

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

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NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

FOREWORD

The New Hanover County Emergency Operations Plan (EOP) was developed by the Department of Emergency Management and partner agencies to ensure a coordinated and effective response to any significant hazard that might threaten the county. Each year the EOP should be reviewed and updated in order to incorporate the most recent technological advances and the timeliest information available to the emergency management community, as well as new partnerships that have developed during the year.

Through the use of a functional format, reflective of the National Response Framework, the plan builds upon the National Incident Management System (NIMS) which provides a consistent template for managing incidents. NIMS fosters a prompt, efficient, and coordinated response by all of the diverse elements of the emergency response community. NIMS requires a system-wide integration of skills, people, and resources, and recognizes that plans developed for one type of emergency are extremely useful for other emergency situations. From a budgetary perspective, using NIMS ensures the best possible use of limited funds and resources from many sources.

The Basic Plan serves as the conceptual and policy framework for any response effort. The next section details each of the 15 Emergency Support Functions (ESFs), identifying the primary and support agencies, and assigns the responsibilities for each agency in an emergency situation. Defining the roles of each response agency prior to an event serves to reduce confusion and conflict during emergencies, and significantly decreases the vulnerability of people and property to hazardous threats.

This plan does not attempt to define how each agency or supporting agency should perform its tasks. The manner in which tasks are to be performed are contained in each agency's standard operating procedures/guidelines/checklists.

Companion documents referenced throughout this EOP should be consulted when implementing portions of the plan. This document contains some of the referenced materials including emergency management authorizing ordinances, mutual aid agreements, memorandums of understanding and sample resolutions that can be used for implementing the plan. Other documents are located at the Emergency Operations Center (EOC).

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

The New Hanover County Emergency Operations Plan dated 2005, and all subsequent changes to that document, are hereby rescinded.

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LETTER OF PROMULGATION



TO: COUNTY GOVERNMENT
MUNICIPAL GOVERNMENT
RESIDENTS OF NEW HANOVER COUNTY

By virtue of the powers and authority vested in me as the Chairman, County Board of Commissioners, I hereby promulgate and issue the revised New Hanover County Emergency Operations Plan, dated August 2011, as a regulation and guidance to provide for the protection of the residents of New Hanover County. The revised New Hanover County Emergency Operations Plan, hereafter, will be referred to as “The Plan.”

The Plan outlines the coordinated actions to be taken by County and Municipal officials and volunteer organizations to protect lives and property in natural or manmade disasters. It identifies manpower and other resources available to prevent, minimize, and recover from injury, loss of life, and destruction of property, which tragically characterize disasters. The Board of County Commissioners adopted NIMS in November 2005 and endorses the use of the Incident Command System (ICS) at all levels of response, as promulgated in The Plan.

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

Adoption of The Plan rescinds the New Hanover County Emergency Operations Plan dated 2005, and all subsequent changes to that document.

Sincerely,

Jonathan Barfield, Chairman
County Board of Commissioners

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LETTER OF AGREEMENT

The New Hanover County Emergency Operations Plan (EOP or “The Plan”) is a multi-discipline, all-hazards plan that establishes a comprehensive framework for the management of major emergencies and disasters with the county. The plan is implemented when it becomes necessary to mobilize the resources of the identified departments and agencies to save lives and protect property and infrastructure. Organizations with assigned responsibilities should be familiar with the entire plan; however, added emphasis must be given by those organizations to the sections for which they have primary or support responsibility. Governmental agencies and departments are responsible for establishing their own standard operating procedures and guidelines in order to conduct the operational tasks assigned to them in this plan. Departments and agencies submit copies of their procedures to the Department of Emergency Management.

By signing this letter of agreement, the county departments and agencies agree to conduct operations in accordance with NIMS and maintain supporting plans, procedures, and emergency support function documents and checklists to accomplish assigned responsibilities.

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SIGNATORIES TO THE PLAN

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

Chairman, County Board of Commissioners
Beth Dawson

County Manager, New Hanover County
Chris Coudriet

Mayor, City of Wilmington
Bill Saffo

City Manager, City of Wilmington
Sterling Cheatham

Mayor, Town of Carolina Beach
Dan Wilcox

Mayor, Town of Kure Beach
Emilie Swearingen

Mayor, Town of Wrightsville Beach
Bill Blair

Superintendent, NHC Schools
Tim Markley

Director, NHC Emergency Management and 911 Communications
Warren Lee

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SIGNATORIES TO THE PLAN (CONTINUED)

Sheriff, New Hanover County
Ed McMahon

Director, American Red Cross, Cape Fear Chapter
Vicki Labelle

NC Division of Emergency Management- Eastern Branch
Dianne Curtis

Chief Executive Officer, New Hanover Regional Medical Center
John Gizdic

United States Coast Guard- Sector North Carolina
Captain Patricia Hill

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PLAN OVERVIEW

What is the Emergency Operations Plan (EOP)?

The EOP is a signed agreement among the jurisdictions and partner agencies in New Hanover County. The State of North Carolina and the federal government are support agencies. The EOP provides the mechanism for coordinating the delivery of assistance and resources to the residents, visitors, and businesses of New Hanover County during a major disaster or emergency.

When is the EOP Implemented?

It is intended that this Emergency Operations Plan (EOP) be implemented in anticipation of, or in response to, a significant event likely to result in a need for countywide, state or federal resources and assistance. The disaster or emergency may be caused by a natural catastrophe (such as a hurricane or tornado); fire, flood or explosion, regardless of cause; bio-terrorism event; or any other occasion or instance for which the Chairman of the County Board of Commissioners determines that assistance is needed to supplement county efforts and capabilities.

Who Should Use the Plan?

This plan should be used by elected and appointed officials of county and municipal governments, chief executives and policy officials of non-profit organizations, emergency response personnel, and other governmental departments and agencies to identify, organize and manage resources, and to coordinate emergency response and disaster relief assistance.

How is the EOP organized?

The EOP is modeled after the National Response Framework (NRF).

The Basic Plan presents the policies and concept of operations that guide how the New Hanover County government plans to coordinate its disaster response effort. It also includes planning assumptions, response and recovery actions, and assigned responsibilities.

Organizations with assigned responsibilities should be familiar with the entire plan; however, added emphasis must be given by those organizations to the sections for which they have primary or support responsibility. Governmental agencies and departments are responsible for establishing their own standard operating procedures and guidelines in order to conduct the operational tasks assigned to them in this plan. Departments and agencies submit copies of their procedures to the Department of Emergency Management.

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BASIC PLAN

I. PURPOSE

This plan predetermines actions to be taken by government agencies and designated private organizations (in addition to their day-to-day responsibilities) within New Hanover County. Activation of this plan will reduce the vulnerability of people and property to disaster, and establish a means to respond effectively to actual disasters or threats of disaster.

This plan provides for a coordinated effort to minimize the impact of natural or man-made disasters on residents and visitors. Included are processes for evacuation, sheltering, and re-entry.

II. SITUATION AND ASSUMPTIONS

A. Situation

- New Hanover County is located in the southeastern section of the state of North Carolina. It is bound on the east side by the Atlantic Ocean and on the south by Brunswick County. Pender County borders it to the north, and the western border is the Cape Fear River, and Pender and Brunswick counties. The New Hanover County 2010 census population was 202, 667; the 2014 estimate is 216,298 (ADD SOURCE). This number increases during the summer tourist season.

- There are four incorporated municipalities within the County. These municipalities are organized as indicated:

<u>Municipality</u>	<u>Form of Government</u>
Carolina Beach	Mayor/Manager/Council
Kure Beach	Mayor/Council
Wilmington	Mayor/Manager/Council
Wrightsville Beach	Mayor/Manager/Council

- The N.C. Department of Correction operates a minimum/medium security prison on Division Drive in the northwest quadrant of the county that houses 200-300 inmates.
- The major traffic arteries in the County are: U.S. 421, U.S. 74/76, Interstate 40, Interstate 140, U.S. Highway 17, U.S. Highway 117, NC Highway 132 and NC Highway 133.
- Two railroads operate within the County: they are the CSX System and the NC Ports Railway.
- Several bridges throughout the County are crucial for timely evacuations to occur. These bridges are identified in GIS data which is accessible in the New Hanover County Department of Emergency Management Office. NC DOT and local law enforcement agencies maintain the major highway detour atlas, which is used if emergency detours are needed.
- The National Flood Insurance Program (NFIP) Administrator for New Hanover County is the New Hanover County Planning and Inspections Department, Zoning Division. Maps indicating low lying flood areas are also located in the Zoning Division, and are available on the internet and in county libraries.
- New Hanover County is exposed to many hazards, all of which have the potential to disrupt the community, cause damage, and create casualties. Potential hazards are:
 - Hurricanes
 - Tornadoes
 - Floods

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- Tsunamis
 - Hazardous Materials (stationary & conveyed on transportation systems)
 - Droughts
 - Fires/Forest Fires (including those which may impact urban areas)
 - Severe Bridge Damage/Failures
 - Civil Disorders
 - National Security Emergencies
 - Power Failures
 - Incidents at Brunswick Nuclear Power Plant
 - Earthquakes
 - Pipeline Accidents
 - Aircraft Accidents
 - School Emergencies
 - Acts of Terrorism
- There is one major airport located in New Hanover County. The runways are in excess of 7,000 feet in length. There is a large general aviation population that uses the airport.
 - New Hanover County receives weather warnings from the National Weather Service Office in Wilmington.
 - Some other characteristics of the County include:
 - State, County and Municipal parks
 - State Port which handles overseas cargoes
 - State Aquarium (Fort Fisher)
 - State Historical site (Fort Fisher)
 - Federal Courthouse
 - Coast Guard docks/vessels
 - Major retail shopping centers
 - University of North Carolina at Wilmington campus
 - Battleship USS NC Memorial
 - Cape Fear Community College Campuses
 - Duke Energy Sutton Steam Plant
 - Many chemical and manufacturing plants
 - Many fuel oil storage facilities along the river close to urban areas
 - Global Nuclear Fuels and Aircraft Facility
 - Cape Fear and Northeast Cape Fear Rivers
 - Large number of recreational boaters
 - Major tourist destination
 - Popular beach destination
 - NHRMC, Regional Level II Trauma Center and Cape Fear Campus
 - Proximity to Sunny Point Military Arsenal
 - Proximity to Brunswick Nuclear Power Plant
 - Proximity to Camp Lejeune Marine Base
 - Cape Fear Public Utility (CFPUA) provides water to the majority of the county.
 - Many locations within the County have permits to operate sewage treatment plants. The County Health Department maintains information on these locations and operators.
 - New Hanover County government has mutual aid (or similar) agreements with participating jurisdictions/organizations. Written agreements are necessary for FEMA or State reimbursement.
 - The entire County relies upon Duke Energy for electric service and AT&T for local telephone service.

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- Many facilities within the County become vital to emergency response and recovery efforts. Different categories of these “critical” facilities, such as medical facilities, electrical substations, and sewer lift stations, have been identified and are recorded by address and geographic latitude and longitude.
- New Hanover County departments and agencies, and municipal departments and agencies, will use their own resources and equipment during emergencies, and will have operational control over the management of those resources when required to respond to a disaster.
- Resource management, including mission assignment, deployment, and demobilization will be coordinated from the County Emergency Operations Center (EOC) during emergency/disaster situations.
- Several New Hanover County departments and agencies maintain separate emergency response plans that are used during disasters/emergencies.
- A portion of the County lies within the ten mile emergency planning zone (EPZ) of the Brunswick Nuclear Power Plant. Response Guidelines are outlined in the New Hanover County/Brunswick Nuclear Power Plant Plan & Standard Operating Guidelines.
- The New Hanover County Local Emergency Planning Committee (LEPC) maintains a database of companies located in the County that manufacture or store hazardous materials on-site.

