and throat irritation, coughing, shortness of breath, vomiting | | |
| Self-Protection | Respiratory and skin | | |
| First Aid | Remove from area, support respirations, treat symptomatically, remove contaminated clothing | | |
| Decontamination | Brush off material, use decon wipes, water, remove contaminated clothing | | |
| Non-persistent = minutes – hours Semi-persistent = < 12 hours Persistent = > 12 hours | | | |

**EXPLOSIVES**

GENERAL INFORMATION

Explosive devices may be designed to disseminate chemical, biological, or radiological agents.

Explosives may produce secondary hazards, such as unstable structures, damaged utilities, handing debris, void spaces, and other physical hazards.

Devices may contain anti-personnel features such as nails, shrapnel, fragmentation design, or other material.

WARNING: Always be alert for potential secondary devices.

Outward warning signs:

Oral or written threats.

Container/vehicle that appears out of place

Devices attached to compressed gas cylinders, flammable liquid

Containers, bulk storage containers, pipelines, and other

Chemical containers (dirty bomb).

Oversized packages with oily stains, chemical odors, excessive

Postage, protruding wires, excessive binding, no return address, etc.

DOT-ERGs #112 and 114 provide additional information.

RESPONSE RECOMMENDATIONS

UNEXPLODED DEVICE/PRE-BLAST OPERATIONS

Command post should be located away from areas where improvised secondary devices may be placed, e.g., mailboxes, trash cans, etc.

Stage incoming units:

Away from line of sight of target area

Away from buildings with large amounts of glass

In such a way as to utilize distant structural and/or natural barriers to assist with protection.

Isolate/deny entry.

Secure perimeter based on the size of the device.

WARNING: Coordinate activities with law enforcement and be prepared for operations if the device activates.

Attempt to identify device characteristics:

Type of threat

Location

Time

Package

Device

Associated history

Standoff distance should be commensurate with the size of the device:

Car bomb = 1500 ft. (increase distance for larger vehicles).

Package bomb (1-25 lbs.) = 1000 ft.

Pipe bomb = 500 ft.

Use extreme caution if caller identifies a time for detonation. It is very possible that the device will activate prior to the announced time.

Discontinue use of all radios, mobile data terminals (MDTs), and cell phones in accordance with local protocols.

Evaluate scene conditions:

Potential number of affected people

Exposure problems

Potential hazards: utilities, structures, fires, chemicals, etc.

Water supply

Evaluate available resources (EMS, HazMat, Technical Rescue, etc.)

Review pre-plans for affected buildings.

Make appropriate notifications.

Develop action plan that identifies incident priorities, potential tactical

Assignments, and key positions in the ICS/Unified Command. \*

Command post should be located away from areas where improvised secondary devices may be placed, e.g., mailboxes, trash cans, etc.

Initial arriving units

Stage a safe distance from reported incident (or where you first encounter debris).

Away from line of sight of target area.

Away from buildings with large amounts of glass.

Utilize distant structural and/or natural barriers to assist with protection.

Stage incoming units at a greater distance. Consider using multiple staging sites.

Debris field may contain unexploded bomb material.

Discontinue use of all radios, mobile data terminals (MDTs), and cell phones in accordance with local protocols.

Remove all citizens and ambulatory victims from the affected area.

Determine on-scene conditions and evaluate resource requirements:

Explosion

Fire

Structural collapse/unstable buildings

Search/rescue (Nonambulatory/trapped victims).

Exposures

Utilities

Number of patients and extent of injuries

Other hazards

Make notifications (law enforcement, hospitals, emergency management) as appropriate:

Local

State

Federal

Complete hazard and risk assessment.

WARNING: If it is determined that entry/intervention must occur (life safety), the following procedures should be implemented.

Personnel should only be allowed to enter the blast area for life safety purposes.

Remove viable patients to safe refuge area.

Direct ambulatory patients to care.

Limit the number of personnel and minimize exposure time. Personnel entering the blast area should:

Wear full protective clothing, including SCBA.

Monitor atmosphere:

Flammability

Toxicity

Radiation

Chemical

pH

Establish emergency gross decontamination.

WARNING: Area should be evacuated of all emergency responders if there is any indication of a secondary device.

Remove patients from the initial blast site to a safe refuge area. \*

Triage/treatment area established at the casualty collection point \* (if established):

Notify hospitals

Implement mass casualty plan.

Do not allow rescuers to enter unsafe buildings or high-hazard areas.