B. Assumptions

- One or more of the events listed below could impact New Hanover County:
 - Severe weather event
 - Loss of electrical power
 - Loss of water distribution, waste water, and water treatment capabilities
 - Road networks become impassable
 - Need for mass care and/or feeding operations (short & long-term)
 - Damage or destruction of telephone and communications networks
 - Dramatic increase in media attention necessitating public information/rumor control
 - Need for federal/state/other states’ Emergency Management Assistance Compact (EMAC) assistance
 - Controlled access and Re-entry for public into damaged areas
 - Need for damage assessment
 - Auxiliary power for essential facilities
 - Management of donated goods & spontaneous volunteers
 - Contamination of public and private wells
 - Depletion of staff
 - Damage or destruction of vital facilities
 - Reconstruction management program
 - Isolated citizens
 - Severe economic impact
 - Environmental impact on wildlife and the natural environment
 - Need for debris clearance, removal, and disposal
 - Need for temporary debris burn sites, chipping and mulching sites
 - Damage or destruction of vital records and historical properties
 - Presidential-declared emergency or disaster
 - County and local government resources depleted
 - Increased demand for temporary housing units
 - Need to relax zoning regulations to allow for temporary mobile home sites
 - Identification of areas for temporary housing units
 - School or workplace violence
 - Medical/emergency facilities at capacity

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- Absence of alternative 911 center
 - Need to identify areas for resource staging (pre-event) and resource management (post-event)
 - Potential for release of hazardous materials
 - Looting
 - Mass Casualties
 - Sheltering for special needs populations
 - Loss of businesses, jobs and damage to the local economy
- The occurrence of more than one of the above listed emergency/disaster events could result in a catastrophic disaster situation that could overwhelm local and state resources.
 - It is necessary for the County and the municipalities to plan for and to carry out disaster response and short-term recovery operations utilizing local resources; however, it is likely that outside assistance would be available in most major disaster situations affecting the County.
 - Due to the threat of disruption of local government functions, all levels of government must develop standard operating procedures or guidelines (encompassing staffing, lines of succession, and mode of operations) to ensure continuity of government.
 - Officials of the County are aware of the possible occurrence of an emergency or major disaster and their responsibilities in the execution of this plan, and will respond as needed.
 - A particularly intense hurricane or terrorist event could have a devastating impact upon many primary residences in the County. This might necessitate the local governments agreeing to temporary emergency measures to facilitate shelter needs such as the establishment of areas for tent cities, temporary mobile housing areas, relaxation of zoning regulations, waiver of inspection fees, etc.
 - Continuity of government will be maintained through the development of guidelines, checklists, mutual aid agreements, and capabilities to track financial costs of response and recovery operations.

III. CONCEPT OF OPERATIONS

- State of North Carolina General Statute 166A-2 requires County/City governments to organize and plan for the protection of life and property from the impact of hazardous events within its borders.
- By order of the Chairman, New Hanover County Board of Commissioners, New Hanover County uses the National Incident Management System (NIMS).
- In significant emergencies or disasters, the Director of Emergency Management and the County Manager, or his/her designees will carry out the direction and control of emergency activities under the authority of the County Commissioners.
- The County Emergency Operations Center (EOC) will be staffed and operated as the situation dictates. When activated, operations are supported by representatives from municipal government, state government (if provided), private sector, and volunteer organizations, who provide information, data, resources, and recommendations regarding actions needed to cope with problem situations.
- The Chief Elected Official (Chairman of the Board of County Commissioners) or the designee of the jurisdiction (as defined in NCGS 14-288.1) may declare a State of Emergency to exist within the County, or any part thereof, and begin implementing emergency procedures (as defined in County Ordinance Section 17-71.b).
- The individual authorized to issue a State of Emergency shall declare its termination.

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- Information on specific critical facilities and resources is maintained in the New Hanover County Emergency Management and 911 Communications Department, and accessible from the County EOC.
- The Emergency Management Director or his/her designee will coordinate and control resources of the County. Mayors of the municipalities or their designee will control their own resources in coordination with the County EOC.
- The Public Information Officer (PIO) and/or the Emergency Public Information Center (EPIC) will disseminate emergency public information through any and all available print, broadcast and social media outlets.
- Prior planning and training of personnel is a prerequisite to effective emergency operations, and must be considered an integral part of disaster preparations. Relevant training will be directed by the County Manager.
- Coordination with surrounding jurisdictions is essential when events occur that impact beyond jurisdictional borders.
- All legal documents of either a public or private nature recorded by designated officials must be protected and preserved in accordance with existing law, statutes, and ordinances.
- Departments, agencies and organizations assigned either primary or supporting responsibilities in this document must develop implementation documents in order to support this plan. These departments are required to be NIMS compliant and staff shall complete all appropriate ICS training.
- When local government resources are depleted during emergency operations, request for assistance will be made to other jurisdictions, higher levels of government, and/or other agencies in accordance with existing or emergency negotiated mutual aid agreements. Requests for state or federal resources must be made through the New Hanover County Emergency Management and 911 Communications Director or his designee. The Director will forward the requests to the NC Division of Emergency Management Eastern Branch Office, which coordinates such requests with the State EOC in Raleigh.
- When a disaster affects a relatively small portion of the County (i.e., one of the municipalities), the Emergency Management Department will respond to the municipal EOC, or command post, to provide assistance and request state and local resources for the affected area. At no time will the County Emergency Management Department assume direction and control of municipal resources, unless requested by the municipal officials and approved by the County Commissioners.
- All parties must understand the process for requesting and obtaining federal resources.
- The National Response Framework (NRF) establishes the basis for fulfilling the federal government's role in providing response and recovery assistance to a state and its affected local governments impacted by a significant disaster of any kind, resulting in a required federal response.
- Under this plan, departments and agencies having various authorities and resources have been assigned primary and support agency responsibilities for various emergency support functions (ESFs).
- The County emergency support functions (ESFs) will work in conjunction with the State Agency ESFs to provide the needed resources. The 15 County ESFs and their responsibilities are listed in the table below.

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EMERGENCY SUPPORT FUNCTIONS SUMMARY

<u>ESF</u>	<u>RESPONSIBILITY</u>
ESF-1 Transportation	To coordinate the use of transportation resources to meet the needs of the citizens as well as the other support functions to accomplish response, recovery and assistance missions.
ESF-2 Communications	This section describes the county's communication/notification/warning systems, policies, and procedures to be used by county government agencies to disseminate warning and to support response efforts following an actual or potential disaster occurrence. This ESF also coordinates restoration and repair of telecommunications infrastructure.
ESF-3 Public Works and Engineering	The purpose of this section is to coordinate public works services during an emergency or disaster. The public works services may include solid waste disposal, water distribution, sewer system, and debris removal. Coordination of services includes technical advice, technical evaluations, engineering services, construction management, inspections, emergency contracting and repairs.
ESF-4 Firefighting	This section ensures the proper coordination of fire resources to provide safety of life and property within the County during emergency situations.
ESF-5 Emergency Management	This section supports the activation and coordination of the Emergency Operations Center (EOC) and coordination of incident management and response efforts in accordance with NIMS.
ESF-6 Mass Care, Emergency Assistance, Housing and Human Services ESF-6A Donated Goods/Volunteer Coordination	This section describes the coordination of activities involved with the provision of temporary shelter, mass care and feeding, disaster welfare information, and in some instances providing services to disaster workers. This section also includes the management, collection, distribution and delivery of goods, cash and voluntary services donated to support disaster relief efforts and to assist in providing unmet needs of disaster victims inside the County.
ESF-7 Logistics Management and Resource Support	This section explains the provision of a system for identifying and locating resources within the county and a method of activating those resources during an emergency. Also included is a method of tracking the expenses incurred to locate, transport and consume these resources.
ESF-8 Public Health and Medical Services	This section covers information to provide for general protection of the public's health and general coordination of emergency medical services, mass medical activities and mental health services to ensure the safety of life and property. And, provide care,

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	identification, and disposition of victims of a mass casualty.
ESF-9 Search and Rescue	This section provides a method for coordinating the activities of the agencies responding to an emergency involving a search for a lost person, missing aircraft, missing watercraft or suspected drowning. This section outlines the coordinated operations necessary for a successful search.
ESF-10 Oil and Hazardous Material Response	This section provides additional information for a response to a hazardous material emergency and assists the Local Emergency Planning Committee (LEPC) in meeting its requirements under the Emergency Planning and Community Right to Know Act – SARA Title III (SARA) of 1986. Additionally, this section provides for a coordinated response to discharges and releases of hazardous materials by placing human, financial and material resources into action in the impacted area. This section includes environmental short and long term cleanup.
ESF-11 Agriculture and Natural Resources	This section covers nutrition assistance, animal and plant disease pest response, and food safety and security. It also covers directions for handling issues related to animals before, during and after an actual or potential disaster situation.
ESF-12 Energy	This section provides operational guidance to address events that threaten a disruption in energy supply and ensures continued operation of essential governmental services. It also provides for energy industry utilities coordination for repair and restoration.
ESF-13 Public Safety and Security	This section provides for the coordination of law enforcement activities, security of resources and vital facilities and traffic control during emergency and disaster situations.
ESF-14 Long Term Community Recovery	This section describes the damage assessment and recovery process and outlines the criteria for individual assistance and public assistance programs.
ESF-15 External Affairs	This section provides emergency public information and protective action guidance. It describes the process for staffing, operating and maintaining the Emergency Public Information Center (EPIC) to disseminate understandable emergency information and instructions to the public during emergency/disaster situations and respond to inquiries from the media for official information.

- Under the provisions of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, a Federal Coordinating Officer (FCO) will be appointed as the President's representative to coordinate overall delivery of federal assistance. Federal departments and agencies have been assigned missions to provide assistance directly to the State, under the overall direction of the FCO. If a disaster has impacted other parts of North Carolina or other states in the Southeast, New Hanover County Emergency Management and 911 Communications shall be the lead coordinating agency to assemble county assets, when requested.
- Local governments will use their normal channels for requesting assistance and/or resources.

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- The National Weather Service office will detect and track potentially dangerous storm systems. The Weather Service begins issuing advisories containing strategic information on any storm system that might affect New Hanover County and continues to issue updated advisories, watches, and warnings as long as any threat exists. Such advisories are broadcast over the NWS/NOAA Weather Radio System, and also local government frequencies, radio, and television stations, as they become aware of potential problems.
- The New Hanover County Emergency Management and 911 Communications Department will coordinate with the National Weather Service to maintain up-to-date information concerning potential storms and watches. Appropriately, such information will be provided to the citizens of the affected areas within the County.
- The Amateur Radio Emergency Services (ARES and SKYWARN), by agreement with the NWS, will report any weather conditions with the potential to cause severe damage in New Hanover County.
- The New Hanover County Planning and Inspections Department has identified areas that are prone to flooding. When Emergency Management is notified of potential problems in any of these areas, the department, via media and any other available means, will give notice to monitor and prepare to evacuate if needed.
- During hurricane threat or evacuation, all agencies that are assigned primary and supporting responsibilities will maintain ongoing communications and coordinate media releases with the Public Information Officer. Municipal governments will dispatch a representative to the EOC to coordinate news releases, media advisories and instructions to citizens.

IV. CONTINUITY OF GOVERNMENT

- All levels of local government must develop and maintain procedures to ensure continuity of government in case of any emergency and/or disaster that could result in disruption of government functions.
- The line of succession of the county Board of Commissioners proceeds from the Chairman to the Vice-Chairman in accordance with policy.
- To ensure continued operational readiness, and compliance with existing laws and ordinances, each department is responsible for the preservation of essential records, documents, and staff recall lists.
- Critical Facilities- Continued operation of the following facilities and systems is essential to support an immediate response following a disaster or emergency, and for long term recovery operations:
 - Electrical distribution systems
 - Water distribution systems
 - Health and medical facilities
 - Transportation resources and facilities
 - Communications networks
 - Public buildings and schools
 - Emergency services facilities
 - Landfill and debris sites
 - Public/private supply centers
 - Sewer systems

V. PLAN DEVELOPMENT AND MAINTENANCE

- Local government agencies are responsible for developing standard operating procedures, checklists, and guidelines to support their assignments, as identified in this plan. Each agency should provide a copy of said procedures and/or guidelines to the New Hanover County Emergency Management and 911 Communications Department for placement in the reference library.

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- The Emergency Operations Plan will be reviewed annually and updated as needed.

VI. AUTHORITIES AND REFERENCES

Selected references that form the legal basis for actions outlined in this plan are on file in the New Hanover County Emergency Management and 911 Communications Department. These references include the following:

- **Federal**
 - Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended by Public Law 100-77.
 - Emergency Planning and Community Right to Know Act (SARA Title III).
 - OSHA 1910.120.
 - Civil Defense Act of 1950, as amended.
 - Oil Pollution Act of 1990 (OPA 90).
 - Comprehensive Environmental Compensation and Recovery Act (CERCLA).
- **State**
 - NCGS 166A Emergency Management Act.
 - NC Oil Pollution and Hazardous Substances Control Act of 1978.
 - NC Governor's Executive Order 73.
- **Local**
 - New Hanover County Emergency Management Ordinance.
 - Sample Proclamation for State of Emergency.
 - Sample Termination of State of Emergency.
 - Local Emergency Planning Committee (LEPC) By-laws.
 - Mutual Aid Agreements with Partner Agencies.

VII. DIRECTION AND CONTROL

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

- The overall direction and control of County emergency activities is vested with the Chairman of the County Commissioners. The Emergency Management Director carries out the function of disaster coordination at the direction of the County Commissioners. The Incident Commander will establish on-site management. Emergency Management may support the Incident Commander. The supporting agencies and their respective responsibilities are identified in the Emergency Support Functions (ESFs) of this plan.
- Hazards existing within or near the County have the potential to cause disasters of great magnitude; therefore, in order to conduct effective emergency operations, the direction and control function will operate from the County EOC.
- Municipalities within the County may exercise independent direction and control of their own emergency resources. Additional resources may be requested and sent to the municipality. Requests for state and or federal assistance will be directed to the County EOC. If the EOC is not operational, the requests will be forwarded to the Emergency Management Director or his/her designee.
- The County EOC may be activated if one or more of the following situations occur:
 - Imminent threat to public safety/health.
 - Extensive multi-agency/jurisdictional response and coordination are required to resolve or recover from the emergency.

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- Local resources are inadequate/depleted and significant mutual aid, state, and or federal resources are needed to resolve the emergency.
- The disaster affects multiple political jurisdictions within the County, which are relying on the same emergency resources to resolve the situation.
- Local emergency ordinances are implemented to control an emergency situation.
- Other situations as deemed appropriate by the County Commissioners, County Manager, or Emergency Management Director.
- The County EOC serves as the central direction and control point for countywide emergency response activities. Should this location become inoperable, an alternate EOC can be positioned in the NHC Jail Annex E, the City of Wilmington Police Department Auditorium, or City of Wilmington Fire Headquarters.
- Most municipalities would dispatch representatives to the County EOC upon request. Communications between the County EOC and municipalities will be via phone, cellular phone, email, fax, radio and/or WebEOC. Municipalities act in unity with the County on such issues as proclamations, security, evacuation, reentry, recovery, public information, instructions on protection of life and property, and resource management.
- Most of the routine emergencies within the county are directed by a single agency with direction and control being exercised by the senior on-scene officer, in accordance with NIMS. When two or more agencies respond, the response is done in accordance with local ordinances, policies, procedures, and agreements.
- Response agencies within the county will use the Incident Command System during incidents.
- Municipalities within the county will exercise independent direction and control of their own resources; County EOC coordination will be required when local resources are augmented by outside resources secured through mutual aid agreements, or state and federal sources.
- Prior to activation of the EOC, documented requests for state or federal assistance will be directed to the County Emergency Management Director or designee.
- Officials may elect to activate the EOC under one or all of the following conditions:
 - Local resources are inadequate or depleted, and resources from outside the County must be used in the response.
 - The disaster affects a large area of the county, requiring prioritization of scarce resources.
 - The health and safety of the county is threatened to the extent that it will be necessary for multiple departments and agencies to respond to the event in a coordinated manner.
- Whenever the EOC is activated, or activation becomes imminent, the Emergency Management Director will notify the NC Division of Emergency Management.
- Existing Standard Operating Procedures (SOP) or Standard Operating Guidelines (SOG) will be utilized within the EOC to manage operations and dispatch resources.
- Personnel that are assigned or will be responding to the EOC will be assigned duties in one of the following groups:

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- **New Hanover County Control Group:** Chairman of the Board of Commissioners, County Manager and Emergency Management Director, and others as requested by the County Commissioners.
- **Municipal Control Group:** If established, may consist of the Mayor or designee, selected Board Members, Town Clerk and the Emergency Management Director or designee functioning as an advisor. Each municipality may establish the structure it deems appropriate.
- **Support Groups:** If established, may consist of representatives of pre-determined governmental agencies, quasi-governmental agencies and volunteer groups. These groups are tasked with the responsibility of implementing control group decisions.
- **Emergency Support Function (ESF) Groups:** Emergency Support Functions (ESFs) represent functional groupings of the type of assistance that a jurisdiction is likely to need to respond to a disaster or major emergency. A single agency is designated as the lead agency with responsibility for the ESF operations, and other agencies are designated as supporting. An agency that is designated as the lead agency either has statutory responsibility for that function, or has developed the necessary expertise to lead that function. In some instances, the mission of the agency is very similar to the mission of the ESF; therefore the skills needed to respond to a disaster can be immediately demonstrated by existing staff. In other instances the “lead agency” has the necessary contacts to coordinate the activities of the support function. Coordination during a disaster is more important than control. When the County EOC is activated or activation is indicated, the lead agency for each ESF will dispatch a representative to the EOC to coordinate the activities assigned to that ESF.

VIII. ASSIGNMENT OF RESPONSIBILITIES

This section tasks departments of New Hanover County, municipalities, quasi-government agencies, and volunteer agencies, with specific emergency functions that are in addition to their day-to-day responsibilities. Each agency listed is responsible for the development and maintenance of internal standard operating procedures, guidelines, checklists, and/or memorandums of understanding in order to accomplish these responsibilities.

- **Chairperson, County Board of Commissioners**
 - Carry out provisions of N.C. General Statutes and local ordinances relating to emergencies.
 - Declare a State of Emergency for New Hanover County and assume direction and control of emergency operations in cooperation with other members of the control group, to include:
 - Execution of the New Hanover County Emergency Operations Plan.
 - Order an evacuation to include all or parts of the county.
 - Restrict the sale of alcohol and or firearms.
 - Order a curfew.
 - Restrict entry into New Hanover County.
 - Enforce ordinances in effect.
 - Ensure adequate planning for Hazardous Materials Events.
 - Ensure the line of succession for county departments and agencies.
 - Relocate the seat of government if administrative offices become damaged beyond usage.
 - Declare a state of emergency in existence for unincorporated areas of the county, if necessary.
 - Implement other measures to protect life and property.
 - Nominate members for the Local Emergency Planning Committee to the Chairman of the State Emergency Response Commission.
 - Coordinate emergency response activities with Chairpersons of adjoining jurisdictions and mayors in New Hanover County.
 - Direct county personnel to return to work following a disaster or emergency.

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- **County Manager**
 - Ensure adequate space, facilities, and equipment for an Emergency Operations Center (EOC).
 - Implement the County Emergency Operations Plan by authority of the Chairperson, County Board of Commissioners.
 - Direct county agencies to develop and update emergency plans and SOPs or SOGs to respond to emergencies.
 - Support the Emergency Management Department in annual exercises and tests of the emergency plan/drills.
 - Ensure that the Public Information Officer is trained in EPIC procedures and has a support team in place.
 - Coordinate emergency response activities with managers of adjoining jurisdictions.
 - Implement direction, control, coordination, and policy-making functions as necessary to provide for optimum protection of public health and safety.
 - Ensure that all county agencies document all expenditures related to the emergency/disaster.
 - Determine sheltering/evacuation needs, in coordination with the Emergency Management Director.
 - Issue orders to terminate non-essential functions of local governments and re-direct forces to respond to the disaster.
 - Plan for the activation of damage assessment/recovery functions of local government.
 - Ensure that persons with special needs have been provided assistance, if needed.
 - Provide financial and resource support to the Individual Care Coordination Center (IC-3).
 - Provide financial and resource support to the Pet Co-Location Shelter.
 - Develop and issue policies on essential personnel prior to emergency situations.

- **NHC Emergency Management Communications Coordinator**
 - Maintain current inventories of public information resources on hazards/disasters affecting county.
 - Prepare procedures, memorandums of understanding, standard operating guidelines, and mutual aid agreements to coordinate public information services during disasters.
 - Coordinate, with the Emergency Management Director's approval, the release of all media advisories and news releases for county departments during emergency situations.
 - Provide for citizen information and issuance of emergency instructions.
 - Offer emergency information for non-English speaking and hearing impaired groups. Ensure that EPIC staff know how to use the 711 Relay service and Language Line.
 - Assist in activation of the Emergency Alert System (EAS) and cable interrupt systems, when appropriate and with the Emergency Management Director or his/her designee's concurrence.
 - Ensure that the Emergency Public Information Center (EPIC) is fully staffed, in coordination with NHC Human Resources.
 - Provide annual training for EPIC staff.
 - Inform citizens and visitors of evacuation orders, recommended protective actions, flooded areas, impediments to movement and other hazards.
 - At the beginning of hurricane season, review and revise hurricane checklist items.
 - Establish an EPIC and coordinate activities between agencies and municipalities.
 - Provide staff personnel to the Brunswick Nuclear Power Plant JIC, when conditions dictate.
 - Participate in drills.
 - Monitor print and electronic media outlets for accuracy of information and secure correction of misleading information.
 - Conduct staff and public education efforts throughout the year.
 - Coordinate the access of media representatives to public officials.
 - Handle media inquiries.
 - Maintain an activity and phone log for EPIC activities.
 - Provide feedback to EOC staff personnel on citizens' complaints and concerns.
 - Coordinate with 911 center to determine citizens' observations, complaints, concerns, etc.
 - Provide a schedule for media briefings.

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- Maintain up-to-date phone, fax and email contact lists for release of information to local media contacts.
- **Director, NHC Emergency Management and 911 Communications**
 - Develop, maintain and update the Emergency Operations Plan, standard operating procedures, guidelines, memorandums of understanding, implementing documents and resource manuals used during emergency operations.
 - Perform assigned duties according to State General Statutes and local ordinances.
 - Develop plans in accordance with Federal and State guidelines.
 - Coordinate emergency operations within the jurisdiction. Provide support services to municipalities.
 - Maintain current notification and recall lists of operational personnel.
 - Provide for the training of emergency personnel within the Emergency Management Organization.
 - Maintain and update a current list of resources in the county.
 - Receive and coordinate requests for resources from municipalities and direct resources to areas of greatest need.
 - Coordinate with private industry for use of privately owned resources.
 - Forward requests for additional resources to the Eastern Branch Office, NC Division of Emergency Management, for situations in which county resources are unable to meet response or recovery requirements.
 - Alert and activate county emergency services when informed of an impending emergency.
 - Serve as a member of the Local Emergency Planning Committee (LEPC) as defined by SARA Title III planning requirements.
 - Coordinate emergency response activities with neighboring jurisdictions.
 - Serve as the principal advisor to the executive control groups during emergency operations.
 - Identify and arrange for suitable shelters for identified hazards. Maintain operational readiness of the EOC, EPIC, IC-3 and Pet Co-Location Shelter, when activated.
 - Maintain liaison with utility company representatives for back-up water, power and telephone communications, if required.
 - Maintain administrative records as needed.
 - Ensure that required documentation is maintained during an emergency period.
 - Function as an alternate PIO, when needed.
 - Ensure adequate warnings are disseminated throughout the emergency organization and the county.
 - Disseminate public information and conduct education programs relating to disaster recovery procedures, pre-disaster.
 - Assist with securing Disaster Recovery Center facilities and equipment.
 - Assist with notification of applicants that may be eligible for Public Assistance Programs, as needed.
 - Assist the LEPC in planning for hazardous material events.
 - Ensure that the public is educated through public awareness programs concerning the various hazards in the area, and the need to be self-sufficient for a period of three days. Coordinate with PIO.
 - Support the LEPC in maintaining liaison with facility emergency coordinators to ensure availability of current information concerning hazardous materials and the correct response to any incident.
 - Forward emergency response cards identifying residents requiring assistance, and living within the 10 mile EPZ of the Brunswick Nuclear Power Plant to the NHC Senior Resource Center, Special Needs Registry.
 - Maintain Radiological Response Equipment for the county.
 - Manage fixed site communications and 800 MHz system.
 - Coordinate response with law enforcement regarding explosive ordinances and terrorist events.
 - Review written plans submitted annually by various agencies and departments.
 - Ensure operational mobile command post.
 - Participate as a voting member of the Public Safety Communications Committee.

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- Maintain portable generators and lighting for emergency operations.
- Serve as the lead agency for Domestic Terrorism Planning and funding.
- Develop, maintain and update standard operating guidelines for communications center operations during emergencies.
- Provide back-up communications in the 911 Center for the EOC and critical points through the use of desktop radios.
- Ensure that communication procedures are established for the use of logs, messages, forms and message control.
- Maintain TTY Machine in the 911 Center and coordinate inquiries with PIO, when appropriate.

- **NHC Sheriff**
 - Develop and maintain SOGs to direct and control law enforcement operations during emergencies/disasters.
 - Provide direction and control for law enforcement, traffic control, evacuations and re-entry.
 - Identify law enforcement assistance needs and develop necessary mutual aid agreements to support those needs.
 - Provide security for the EOC, staging areas, shelters, vital facilities and essential equipment locations.
 - Assist in dissemination of emergency public information and warnings to the public, including hearing impaired persons.
 - Control ingress and egress into damaged, evacuated and secured areas and facilities.
 - Relocate and house prisoners when necessary.
 - Coordinate the need for additional law enforcement support with State Highway Patrol and adjacent jurisdictions.
 - Develop procedures to ensure that law enforcement personnel can respond at the awareness level for Hazardous Material Incidents.
 - Coordinate the release of all public information/instructions with the county public information officer.
 - Coordinate actions with municipal police departments to ensure continuity of operations.
 - Coordinate animal control service and facilities. Prepare for and staff Pet Co-Location Shelter in cooperation with Emergency Management.
 - Serve as the lead agency for animal control issues.
 - Coordinate the efforts of other animal welfare groups and volunteers during times of disasters.
 - Identify county property that could be used to house large animals forced from their regular quarters.
 - Coordinate emergency vaccination for rabies, if required.
 - Coordinate efforts to re-unite lost pets and owners and outside volunteer agencies.
 - Advise EOC staff on animal protection issues.
 - Operate the NHC Animal Control facility for extended hours, when necessary.