Control utilities and protect exposures from a defensive position.

Preserve and maintain evidence.

FIRE DEPARTMENT

Isolate/secure the scene, deny, entry, establish control zones.

Establish command.

Evaluate scene safety/security.

Stage incoming units.

Gather information regarding the incident, number of patients, etc.

Assign ICS positions as needed.

Initiate notifications (i.e., hospitals, law enforcement, state/federal agencies, etc.).

Request additional resources.

Use appropriate self-protective measures:

Proper PPE

Time, distance, and shielding\*

Minimize number of personnel exposed to danger.

Initiate public safety measures:

Rescue

Evacuate

Protect in place

Establish water supply:

Suppression activities

Decontamination

Control and isolate patients (away from the hazard, at the edge of the hot/warm zone).\*

Coordinate activities with law enforcement.

Begin and/or assist with triage, administering antidotes, and treatment.

Begin gross mass decontamination operations.\*

AS THE INCIDENT PROGRESSES, PRESPARE TO INITIATE UNIFIED COMMAND SYSTEM \*

Establish Unified Command post, \* including representatives from the following organizations:

Emergency Medical Services

Law enforcement

Hospitals/public health

Emergency management

Public works

Establish and maintain chain of custody for evidence protection

**EMERGENCY MEDICAL SERVICES**

IF FIRST ON SCENE:

Isolate/secure the scene, establish control zones

Establish command

Evaluate scene safety/security

Stage incoming units

IF COMMAND HAS BEEN ESTABLISHED:

Report to and/or communicate with command post.

Gather information regarding:

Type of event

Number of patients

Severity of injuries

Signs and symptoms

Assign medical Incident Command positions as needed.

Notify hospitals.

Request additional resources as appropriate:

Basic Life Support (BLS)/Advanced Life Support (ALS).

Medivac helicopter (trauma/burn only).

Medical equipment and supply caches.

Metropolitan Medical Response. System (MMRS)

National Medical Response Team (NMRT).

Disaster Medical Assistance Team (DMAT).

Disaster Mortuary Response Team (DMORT).

Use appropriate self-protective measures:

Proper PPE

Time, distance, and shielding

Minimize number of personnel exposed to danger

Initiate mass casualty procedure.

Evaluate the need for casualty collection point (CCP)\*/patient staging area\* (PSA).

Control and isolate patients (away from the hazard, at the edge of the hot/warm zone\*).

Ensure patients are decontaminated prior to being forwarded to the cold zone\*.

Triage, administer antidotes, treat and transport victims.

Evidence preservation/collection:

Recognize potential evidence.

Report findings to appropriate authority.

Consider embedded objects as possible evidence.

Secure evidence found in ambulance or at hospital.

Establish and maintain chain of custody for evidence preservation.

Ensure participation in Unified Command\* system when implemented.

**LAW ENFORCEMENT**

IF FIRST ON SCENE:

Isolate/secure the scene, establish control zones.

Establish command.

Stage incoming units

IF COMMAND HAS BEEN ESTABLISHED:

Report to command post.

Evaluate scene safety/security:

Ongoing criminal activity

Consider victims to be possible terrorists.

Secondary devices

Additional threats

Gather witness statements/observations and document.

Initiate law enforcement notifications:

Federal Bureau of Investigation (FBI)

Bureau of Alcohol, Tobacco, and Firearms (ATF)

Explosive Ordnance Disposal (EOD)/bomb squad

Private security forces

Request additional resources

Secure outer perimeter. \*

Traffic control considerations:

Staging areas

Entry/egress

Use appropriate self-protective measures:

Time, distance, and shielding. \*

Minimize number of personnel exposed to danger

Proper PPE (if provided)

Initiate public safety measures:

Evacuate

Protect in place

Assist with control/isolation of patients.

Coordinate activities with other response agencies.

Evidence preservation:

Diagram the area

Photograph the area

Prepare a narrative description

Maintain an evidence log

Participate in a Unified Command\* system with:

Fire/rescue services

Emergency Medical Services

Hospitals/public health

Emergency management

Public works

**HAZMAT**

Establish the HazMat group

Provide technical information/assistance to:

Command

EMS providers

Hospitals

Law enforcement

Detect/monitor to identify the agent, determine concentrations and ensure proper control zones.

Continually reassess control zones.

Enter the hot zone\* (chemical PPE) to perform rescue, product confirmation, and reconnaissance.