- **Director, Social Services Department**
 - Develop, maintain and revise SOGs for Social Services operations during emergency/disaster periods.
 - Coordinate emergency shelter openings with NHC Emergency Management, NHC Health Department, NHC School System and American Red Cross.
 - Provide shelter managers, supplies and other support personnel during sheltering periods, if required.
 - Coordinate transition of emergency shelter operations with American Red Cross.
 - Provide liaison, if necessary, to the Cape Fear Area United Way, American Red Cross and/or Salvation Army for the receipt, management and distribution of solicited and unsolicited donated goods following a disaster.
 - Ensure that adult care homes develop evacuation or in-place care plans and coordinate with social services and emergency services departments.
 - Provide support to the Individual Care Coordination Center (IC-3) during an emergency.

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- Actively support the Special Needs Task Force.
- **Director, NHC Health Department**
 - Develop, maintain and revise SOGs for emergency public health operations during emergencies.
 - Coordinate health care for emergency shelters and mass care facilities with NHC Department of Social Services, American Red Cross and/or Salvation Army (when shelters are opened).
 - Provide nurses to staff emergency shelters and ensure they have been trained to operate the portable oxygen tanks.
 - Coordinate with water supply authorities to expedite emergency public water supplies.
 - Provide health inspections and immunizations to evaluate, detect, prevent or control communicable disease.
 - Coordinate environmental public health activities for waste disposal, refuse, food safety, water, sanitation, restaurants and vector/vermin control in the County.
 - Provide inspection of mass care facilities, to assure proper sanitation practices.
 - Coordinate with the proper authorities to establish a temporary morgue, or if necessary expand morgue services.
 - Coordinate with area mental health center to ensure that crisis counselors are available in disaster assistance centers, shelter area, crisis line activities and for support staff, if needed.
 - Coordinate the distribution of exposure limiting drugs, medicines, vaccines, or other preventative measures, when required.
 - Assist American Red Cross with inquiries and inform families on status of individuals injured or missing.
 - Provide support to the Individual Care Coordination Center (IC-3) during an emergency.
 - Actively support the Special Needs Task Force.
 - Provide water testing services.
- **Director, NHC Engineering Department**
 - Develop and maintain resource lists with source, location and availability of equipment, fuel and operational personnel to support response/recovery operations.
 - Identify manpower and equipment limitations and provide for resources to cover these shortfalls.
 - Develop, maintain and update SOGs for public works functions during emergency periods.
 - Terminate non-essential services and re-deploy personnel and equipment resources to areas of greatest need.
 - Develop procedures, guidelines or memorandums of understanding with municipalities to utilize excess resources to support recovery operations in the county.
- **Cape Fear Public Utility Authority (CFPUA)**
 - Coordinate and conduct repair and restoration of water distribution and wastewater collection systems to CFPUA customers.
 - Develop and maintain resource lists with source, location and availability of equipment, fuel and operational personnel to support response/recovery operations of CFPUA owned water, wastewater, and utility services.
 - Identify manpower and equipment limitations and provide for resources to cover these shortfalls.
 - Maintain emergency power, water and sanitation services at CFPUA critical facilities during periods of emergencies.
 - Terminate non-essential services and re-deploy personnel and equipment resources to areas of greatest need.
 - Develop procedures, guidelines or memorandums of understanding with NHC EM and the NCWaterWARN Mutual Aid Agreement to utilize excess resources to support recovery operations in the county. Coordinate activities with the County Emergency Management Department.
 - If able, coordinate response to requests for emergency repairs of privately operated utility systems (water/waste water) as requested by the NHC Emergency Management and 911 Communications Department or as necessary by the NCWaterWARN Mutual Aid Agreement.

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- Provide technical guidance or contact point for equipment supplies.
- **Director, NHC Tax Department**
 - Develop, maintain and revise SOGs for county tax operation and record protection during disaster/emergency situations.
 - Provide property tax information assistance for county residents and Damage Assessment Teams.
 - Assist the executive group in prioritizing repairs and restoration of affected facilities during the recovery period.
 - Revise property tax records to reflect damages to privately owned property as directed.
 - Provide clerical and support staff if needed.
 - Provide GIS information and support as needed.
- **Superintendent, NHC Schools**
 - Develop, maintain and revise SOGs for the safety and protection of students, facility and other personnel during emergency situations.
 - Coordinate evacuation and transportation operations for students during emergencies.
 - Provide support personnel, equipment and facilities as necessary (schools, bus drivers, cafeteria personnel, and other equipment, etc.).
 - Provide support personnel to the EOC during activation, if requested.
 - Provide school facilities for temporary shelters, as needed. Develop memorandum of understanding for use of facilities.
 - Assist with transportation of county residents in a disaster or emergency situation, including those without transportation, elderly, handicapped and other special needs citizens, when requested by the County EOC.
 - Maintain school transportation resources and provide for the refueling of these resources when necessary.
 - During recovery period, conduct damage assessment on school properties and report to the County Emergency Management Director.
 - Provide assistance with standby generator connections and refueling if needed.
- **Director, WAVE Transit**
 - Provide representative and transportation assets to the Individual Care Coordination Center (IC-3) during an emergency.
 - Coordinate transportation operations with county schools through the EOC.
 - Provide current resource list to Emergency Management office, as requested.
 - Make vans and drivers available as needed to enable a coordinated evacuation/transportation operation.
 - Provide for refueling of vehicles.
 - Periodic review of memorandum of understanding with NHC for use of vehicles and personnel.
- **New Hanover Regional Medical Center (NHRMC)**
 - Develop, maintain and revise SOGs for rescue/mass casualty activities during emergency/disaster situations.
 - Maintain mass casualty response support forces and supplies.
 - Plan for the coordination of ambulance/rescue activities throughout the county during emergencies/disasters.
 - Identify equipment, manpower limitations, and develop mutual aid agreements for the procurement of needed resources during emergency/disaster events.
 - Coordinate with area hospitals (outside the county) concerning the receipt of mass casualties during emergency/disaster situations.
 - Coordinate with appropriate health care agencies and IC-3 to determine their needs for transporting patients.

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- Review procedures for recovery, identification, registration and disposition of deceased. Assist with notification of next of kin, when requested.
 - Coordinate, when appropriate, with funeral homes, pathologists, ARC liaison, dentists, and other health care professionals.
 - Coordinate with Fire Services for the extrication and rescue of victims during land and water based emergency operations.
 - Establish liaison with medical facilities and coordinate with receiving facilities; maintain field communications with other response groups.
 - Maintain a casualty tracking system.
 - Support community drills and exercises whenever possible.
- **Medical Examiner- New Hanover Regional Medical Center**
 - Respond to notifications of fatalities and establish an adequate temporary morgue.
 - Supervise the location and transportation of the remains of the deceased.
 - Certify the cause of death and issue death certificates.
 - Notify next-of-kin in coordination with other authorities. Release remains and personal effects.
 - Coordinate with PIO on issue of media advisories.
 - Develop SOP and memorandum of understanding for the coordination of mass casualty events.
 - Assist the Medical Examiner's Office of NC with multiple fatality identification.
- **Director, NHC Finance Department**
 - Develop, maintain and review standard operating procedures for county emergency financial record keeping during disasters.
 - Assist the Property Management Director with documentation of disaster damage to county-owned facilities.
 - Provide County budget information in support of the Governor's request for a Presidential Declaration of Disaster.
 - Develop financial accounting procedures to assist county agencies in recording and reporting their emergency expenses.
 - Assist in the establishment and management of post-disaster donated funds.
 - Coordinate emergency related expenditure procedures with municipal finance officers to ensure that state and federal forms are submitted.
 - Develop procedures for the emergency expenditure of contingency funds to support emergency response and recovery activities.
 - Maintain cash for emergency purchases and a manual purchase order system.
- **Chief, NHC Fire Services**
 - Develop, maintain and review SOGs for the coordination of firefighting activities during disasters/emergencies.
 - Plan for the coordination of firefighting operations throughout the county.
 - Assist with dissemination of warning instructions.
 - Coordinate fire-fighting actions with N.C. Forestry for wild-land fire activities.
 - Provide for the relocation of firefighting equipment, as needed.
 - Assist with the identification of staging areas for firefighting resources coming into county, when appropriate.
 - Request additional firefighting resources from state, when appropriate, through the County EOC.
 - Support community drills and exercises whenever possible.
 - Conduct fire inspections during recovery operations.
 - Assist in basic search and rescue operations during emergency/disaster situations.
 - Support the evacuation of special needs facilities and handicapped/disabled special needs individuals.

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- **Director, NHC Planning and Inspections Department**
 - Coordinate and train City, Town and County damage assessment teams conducting field surveys and assure teams are properly trained and equipped.
 - Collect data and prepare damage assessment reports and summaries to be submitted to the Emergency Management Department.
 - Approve occupancy of damaged and or temporarily repaired structures.
 - Assist state and/or federal teams with assessments if dispatched to County.
 - Prepare procedures/memorandum of understanding and mutual aid agreements to fulfill responsibilities outlined in this section.
 - During recovery, request additional inspectors to assist in identification of habitable structures.
 - Set up temporary inspections office to facilitate damage repairs onsite.
 - Develop and annually update 24-hour shift plan.
 - Provide citizens information regarding rebuilding and repairs.
 - Assist Emergency Management Department in maintenance of NHC's Multi-Jurisdictional Hazard Mitigation Plan.
 - Revise county land use plans following disaster.

- **Manager, NHC Senior Resource Center**
 - Maintain and provide Special Needs Registry to Emergency Management and the Individual Care Coordination Center (IC-3) before, during and after a disaster.
 - Provide support to the IC-3 during an emergency.
 - Actively support the Special Needs Task Force.
 - Coordinate the efforts of volunteers recruited to assist in the management and distribution of donated goods for the elderly.
 - Advise officials on the needs of the elderly following disasters.
 - Assist in designating feeding sites, if necessary.
 - Make buildings and facilities available for emergency response or severe winter weather.

- **Director, NHC Parks and Gardens**
 - Coordinate support personnel within the Department of Parks to assist the EOC.
 - Assist with logistical support to others departments/agencies.
 - Assist with emergency debris clearance, when requested.
 - Coordinate cleanup of debris from County parks following a disaster, if required.
 - Provide logistical support for supplies and deliveries for the EOC.

- **NHC Chief Information Officer**
 - Coordinate data processing systems, including Geographic Information Systems (GIS) for the County during disasters/emergencies.
 - Provide personal computers, telecommunications support staff, and staff around the clock to the EOC and EPIC.
 - Develop procedures for replacement of County owned office equipment/supplies damaged during disasters.
 - Set up the EPIC information technology equipment.
 - Provide real time support for Internet and telephone resources to temporary field offices.
 - Manage inventory of loaned cellular phones and other equipment as requested by the EOC.

- **Director, Mental Health- Trillium Health Resources**
 - Provide support to the Individual Care Coordination Center (IC-3) during an emergency.
 - Actively support the Special Needs Task Force.
 - Develop SOGs, memorandums of understanding and mutual aid agreements to provide emergency mental health counseling for public and emergency responders.

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- Develop procedures to provide crisis counseling assistance to public shelter residents and emergency responders.
- Assist and coordinate needs of homeless populations.
- **Chief Human Resources Officer**
 - Provide clerical assistance to the EOC and EPIC, when requested.
 - Ensure that the Emergency Public Information Center (EPIC) is fully staffed, in coordination with the PIO.
 - Coordinate procedures for payroll accountability for disaster operations.
 - Develop procedures for the hiring and placement of temporary workers following a disaster.
 - Develop 24-hour shift plan for the EOC and the EPIC (including Spanish interpreters for the EPIC) and update this plan semi-annually.
 - Identify county staff to work at the Emergency Shelters, including Pet Co-Location Shelter.
- **Director, NHC Cooperative Extension**
 - Provide support to the EOC, when requested.
 - Work in conjunction with the Health Director and County PIO to educate citizens on proper food handling procedures and how to decontaminate drinking water following a disaster.
 - Make departmental facilities and staff available when needed.
- **County Attorney**
 - Assist with the emergency legal matters and contracts pertaining to evacuations, recovery, and purchase of goods and services.
 - Participate in after action review of department operations.
 - Maintain a file of sample disaster contracts and review annually.
- **Chief Strategy and Budget Officer**
 - Assist agencies with financial accountability records during the response and recovery period.
 - Provide data for inclusion in reimbursement request following a Presidential Disaster Declaration.
 - Provide support staff to the EOC and EPIC.
 - Assist in the management of expenditure tracking and documentation during a disaster event.
- **Director, NHC Public Library**
 - Provide administrative personnel in support of recovery effort.
 - Provide conference rooms or parking space at branch facilities as needed to stage personnel/equipment.
 - Assist with the dissemination of recovery brochures/flyers/public information news releases.
 - Develop a facility recovery plan to protect departmental assets and resources.
- **Director, NHC Property Management**
 - Provide housekeeping and maintenance support for activation of the EOC and the EPIC.
 - Provide staff to assist in Pet Co-Location Shelter activation and operation.
 - Obtain equipment and personnel for emergency measures as required to support the EOC and the EPIC.
 - Secure County facilities in preparation for pre-emergency/post-emergency events.
 - Compile report on damages to County owned property and deliver to Emergency Management.
 - Coordinate the repair/replacement of County owned vital facilities following a disaster.
 - Provide trucks and courier personnel to the EOC.
 - Provide 24- hour maintenance support for county vehicles.

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- Provide fuel service arrangements for all county public safety agencies.
- Provide maintenance service and distribution of back-up generators.
- Provide emergency replacement or repairs of county owned motor vehicles during and following disaster/emergency.
- Have backup vehicle and equipment repair services including on-site tire inventory and on-site tire repair.
- Provide spare vehicles for EOC use.
- Maintain basic repair capability during power outages.
- Plan for energy emergencies, including fuel shortages.

- **Clerk of Superior Court**
 - Notify judicial officials, when requested by the EOC.
 - Coordinate court closures and re-openings as requested by the County Manager.
 - Secure and provide protection for on-site and off-site records.
 - Make available staff and facility resources as needed.

- **NHC Register of Deeds**
 - Provide staff and support for damage assessment activities, if required.
 - Assist in parcel identification for recovery and reconstruction.
 - Provide protection of vital records in Register of Deeds office.

- **Mayors (City & Towns)**
 - Ensure 24-hour availability to the EOC and EPIC.
 - Ensure coordinated policy and public information dissemination in conjunction with the County and EOC director.
 - Utilize municipal personnel, facilities and equipment resources to support the New Hanover County Emergency Operations Plan, not to conflict with municipal requirements.
 - Assess the needs of the municipality and request resources through the Emergency Management Director via its EOC representative.
 - Enforce provisions of local ordinances relating to disasters/emergencies as well as NC General Statutes.
 - Declare a State of Emergency for the municipality in coordination with the County and other municipalities and ensure enforcement.
 - Ensure protection of life and property within the municipality.
 - Conduct damage assessment surveys utilizing municipal officials within municipal limits. Provide for training of damage assessment teams on a regular basis.
 - Coordinate development of internal, interdepartmental and interagency Standard Operating Procedures and memorandums of understanding.
 - Ensure that drills and emergency exercises are conducted periodically to test the Emergency Operations Plan.
 - Coordinate policy making functions necessary to ensure public health and safety within the municipal borders.
 - Make available municipal resources, as appropriate, in response to resource requests from other agencies.
 - Implement emergency policies, procedures and ordinances as appropriate for the governing body.

- **Local Emergency Planning Committee (LEPC)- Chairman or Designee**
 - Carry out the responsibilities for local emergency planning pursuant to SARA Title III and adhere to the policies of the NC Emergency Response Commission.
 - Provide a private industry representative to the EOC to serve as a conduit of information to major businesses and industries, as needed.

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- Assess and make recommendations as to the current level of prevention, preparedness and response capabilities of existing programs and procedures.
- Ensure the development of plans to protect the public by maintaining the Hazardous Materials Annex, consistent with guidance contained in the NC Plan for Multi-Hazards prototype.
- Develop and ensure that procedures for notification are in place and effective in the event of a hazardous materials accident.
- Ensure that facility emergency coordinators provide information to the LEPC in a timely manner.
- On a yearly basis, publish the legal notice for the emergency planning committee in the local newspaper.

- **Amateur Radio Operators**
 - Provide a liaison to the New Hanover County EOC during emergency activation.
 - Transmit/receive emergency traffic as necessary during disasters.
 - Disassemble and relocate radio equipment to alternate locations, if necessary.
 - Maintain message log for all traffic.
 - Support post disaster emergency communications requirements, if needed.
 - Provide weather and spotter information to the Emergency Management department.
 - Provide operators in all public shelters, when requested.

- **Executive Director, Cape Fear Chapter, American Red Cross**
 - Coordinate activities with the Emergency Management Director, Social Services Director and Health Director in providing shelter/mass care services.
 - Provide support personnel as requested for shelter/mass care operations.
 - Survey shelters to make sure they are compliant with Americans with Disabilities Act (ADA).
 - Assume control of shelters from New Hanover County Department of Social Services as soon as appropriate (typically within 72 hours) after an event.
 - Provide training for shelter staff in support of shelter operations.
 - Cooperate/coordinate with Salvation Army and other agencies in the delivery of mass feeding services.

- **Salvation Army**
 - Support logistics and feeding of EOC personnel, upon request.
 - Coordinate satellite field feeding operations in coordination with County EOC.
 - Provide clothing and related assistance to disaster victims.
 - Provide a representative to the EOC upon request.

- **Individual Care Coordination Center (IC-3)**
 - Activate the Individual Care Coordination Center (IC-3) for emergency situations when requested by the Emergency Management Director.
 - Maintain an active public and private partnership between health care agencies, oxygen providers, and long term care facilities.
 - Review and update the Special Needs Plan annually or as needed.
 - Develop and implement disaster preparedness planning and awareness to those with special needs.
 - Work in partnership with the NHC Senior Resource Center on issues pertaining to the Special Needs Registry.

- **United Way of the Cape Fear Area**
 - Coordinate receipt and distribution of donated goods and services.
 - Manage the 211 Information and Referral Service.
 - Coordinate the Community Organizations Active in Disasters (COAD).

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- **Logistical Support Center (LSC)**
 - Provide initial storehouse for disaster response supplies.
 - Provide temporary offices for the receipt, inventory, dispatch, return and demobilization of personnel, supplies and equipment.
 - Ensure “mission quality” (tracking, responsibility and completion) supply and personnel dispatch.
 - Receive, track, recover and return to pre-disaster conditions (as possible) the following:
 - Equipment received from other jurisdictions.
 - Emergency Management owned portable generators
 - Shelter supplies, including Pet Co-Location Shelter
 - Emergency Management support vehicles
 - Spare radio equipment
 - Inventory and determine needs for bottled water, ice, tarps, MRE’s
 - Manage routed equipment requested by the NHC Emergency Operations Center (EOC) or the Emergency Management Director.
 - Respond to various requests by the EOC for courier services and transportation missions.
 - Initiate, track and maintain signature receipts for issued equipment.

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

EMERGENCY SUPPORT FUNCTIONS

Each ESF is headed by a primary agency designated on the basis of its authorities, resources and capabilities in the particular functional area. Other agencies have been designated as support agencies for one or more ESFs based on their resources and capabilities to support the functional area(s). ESFs are expected to support one another in carrying out their respective missions.

This section identifies the purpose of each ESF, the primary & supporting agencies, Emergency Operations Center (EOC) staffing requirements, reference documents, planning assumptions, concept of operations & a checklist of actions for the preparedness & recovery phases of the disaster response.

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

ESF # 1- TRANSPORTATION

PRIMARY AGENCY: New Hanover County Schools Transportation Department
WAVE Transit

SUPPORTING AGENCIES: Wilmington International Airport
NC Department of Transportation
New Hanover County Vehicle Management
Municipal Fire Departments
Local Law Enforcement

PRIVATE RESOURCES: Local Vehicle Rental Firms

I. PURPOSE

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

II. SITUATION AND ASSUMPTIONS

A. Situation

- A hazard analysis and vulnerability assessment has been completed which identifies the types of threats to which the County is most vulnerable.
- The Special Needs Task Force has identified special needs individuals who may have unique evacuation requirements. The Special Needs Registry is maintained by the Senior Resource Center.
- A comprehensive hurricane evacuation study was completed in 2016 for Eastern North Carolina. This study included a traffic analysis defining evacuation routes and clearance times, potential flood hazard areas, and a behavioral analysis.
- New Hanover County's beach municipalities and the low lying areas have experienced numerous hurricane evacuations.
- The New Hanover County Schools Transportation Department has approximately 200 buses; of those about 25 are special education buses.
- The Cape Fear Public Transportation Authority (WAVE Transit) provides a variety of public transportation options to the citizens of the Cape Fear region, including buses and paratransit vans.
- Taxi cab service and handicapped van service are available in the Wilmington area.
- New Hanover County does not issue or utilize formal re-entry permits. All beach municipalities have a formal re-entry permit process.
- Decisions on re-entry into damaged or isolated areas will be made by the Control Group(s) of the affected jurisdictions in coordination with the EOC.
- U.S. Highways, 421, 117, 17, 74/76 NC Highways 132 and 133 and I-40 are the major traffic routes in and out of the county. These routes could become impassable due to heavy rainfall and traffic congestion, negatively impacting evacuations.

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

- The key bridges within the County for evacuation are Wrightsville Beach, Snow's Cut, Cape Fear Memorial, Isabel Holmes, Thomas Rhodes, I-40 Northeast Cape Fear River and the I-140 Cape Fear River Bridge.

B. Assumptions

- Emergency situations may require evacuation of all or part of the county. Small-scale, localized evacuations may be needed as a result of a hazardous materials incident, major fire, or other incident. Large-scale evacuation may be needed in the event of an impending hurricane.
- Sufficient warning time will normally be available to evacuate the threatened population.
- Traffic control resources must be coordinated prior to the public release of an evacuation order.
- Evacuation and re-entry information will be made available to the public by all available means.
- If there is significant potential threat, some residents will evacuate prior to being advised to do so by public officials.
- Most evacuees will seek shelter with relatives or friends rather than accept public shelter.
- Some residents may refuse to evacuate regardless of warnings.
- Some people will lack transportation. Others, who are ill, disabled, or non-English speaking may require vehicles with special transportation capabilities and staff.
- Debris or damage to the roadway could hamper re-entry.
- Evacuation should be completed during daylight hours, whenever possible.
- Large-scale evacuations from ocean front counties or contiguous counties could impact New Hanover County.
- Effective traffic control points will facilitate orderly re-entry into isolated or evacuated areas.
- Evacuations, when ordered by the Chairman of the Commissioners or Municipal Mayors, will be in accordance with local ordinances and General Statutes.
- Re-entry into evacuated areas will be ordered by the Chairman of the Board of Commissioners in coordination with the affected municipalities, after the emergency or disaster situation has ceased to be a threat to life and property.

III. CONCEPT OF OPERATIONS

A. General

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

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

- The Incident Commander (IC) at the scene of an isolated emergency in New Hanover County has the authority to order an evacuation of the specific area affected by the incident. The Emergency Management Director or staff should be made aware immediately regarding any isolated evacuation.
- Regional coordination of traffic control, shelter/mass care, and public information will enhance the total evacuation and re-entry process. The Eastern Branch Office, NC Division of Emergency Management will assist in coordinating regional evacuation activities.
- Law enforcement will implement traffic control for evacuation and for re-entry.

B. Specific

• **Evacuation**

- The decision to evacuate areas of New Hanover County will be made by the Chairman, Board of County Commissioners, in coordination with the affected municipalities, based on consideration of public health and safety.
- Traffic control points to support evacuation have been pre-determined.
- The size of the threatened area to be evacuated will be determined at the time of the emergency.
- Access to defined evacuation areas will be denied to non-essential personnel once an evacuation order has been issued.
- Vehicles experiencing mechanical problems during the evacuation will be moved off the roads by necessary means as authorized by law enforcement officials. (General Statute 20.161)
- Law enforcement officers will assist stranded motorists in reaching a location of best available shelter.
- Institutions (nursing homes, adult care homes, retirement centers, etc.) within the county must develop procedures for evacuation and relocation of patients or residents. When the capabilities of an institution to meet resource requirements are exceeded, the institution may be assisted by the EOC.
- The segment of the County's population lacking transportation to a shelter facility may be assisted by the most appropriate means of transportation available.
- Designated special needs assistance programs are required to accomplish movement of these people to shelter or other facilities. Due to the limited number of specialized vehicles available for transport, evacuation of the special needs populations may be initiated in advance of a general evacuation.

• **Re-Entry**

- The decision to allow re-entry to any evacuated/restricted areas of New Hanover County will be made by the Chairman, Board of County Commissioners in coordination with the affected municipalities, based on consideration of public health and safety.
- Evacuated emergency service equipment and personnel will re-enter prior to the re-entry of the public for a safety assessment.
- The Chairman, Board of County Commissioners in coordination with the affected municipality will establish the order for the re-entry of the public.
- Staging areas for incoming resources will be established.
- The use of privately owned sites for forward staging throughout the county will be negotiated and utilized, as needs dictate.
- Certain regional staging areas will be used as mobilization points to receive and organize emergency relief personnel and equipment.
- Sections of the county may remain isolated or closed to the public even after re-entry begins based on safety and security concerns of that jurisdiction.