Product control/mitigation may be implemented in conjunction with expert technical guidance.

Improve hazardous environments:

Ventilation

Control HVAC

Control utilities

Implement a technical decontamination corridor for Hazardous Materials Response Team (HMRT) personnel.

Coordinate and assist with mass decontamination.

Provide specialized equipment as necessary, such as tents for operations, shelter, etc.

Assist law enforcement personnel with evidence preservation/collection, decontamination, etc.

**ASSISTING AGENCIES**

Federal Bureau of Investigation (FBI)

WMD Coordinator

HazMat Response Unit (HMRU)

US Army Tech Escort Unit (TEU)

Chemical and Biological Defense Command (CBDCOM)

Public works

Public Health

Centers for Disease Control and Prevention (CDC)

Agency for Toxic Substance Disease Registry (ATSDR)

Federal Emergency Management Agency (FEMA)

Disaster Medical Assistance Team (DMAT)

Disaster Mortuary Response Team (DMORT)

Chemical/Biological Incident Response Force (CBIRF)

Bureau of Alcohol, Tobacco, and Firearms (ATF)

Department of Energy (DOE)

Nuclear Emergency Search Team (NEST)

Local emergency managers

Assorted state agencies

This list is not all encompassing. Different types of incidents will generate different responses by assisting agencies. Supplement this list with local/state resources as needed.

**MASS DECONTAMINATION:** Decontamination process used on large number of contaminated victims.

**MMRS:** Metropolitan Medical Response System

**NMRT:** National Medical Response Team

**OUTER PERIMETER:** Outermost area from hazard that is secure.

**PATIENT STAGING AREA (PSA):** Area where patients may receive continued medical treatment.

**PERSISTENT AGENT**: An agent that upon release retains its casualty-producing effects for an extended period of time, usually anywhere from 30 minutes to several days. A persistent agent usually has a low evaporation rate and its vapor is heavier than air. Therefore, its vapor cloud tends to hug the ground. It is considered to be a long-term hazard. Although inhalation hazards are still a concern, take extreme caution to avoid skin contact as well.

**POC:** Point of Contact

**POINT SOURCE:** Letter, package, or dispersal area of agent.

**PPE:** Personal Protective Equipment

**PROTECT IN PLACE:** Method of protecting public by limiting exposure.

**RALLY POINT:** A predetermined location to which all persons evacuate in an emergency. In industry, facilities are evacuated and a rally point is usually predetermined. It is at this rally point that resources can regroup and a revised plan can be established.

**SAFE REFUGE AREA (SRA):** An area within the contamination reduction zone for assembling individuals who are witnesses to the incident. This assemblage will provide for the separation of contaminated persons from non-contaminated persons.

**SCBA:** Self-Contained Breathing Apparatus

**SLUDGEM:** Acronym for salivation, lacrimation, urination, defecation, gastric distress, emesis and miosis.

**SYMPTOMATIC:** Exhibiting signs/symptoms of exposure.

**TIME, DISTANCE AND SHIELDING (TDS):** Three types of protective measures commonly associated with hazardous materials training.

**TRACEM:** The acronym used to identify the six types of harm one may encounter at a terrorist incident: thermal, radioactive, asphyxiation, chemical, etiological, and mechanical. Note: Some sources use the acronym TEAM CPR, which stands for thermal, etiological, asphyxiation, mechanical, chemical, psychological, and radioactive.

**UNIFIED COMMAND:** In ICS, Unified Command is a unified team effort which allows all agencies with responsibility for the incident to establish a common set of incident objectives and strategies. This is accomplished without losing or abdicating agency authority, responsibility or accountability.

**VEE:** Venezuelan equine encephalitis

**WARM ZONE:** A buffer area between the hot and cold zones. Personnel in this area are removed from immediate threat, but are not considered completely safe from harm. In HazMat incidents, this zone is also the contamination reduction zone where initial decontamination activities occur. This zone requires the use of proper personal protective equipment once contaminated people or equipment enter the zone.

**WEAPON OF MASS DESTRUCTION (WMD):** (1) Any explosive, incendiary, poison gas, bomb, grenade, or rocket having a propellant charge of more than four ounces, missile having an explosive or incendiary charge of more than one-quarter ounce, or mine or device similar to the above. (2) Poison gas. (3) Any weapon involving a disease organism. (4) Any weapon designed to release radiation at a level dangerous to human life.