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

CHECKLIST OF ACTIONS

TRANSPORTATION ESF # 1

- PRIMARY AGENCY:** New Hanover County Schools Transportation Department
WAVE Transit
- SUPPORTING AGENCIES:** Wilmington International Airport
NC Department of Transportation
New Hanover County Vehicle Management
Municipal Fire Departments
Local Law Enforcement
- PRIVATE RESOURCES:** Local Vehicle Rental Firms
- EOC STAFFING:** New Hanover County Schools
WAVE Transit
NC Department of Transportation
- REFERENCE DOCUMENTS:** Airport Emergency Plan
NC State Highway Patrol Coastal Evacuation Plan
Special Evacuation Transportation Plan for the BNPP
Critical Facilities List
Individual Care Coordination Center Standard Operating Guideline
Coastal Region Evacuation and Sheltering Standard Operating Guide (CRES-SOG)

PREPAREDNESS GUIDELINES	COMMENTS/NOTES
Review and update the Plan, standard operating procedures, checklists and any mutual aid agreements annually or as necessary.	
Report to the EOC to coordinate transportation resources, when requested.	
Maintain message and event log for the Transportation function in the EOC.	
Identify and notify transportation support agencies to assure they are activated or on alert.	
Respond to requests for transportation assistance from other agencies responding to an event.	
Determine if residents need to be evacuated from immediate peril.	
Provide transportation assistance to those persons registered for transportation assistance.	
Monitor and report roadway conditions for traffic delays and detours.	
Develop inventory of available vehicle and personnel resources from supporting agencies. Instruct agencies to document mileage and time. Establish back-up fuel supply location(s).	
Establish communication with support agencies (radio, telephone, cellular) and ensure that they are ready to respond.	
Coordinate the evacuation of the handicapped and elderly. Ensure that this task is accomplished in timely manner. Coordinate with Individual Care Coordination (IC-3) Center, if activated.	

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

Ensure that persons have been provided transportation out of the immediate impact area.	
Report on road hazards identified by field units.	
Ensure that additional personnel will be available to staff the EOC, if activated.	
Provide list of available transportation personnel and resources to the EOC.	
Coordinate transportation resources with requests for the movement of personnel, goods and services to support the response.	
Prioritize transportation requests to ensure that the most critical are met first.	
Track the resources that have been committed to specific missions and plan for re-deployment upon release, when necessary.	
Maintain list of transportation resources and personnel (volunteer from private or business sector) that have been called into the EOC.	
Identify staging areas for transportation resources that may be sent into the affected area for support.	
Compile report of any damaged transportation assets.	
Report rumors to the EOC staff, if detected.	
Track daily costs and develop expense reports.	
Advise the EOC of State and Federal resources needed to cover shortfalls at least 12 hours prior to need.	
RECOVERY GUIDELINES	COMMENTS/NOTES
Continue staffing the EOC until advised that it is closing.	
Assist recovery transportation and delivery activities as needed.	
Develop recovery action plan and report for the EOC.	
Ensure that agencies have maintained logs of mileage and time of personnel utilized to respond to disaster.	
Coordinate re-entry information and instructions with the County PIO.	
Develop a plan for the priority replacement of any damaged or destroyed transportation assets.	
Participate in the review of operations during county led critique. Develop plan of action to improve response during future events.	

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

ESF # 2- COMMUNICATIONS

PRIMARY AGENCY: NHC Information Technology (IT) Department

SUPPORTING AGENCIES: Various Governmental Agencies
Amateur Radio Emergency Services
NHC Emergency Management and 911 Communications

PRIVATE RESOURCES: Wireless Communications
Various Cellular, Paging and Telecommunications Companies

I. PURPOSE

- To manage the computer network and internal telecommunications system.
- To provide Information Technology (IT) hardware support, and install and troubleshoot software applications as necessary.
- Provide support for WebEOC, Notification System, SharePoint (COOP Plan), Geographical Information System (GIS), and other systems necessary for EOC operation.
- Coordination of restoration and repair of telecommunications infrastructure and communication with providers community wide.
- Manage the County's Public Safety Radio Network and 911 Phone System.

II. SITUATION AND ASSUMPTIONS

A. Situation

- New Hanover County Information Technology will ensure that all necessary information technology systems are maintained and readily available for emergency situations.
- AT&T provides land-based commercial and residential telephone service for the County.
- There are numerous companies providing paging service to the area.
- Cellular phone service in the area is provided by numerous companies.

B. Assumptions

- Staff the EOC to support critical IT systems.
- Make best use of available technology.
- Provide 24-hr staffing.
- Develop and maintain plans for redundancy of critical IT systems.

III. CONCEPT OF OPERATIONS

A. General

- Prior to and upon activation of the Emergency Operations Center, ESF-2 personnel will verify testing of critical computer networking, telephone equipment, and radio systems to ensure their proper operation.
- Assist the EOC in stocking necessary supplies to process information in any manner.

B. Specific

- Assist resource management with identifying deployed resources, as requested.
- Maintain familiarity with EOC technology which includes WebEOC, Geographical Information System (GIS), Hurrevac, SharePoint (COOP Plan), the notification system and other systems necessary for EOC operation.
- Provide assistance to incoming personnel in the use of technology and equipment, as necessary.

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

- Provide 24-hour support to EOC staff in regards to all technology related issues.
- Operation of Amateur Radios requires an FCC license. Coordinate with Amateur Radio Operators for system verifications.
- Operation of the Brunswick Nuclear Plant Siren System requires training and authorization from Brunswick Nuclear Plant's Emergency Preparedness Section.

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

CHECKLIST OF ACTIONS

COMMUNICATIONS

ESF # 2

- PRIMARY AGENCY:** NHC Information Technology (IT) Department
- SUPPORTING AGENCIES:** Various Governmental Agencies
Amateur Radio Emergency Services
NHC Emergency Management and 911 Communications
- PRIVATE RESOURCES:** Wireless Communications
Various Cellular, Paging and Telecommunications Companies
- EOC STAFFING:** NHC Information Technology
City of Wilmington IT Department
NHC Emergency Management and 911 Communications
- REFERENCE DOCUMENTS:** EOC Forms
EPIC Media Briefing Books

PREPAREDNESS GUIDELINES	COMMENTS/NOTES
Test EOC technology equipment and ensure proper operation. (Computers, Projector, Terminals, Monitors, Faxes, Telephones, Plasma Screens, Modems, Copiers, and Scanners etc.)	
Ensure all data processing and other sensitive equipment are connected through UPS.	
Ensure an adequate supply of computer support supplies.	
Verify software operability.	
Establish liaison with telephone, paging, cable, and cellular companies, etc.	
RESPONSE GUIDELINES	COMMENTS/NOTES
Report pertinent information identified on GIS overlays (i.e., water intakes, schools, retirement homes, archeological and historical sites, etc.)	
Anticipate and advise the EOC of the need for additional technology resources.	
Provide technical assistance to activate internal/external notification systems.	
Assist operations of WebEOC, Hurrevac, etc. as requested.	
Assist with orderly shut-down of EOC.	
RECOVERY GUIDELINES	COMMENTS/NOTES
Maintain all functions carried over from the Response phase.	
Participate in review of response operations during County led critique. Develop plan of action to improve response during future events.	
Correct any outstanding technology issues.	

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

ESF # 3- PUBLIC WORKS AND ENGINEERING

PRIMARY AGENCY: Cape Fear Public Utility Authority (CFPUA)
New Hanover County Engineering Department
New Hanover County Environmental Management Department
New Hanover County Parks and Gardens
Municipal Public Works Departments

SUPPORTING AGENCIES: City of Wilmington
Municipal Engineering Departments
U.S. Army Corps of Engineers
Municipal Parks Departments
North Carolina Department of Transportation
NHC Health Department, Vector Control
North Carolina Division of Forestry
Private Utility Contractors

I. PURPOSE

The purpose of this section is to coordinate public works resources during an emergency or disaster. Public Works and Engineering may include: emergency clearance of debris; cleaning, repairing or construction of damaged emergency access routes; emergency restoration of critical public services and facilities; emergency demolition of damaged structures and facilities; technical assistance and damage assessment for private utility operations. Coordination of resources includes technical advice, technical evaluations, engineering services, construction management, inspections, and emergency contracting for repairs.

II. SITUATION AND ASSUMPTIONS

A. Situation

- **New Hanover County**
 - Engineering services are provided by the New Hanover County Engineering Department in coordination with the Cape Fear Public Utility Authority (CFPUA). NHC Engineering handles several services including storm water, water testing and erosion control and the CFPUA maintains the water distribution and sewer system.
 - The CFPUA has manpower and materials that could be used for repair of water service during an emergency.
 - The Town of Carolina Beach, Town of Wrightsville Beach and the Town of Kure Beach provide water and sewer service for their residents.
 - A number of public and private sewage treatment plants are located in the county; also a number of systems that pump wastewater to other locations are in operation. Several private utility companies operate water distribution systems serving private sub-divisions.
 - Duke Energy provides electrical service throughout the County.
 - The area's electric utilities have mutual aid agreements with other companies to allow utilization of emergency repair crews during emergencies or disasters.
 - The NC Department of Transportation maintenance yard serves New Hanover County.
 - Emergency fuel for County vehicles will be available at the County's fuel vendor, School Bus Garage, or NC Department of Transportation (DOT).
 - Most roads in the County (excluding cities & towns) are owned by the State and maintained by the NC DOT, Division of Highways.
 - A major disaster will cause unprecedented property damage, blocked roadways, and tremendous debris removal/disposal problems.

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

- **Municipal**

- The City of Wilmington provides storm water, debris removal and management, street maintenance and garbage pickup service.
- Drawing drinking water from the Cape Fear River and several county-wide wells, the CFPWA operates two drinking water treatment facilities, has several elevated water tanks, and also operates three wastewater treatment plants.
- The Wrightsville Beach Public Works Department consists of water, sewage and storm water services. The Town provides garbage pickup for its residents. Wrightsville Beach has elevated water tanks and operates several wells.
- The Town of Carolina Beach Public Works Department consists of water, sewage and storm sewer. The Town provides garbage pickup for its residents. The town operates an elevated water storage tank and also operates a sewage treatment plant.
- The Town of Kure Beach Public Works Department consists of water, sewage, and storm sewer. Garbage collection is provided by the Town of Kure Beach. The town operates one water tank and one Sewer Treatment Plant. A majority of the sewer is pumped to Carolina Beach's Sewer Treatment Plant.
- Debris is a consequence of certain disasters. The emergency removal of debris by public works forces is critical to restoration of vital and essential services.
- Numerous pieces of heavy equipment suitable for debris removal can be found throughout the County at various businesses and industry sites.
- New Hanover County Department of Environmental Management has sample contracts and bid procedures for large scale debris removal.

- **B. Assumptions**

- All systems and organizations would need to come together to provide maximum capabilities.
- Following a catastrophic event, most roads and streets may be impassable due to debris.
- Interruption of some or all essential services is an expected consequence of an emergency or disaster, resulting in large numbers of people without essential services.
- A catastrophic event affecting the County may result in the following consequences:
 - Loss of some or all essential services for an extended period of time.
 - A shortage of available outside assistance.
 - A shortage of materials for repair of utilities overall delay in restoration of essential services.
 - Rapid exhaustion of local resources.
 - Attempted price gouging for repair/restoration of essential services.
- The NC Department of Transportation may be requested to remove debris from the State highway and road system. The Department will not remove debris from private property, except in extraordinary cases cleared through the State EOC.
- The NC Division of Forest Resources maintains an operation within the County. Equipment suitable for debris removal activities may be available at this location or from their District office.
- The NC Division of Forest Resources can perform emergency debris removal of vegetative debris on other than State property when requested and approved through the State EOC.
- Controlled burning of vegetative debris under tightly controlled regulations may be allowed as a means of disposal when authorized by the County Fire Marshal's office in coordination with the NC Division of Forest Resources, and State Air Quality departments.

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

- Private industrial equipment may be utilized for debris removal, if necessary. The City and County both have pre-positioned contracts to supply equipment and labor for emergency services.
- Critical facilities will receive priority in the restoration of essential services.
- State owned or supported vehicles can be refueled at the Department of Transportation's maintenance yard equipped with auxiliary power, or can be fueled in the field from DOT tanker trucks.
- Environmental waivers and legal clearances will be needed for the disposal of materials from debris clearance and demolition sites.
- Large numbers of skilled personnel, engineers, construction workers, utility personnel and laborers will be needed from outside the disaster area. Support service for the personnel and equipment will have to be provided from outside the disaster area until repairs can be made. Crews will be encouraged to arrive fully self-contained so as not to tax the already drained local resources.

III. CONCEPT OF OPERATIONS

A. General

- The various agencies in New Hanover County with public works capabilities will assist each other during emergency/disaster periods; as their capabilities allow.
- The ESF Coordinator for Public Works and Engineering in the EOC will receive requests for emergency debris removal, prioritized tasks, and deploy available public and private resources.
- The New Hanover County EOC will approve and coordinate all County and municipal requests for mutual aid resources.
- Priority for emergency debris removal can be given to the following:
 - Primary Roads Serving Hospitals
 - Emergency Service Locations (i.e. Fire, EMS, Rescue, etc.)
 - Critical Utilities (power lines, substations, water and wastewater infrastructure, communication sites)
 - Airport and Helipad Locations
 - EOC
 - Primary Streets and Roads
 - Shelters
 - Staging Areas and Refueling Areas
 - School Bus Routes
 - Disaster Application Centers
- The CFPUA will respond to customer needs for water and wastewater. CFPUA will respond as able to requests for assistance by other county, public and private utility company mutual aid requests.
- Temporary debris storage, sorting and chipping sites will be established throughout the affected area to facilitate management of debris. Sites will be located in areas where burning of debris can be done within applicable regulations. These sites are designated in the Debris Management Plans.
- The County Department of Environmental Management will serve as the lead agency in the storage, disposal and sorting of large quantities of debris within the unincorporated County. The City will serve as the lead agency in the storage, disposal and sorting of large quantities of debris within the City limits.

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

- Sites will be established throughout the affected area for distribution of emergency water supplies to the public and to work sites.
- Emergency generators, when available, will be deployed to vital public facilities which do not have power.
- If available, portable toilets will be provided to the general public and to work sites.
- Fire Departments can open and inspect roads in and near their stations only to the extent to provide emergency life safety or rescue access when needed.
- Emergency repairs to water and wastewater systems will be directed by the CFPUA within their service area. CFPUA is a member of the *NCWaterWARN* mutual aid network and will invoke requests for providing or receiving support via the established protocols.
- The County GIS Department will assist in providing mapping data for all damaged areas as requested by the EOC.

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

CHECKLIST OF ACTIONS

PUBLIC WORKS AND ENGINEERING

ESF # 3

- PRIMARY AGENCY:** Cape Fear Public Utility Authority (CFPUA)
 New Hanover County Engineering Department
 New Hanover County Environmental Management Department
 New Hanover County Parks, Gardens and Senior Resource Center
 Municipal Public Works Departments
- SUPPORTING AGENCIES:** City of Wilmington
 Municipal Engineering Departments
 U.S. Army Corps of Engineers
 Municipal Parks Departments
 North Carolina Department of Transportation
 NHC Health Department, Vector Control
 North Carolina Division of Forestry
 Private Utility Contractors
- PRIVATE RESOURCES:** Piedmont Natural Gas
 Duke Energy
 Private Water & Sewer Companies
 Utility Construction Companies
 Debris and Tree Removal Companies
- EOC STAFFING:** CFPUA
 New Hanover County Engineering Department
 New Hanover County Environmental Management Department
 City of Wilmington Department of Public Services
 Municipal Liaisons
- REFERENCE DOCUMENTS:** New Hanover County Debris Management Plan
 City of Wilmington Debris Management Plan
 CFPUA Emergency Response Plan
 New Hanover County NIMS Typed Resources Manual
 NCWaterWARN Operations Plan
 Shelter Back-up Power Procedures
 Critical Facilities List
 Support Vehicles/Equipment Management

PREPAREDNESS GUIDELINES	COMMENTS/NOTES
Review, revise, update memorandum of understanding, mutual aid agreements and checklists annually.	
Staff the ESF-3, Public Works and Engineering, function in the EOC.	
Maintain a message/event log at the EOC position.	
Notify supporting agencies of the potential need for personnel and equipment. Compile lists of readily available assets and provide to EOC Director.	
Direct support agencies to track personnel and equipment expenses for reimbursement and maintain an accurate record of expenditures for labor, equipment, materials, fuel, rental equipment, etc.	

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

Establish communications with supporting agencies.	
Notify PIO that the Public Works function is staffed in the EOC.	
Develop contact lists to include phone numbers, pager, fax, home, and alternate contact number for supporting agencies. Include radio channels/cellular numbers.	
Identify those public works facilities that may be impacted by a disaster, and develop plans to overcome any shortfalls.	
Develop prioritization repair plan for damaged facilities.	
Identify critical public works facilities that will require generator backup. Identify generator size needed and if facility has quick-connect capability. Identify generator transportation/delivery contacts.	
Prepare to provide emergency repairs to water, waste water and solid waste facilities.	
Identify roadways that will require priority debris clearance.	
Maintain a vendor contact list.	
Review and update priorities for removal of debris from roadways.	
RESPONSE GUIDELINES	COMMENTS/NOTES
Coordinate response of primary and supporting public works/utilities agencies.	
Reassess the priorities to be addressed for the most critical needs and develop strategies to address these needs.	
Continue to track resources committed to specific missions.	
Determine the need for outside resources (type and location needed).	
Identify potential debris sites - chipping, burning, and sorting.	
Coordinate with NHC Planning and Inspections Department to compile a list of facilities that may require emergency demolition to protect life and safety of citizens.	
Maintain a log of vendors volunteering resources.	
Advise outside agencies coming into the disaster area that they are to be self-sufficient.	
Track daily costs and develop reports and prepare GIS data and maps.	
Advise EOC of State and Federal resources needs, at a minimum, 12 hours prior to need in the County.	
RECOVERY GUIDELINES	COMMENTS/NOTES
Respond to requests for public works assistance from municipalities and other agencies.	
Review public works requests and prioritize response.	
Support damage assessment activities.	
Make temporary repairs to damaged public works facilities.	
Ensure that adequate amounts of potable water are available to support recovery operations.	
Receive requests for assistance to repair damaged privately owned utility systems.	
Provide technical assistance to operators of utility systems.	
Procure portable toilets and safety lighting for work sites, if needed.	
Provide listing of damaged public works facilities to State Strike Team, if deployed to area.	
Participate in the review of operations during County-led critique. Develop plan of action to improve response during future events.	

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

ESF # 4- FIREFIGHTING

PRIMARY AGENCY:	New Hanover County Fire Services
SUPPORTING AGENCIES:	Municipal Fire Departments US Coast Guard, Sector NC NHRMC EMS and Vitalink New Hanover County Emergency Management Pender County Emergency Management Brunswick County Emergency Management
PRIVATE AGENCIES:	Industrial Emergency Response Teams

I. PURPOSE

This section ensures the proper coordination of fire and rescue resources to provide safety of life and property within the County during emergency situations.

II. SITUATION AND ASSUMPTIONS

A. Situation

- New Hanover County has eight County Fire Stations. The Towns of Carolina Beach, Kure Beach, and Wrightsville Beach, along with the City of Wilmington have municipal Fire Departments.
- The NC Division of Forest Resources is the lead agency for forest fire control in New Hanover County. Forestry maintains equipment at the Wilmington International Airport. New Hanover County is located in the Pender-New Hanover Zone. The District Headquarters for Forestry is in Whiteville (Columbus County).
- Urban interface has increased the hazard posed by forest fires.
- County and Municipal Fire Departments rely on the New Hanover County communications system for primary dispatching and communications.
- The fire departments are trained at either the awareness or operations levels for responding to hazardous materials spills.
- Mutual aid agreements exist among all fire departments within the County.
- New Hanover County conducts fire inspections utilizing their fire inspection personnel. Municipalities provide fire inspection via internal resources or by agreement with other jurisdictions. NC Fire Code provisions are enforced through New Hanover County Fire Services.
- The City of Wilmington Fire Department has a regional hazardous materials team under the guidance of the NC Division of Emergency Management.
- A crash fire rescue unit is stationed at the Airport for response to incidents at that location.
- Several of the major industries in New Hanover County also have fire-medical brigades to serve the needs of their respective facilities.

B. Assumptions

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

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

- Fire personnel and equipment will be able to cope with most emergency situations through the use of existing mutual aid agreements.
- When additional or specialized support is required, assistance can be obtained from State and Federal agencies via the New Hanover County Department of Emergency Management.
- Incidents may require response by multiple local, state and federal agencies.
- Fire departments may be requested to perform tasks not associated with routine duties, such as search, traffic control, emergency debris removal, alert and notification, and evacuation.
- Fire stations will be manned around the clock during periods of emergency or disaster. Communications will be maintained with the County 911 Center and EOC.

III. CONCEPT OF OPERATIONS

A. General

- The Incident Command System will be implemented on an appropriate scale at the scene of every fire event in New Hanover County and the municipalities. If fire or threat of fire is involved, the Fire Chief in the district or his designated representative will be the Incident Commander.
- When three or more state agencies respond to an event, the Eastern Branch Office, NC Division of Emergency Management will serve as State lead, and the County Emergency Management Director or designee will serve as the County lead, to coordinate all state resources at the scene of the emergency.
- Resources required by Fire Departments beyond those available through mutual aid will be requested through the County Emergency Management office and routed to the Eastern Branch Office NC Division of Emergency Management.
- During periods of emergency, fire and rescue units must be prepared to support each other using available expertise, equipment and manpower.

B. Specific

- **County/Municipal Fire Departments**
 - Departments should support the Incident Command System (ICS) structure of fire administration.
 - Assist with dissemination of disaster warning information.
 - Assist with traffic and crowd control, when staff permits.
 - Provide fire protection for shelters, mass care facilities and vital facilities in their fire district.
 - Assist with search and rescue operations.
 - Report the presence of hazardous material locations and identify possible problems under emergency conditions.
 - Assist with emergency tree cutting for emergency vehicle access.
 - Support 4-wheel drive operations during severe weather situations.
 - Assist Duke Energy and other utility agencies as requested by the EOC.
 - Coordinate firefighting and suppression activities in the County.
 - Assist with dissemination of warning, evacuations and advisories, when requested by the Director of Emergency Management.
 - Provide the relocation of fire-fighting resources, when required.
 - Staff the EOC or command post as required.
 - Ensure that lines of communication are open with field units.
 - Track expenses for response and recovery reports.

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

- Provide back-up equipment and portable pumps.
- Support Forestry in control of wild land fires.
- Report significant injuries and fatalities of fire response personnel to the EOC, if activated.
- Immediately notify the Emergency Management office of potential major emergency situations.

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

CHECKLIST OF ACTIONS

FIREFIGHTING

ESF # 4

- PRIMARY AGENCY:** New Hanover County Fire Services
- SUPPORTING AGENCIES:** Municipal Fire Departments
 US Coast Guard, Sector NC
 NHRMC EMS and Vitalink
 New Hanover County Emergency Management
 Pender County Emergency Management
 Brunswick County Emergency Management
- PRIVATE RESOURCES:** Industrial Emergency Response Teams
- EOC STAFFING:** New Hanover County Fire Services
 Municipal Fire Departments
- REFERENCE DOCUMENTS:** Incident Command Plan & Guidance
 NHC Fire Service Equipment Inventory
 Critical Facilities List
 Search Management Plan
 Airborne Release Chemical Atlas
 EPA Title III List of Lists
 Cape Fear Port & Waterway Assessment
 Basic Hazardous Materials Plan

PREPAREDNESS GUIDELINES	COMMENTS/NOTES
Review, revise and update mutual aid agreements, memorandums of understanding, standard operating guidelines, etc., on an annual basis.	
Staff the Fire/Rescue Function in the EOC, upon request.	
Maintain a message/event log for the EOC.	
Notify the PIO that the fire/rescue function is staffed in the EOC.	
Notify supporting agencies of the potential need for personnel and equipment. Compile lists of assets/personnel that can be deployed.	
Instruct support agencies to track expenses for reimbursement, maintaining an accurate record of expenditures for personnel, equipment, materials, fuel, rental equipment, etc.	
Identify potential sites that may experience increased hazard of fires.	
Re-assign fire/rescue personnel and equipment to areas that may not be impacted by disaster.	
Assist with warning and notification of disaster victims.	
If hazardous materials are involved, provide guidance for decision making as to their effects.	
Identify potential staging areas for mutual aid forces arriving from outside the area.	
RESPONSE GUIDELINES	COMMENTS/NOTES
Respond to request for fire suppression activities.	
Re-assign personnel and equipment to support fire/rescue activities as needed.	
Assist law enforcement with evacuation and warning, when needed.	
Re-deploy resources out of harm's way.	

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

Provide back-up equipment for pumping, if needed.	
Respond to hazardous material events at the appropriate level.	
Request outside assistance, when appropriate.	
Coordinate activities with the N.C. Forest Service when activities involve suppression of wild land fires.	
Advise mutual aid forces of their need to be self-sufficient.	
Provide support for rescue activities, as needed.	
Restrict access into fire damaged areas.	
Track daily costs and develop expense reports.	
Advise the EOC of state/federal resources needed to cover shortfalls, at a minimum, 12 hours prior to need.	
RECOVERY GUIDELINES	COMMENTS/NOTES
Continue to coordinate fire/rescue activities with agencies.	
Designate staging areas for incoming fire resources.	
Support traffic control operations, if requested.	
Request replenishment of supplies expended during emergency.	
Assist with damage assessment activities, if requested.	
Withdraw firefighting resources when no longer required Ensure rested personnel for safe demobilization.	
Respond to request for fire inspections of temporary living or shelter locations.	
Participate in the review of operations during county led critique. Develop plan of action to improve response during future events.	

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

ESF # 5- EMERGENCY MANAGEMENT

PRIMARY AGENCY: New Hanover County Emergency Management and 911 Communications

SUPPORTING AGENCIES: New Hanover County Finance
UNCW Emergency Management
NHRMC Emergency Management
NHC Employees
Various Governmental Agencies
New Hanover County Response Emergency Management Organization (REMO)
New Hanover County Community Emergency Response Team (CERT)

I. PURPOSE

- Activate and coordinate Emergency Operations Center (EOC).
- Coordinate incident management and response efforts in accordance with NIMS.
- Collect, process, maintain, and display situation information to facilitate the overall activities of the Emergency Operations Center and Incident Command (IC).
- Coordinate, analyze, and disseminate current and accurate information for use by the EOC Director and the Incident Commander.
- Ensure proper collection of information required to document the incident.

II. SITUATION AND ASSUMPTIONS

A. Situation

New Hanover County Emergency Management and 911 Communications is the primary agency responsible for coordination of response to large events. Emergency Management will support initial and ongoing assessment of emergency situations and provide timely and appropriate information to support government officials in determining required actions. Public information is managed by ESF-15.

B. Assumptions

New Hanover County Emergency Management and 911 Communications will coordinate Emergency Operations Center (EOC) activation. Prior to or upon activation of the EOC, Emergency Management staff will perform a call-down of all those who need to report to the EOC.

III. CONCEPT OF OPERATIONS

A. General

- Provide direction and control during large incidents affecting the citizens of New Hanover County.
- Activate the EOC and facilitate coordination of mission assignments and resource allocations.
- Process incoming official information for distribution to the proper agencies.
- Ensure the EOC and/or IC is stocked with necessary supplies to process information.

B. Specific

- Provide via the EM/EOC Director or Incident Commander up-to-date situation information to the Public Information Officer.
- Maintain situation status boards, written or electronic, visible to all EOC/IC staff.
- Assist resource management with identifying deployed resources.

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

- Maintain familiarity with EOC technology.
- Provide impromptu instruction to incoming personnel in the use of technology and equipment, as necessary.
- Produce Daily Summaries and Situation Reports (SITREPS).
- Maintain the historical record of the incident and complete the After-Action Report.
- Ensure FEMA documentation is maintained throughout the event.

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

CHECKLIST OF ACTIONS

EMERGENCY MANAGEMENT

ESF # 5

PRIMARY AGENCY: New Hanover County Emergency Management and 911 Communications

SUPPORTING AGENCIES: New Hanover County Finance
 UNCW Emergency Management
 NHRMC Emergency Management
 NHC Employees
 Various Governmental Agencies
 New Hanover County Response Emergency Management Organization (REMO)
 New Hanover County Community Emergency Response Team (CERT)

EOC STAFFING: New Hanover County Emergency Management and 911 Communications
 New Hanover County Finance
 UNCW Emergency Management
 NHRMC Emergency Management
 NHC Employees

REFERENCE DOCUMENTS: Emergency Operations Plan
 EOC Forms
 Critical Facilities List
 Vendor Contact Lists
 EOC/ICS Job Aids

PREPAREDNESS GUIDELINES	COMMENTS/NOTES
Develop, revise and review memorandums of understanding, standard operating guidelines, mutual aid agreements, and other important documents on an annual basis.	
Ensure an adequate supply of EOC support supplies and reference documents are available.	
Ensure proper operation of EOC Technology with the support of NHC IT.	
Ensure food vendor agreements are in place. Copies maintained in NHCEM office.	
Ensure rental generator contracts are in place.	
Provide EOC staff training on use of WebEOC.	
Ensure continued availability of an alternate EOC.	
RESPONSE GUIDELINES	COMMENTS/NOTES
Provide direction and control for EOC operation.	
Ensure EOC Security is provided.	
Coordinate the overall effort to collect, analyze, process, synthesize, report and display essential information.	
Provide support for planning efforts.	
Actively solicit information from all ESFs in the EOC and maintain situation board (WebEOC).	
Provide for well-being of EOC staff.	
Anticipate and advise IT of the need for additional technology resources.	
Ensure adequate EOC staffing.	

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

Request activation of EAS, when needed.	
Provide technical assistance to activate the notification system.	
Operate WebEOC and Hurrevac.	
Establish/maintain liaison with CG Auxiliary, Civil Air Patrol or other overflight platforms.	
Draft and issue Situation Reports (SITREPS) and Daily Summaries.	
Maintain activity log for historical records.	
Provide for orderly shut-down of EOC/IC.	
RECOVERY GUIDELINES	
Maintain all functions carried over from the Response phase.	COMMENTS/NOTES
Participate in review of response operations during County led critique. Develop Plan of Action to improve response during future events.	
Draft the After-Action Report.	
Work with FEMA to provide required documentation.	

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

ESF # 6- MASS CARE, EMERGENCY ASSISTANCE, HOUSING AND HUMAN SERVICES

PRIMARY AGENCY: New Hanover County Department of Social Services

SUPPORTING AGENCIES: New Hanover County Health Department
American Red Cross, Cape Fear Chapter
New Hanover County Schools
New Hanover County Emergency Management
Trillium Health Resources
New Hanover County Sheriff's Office
Municipal Police Departments
Amateur Radio
United Way of the Cape Fear Area (UWCFA)
Salvation Army
Cape Fear Convention and Visitor Bureau
New Hanover County Engineering Department
Generator Supplies- Under Contract

PRIVATE RESOURCES: Hotels/Motels

I. PURPOSE

To coordinate the activities involved with the provision of temporary shelter, mass feeding, disaster welfare information, and in some instances providing services to disaster workers. ESF-6A focuses on Donated Goods and Volunteer Coordination. Activities within this ESF are varied and may include:

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

II. SITUATION AND ASSUMPTIONS

A. Situation

- Based upon the County's hazard analysis, listed below are several emergencies which may require sheltering:
 - Severe Winter Storms
 - Tornadoes
 - Floods
 - Hazardous Material Accidents
 - Fires
 - Hurricanes
 - Brunswick Nuclear Power Plant Incidents
 - Earthquakes
 - Terrorist Events
 - Damaged Lifelines (phone, power, water, gas, etc.)

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

- Several facilities have been designated as hurricane shelters within the County. The complete list is maintained in the New Hanover County Department of Emergency Management and the Cape Fear Chapter of the American Red Cross. The five emergency shelters are NHC schools: Johnson Pre-K, Noble Middle, Eaton Elementary, Trask Middle and Codington Elementary. A Pet Co-Location Shelter will be opened at either Trask or Noble Middle School. Trask Coliseum (UNCW) can be used for a Radiological event.
- New Hanover County has permanent generators at the 5 schools designated as emergency shelters.
- The Cape Fear Chapter of the American Red Cross is working to identify additional facilities that can be used for other than hurricane events. This list is updated as new shelter facilities are identified and made available to ESF-6 as needed.
- Out of county sheltering for New Hanover County residents (excluding special needs) will be coordinated through the Eastern Branch Office NC Division of Emergency Management and New Hanover County Emergency Management.

B. Assumptions

- Local grocery stores, restaurants and other businesses could possibly support initial shelter/mass care operations with donations of emergency supplies.
- For out-of-county evacuation, sufficient shelter capacity exists in adjacent counties. Shelter locations have been identified in Harnett and Johnston counties and will be made available, if necessary through the North Carolina Division of Emergency Management. Transportation and pickup points will be coordinated through the NHC Emergency Operations Center (EOC).
- A high percentage of evacuees will seek shelter with friends or relatives rather than go to public shelter. Likewise, it is anticipated that many persons will elect to leave the area before the official order to evacuate is broadcast.
- Churches and other groups may open shelters independently. These shelters cannot be supported by the County or American Red Cross.
- Evacuees will be provided with public information in the shelter concerning the emergency event.
- Assistance from the County to evacuate residential care facilities may not be available or adequate to handle the task. Residential care facilities are responsible for all evacuation and relocation plans, procedures and resources.

III. CONCEPT OF OPERATIONS

A. General

- The Chairman of the Board of County Commissioners in coordination with the Emergency Management Director and New Hanover County Department of Social Services Director or their designees will make decisions on when and where to open shelters in a large scale emergency. However, in a small isolated emergency the Incident Commander may request the opening through the Emergency Management Director or designee.
- Upon notification of a requirement for sheltering by the County Emergency Management Director, the NHC Department of Social Services, serving as the lead agency for shelter/mass care, will coordinate opening and operation. The NHC Department of Social Services, Health Department, and American Red Cross, will mutually support shelter operations with shared personnel and support services.

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

- If additional shelter support is needed following a disaster event, requests for assistance will be submitted to the Eastern Branch Office NC Division of Emergency Management by the County Emergency Management Department.
- Public and private providers of institutional care (medical and residential) remain responsible for shelter plans, evacuation, transportation and relocation for their residents and clients.
- New Hanover County will assume neither responsibility nor liability for unauthorized shelter openings during emergency events.
- The County Department of Social Services, County Board of Education, American Red Cross and the Emergency Management Director will decide when shelters are to be closed.
- At each County supported shelter location, the County will provide to the extent available health/medical support, communications, fire protection and security.
- Churches, fire stations and community centers can be used as pick-up points for persons or groups requiring transportation to shelters.
- Crisis intervention and mental health counseling will be provided at shelters and by referral, if necessary.
- Residents utilizing public shelter spaces will be instructed to bring medications, blankets, special foods/formulas for children and a supply of food for personal consumption. No weapons, alcohol or pets (excluding service animals) are allowed in shelters, with the exception of the Pet Co-location Shelter, where pets will be housed in a separate area of the school from their owners. Law Enforcement will have the authority to search bags and confiscate any items brought into the shelter.
- The New Hanover County Sheriff's Office and the Wilmington Police Department will enforce security within the shelter and the area(s) immediately adjacent to the shelter (including parking locations). Two uniformed deputies or police officers will maintain foot patrol inside the shelter at all times.
- An adult must accompany children under 18 years of age when entering the shelter.
- Emergency transportation from shelters to area hospitals will be provided by the nearest emergency medical service if travel conditions are safe.
- Shelters will be closed as soon as conditions allow for the safe return of evacuees to their homes.
- Requests for additional shelter openings will be coordinated through ESF-6 with the American Red Cross, New Hanover County Department of Social Services and Emergency Management.
- Living conditions in the shelters will be basic at best and will not be geared for long-term stay.
- Providers of institutional care are required to have emergency plans that include sheltering in place, relocation, and transportation.
- In a catastrophic disaster, it is likely that long-term mass care will be required until rental units or temporary housing resources become available.

B. Specific

- New Hanover County Social Services

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

- Coordinate shelter openings with the Health Department, American Red Cross, Schools and Emergency Management.
- Provide staff to shelters.
- Coordinate with the Health Department and Home Health Care agencies on special needs populations.
- Provide liaison to staff donated goods/volunteer coordination operations and Individual Care Coordination Center (IC-3).
- Assist with registration of evacuees.
- Assist with disaster welfare inquiries from separated family members.
- New Hanover County Health Department
 - Provide/Coordinate healthcare operations in emergency shelters with the American Red Cross, Salvation Army, etc.
 - Provide health inspections, emergency immunizations and control of communicable diseases.
 - Provide crisis counselors to the public and emergency responders if available.
 - Coordinate temporary restrooms and dumpsters, when requested.
 - Provide a representative to the EOC.
- American Red Cross, Cape Fear Chapter
 - Provide shelter supplies for evacuees in the shelters.
 - Coordinate activities with NHC Social Services and NHC Health.
 - Coordinate with other community partners for the emergency feeding of disaster victims not utilizing public shelter space.
 - Handle disaster welfare inquiries.
 - Provide information on conditions in the disaster area for shelterees.
 - Support post-disaster donated goods coordination activities with the United Way of the Cape Fear Area, Salvation Army and other organizations providing disaster relief services.
 - Provide staff to the Volunteer Reception Center (VRC), when requested.
 - Provide representative to the EOC, when required.
 - Provide manpower for general facilities oversight including shelter set up and tear down.
 - Assume control of shelters from New Hanover County Department of Social Services as soon as appropriate (typically within 72 hours) after an event.
 - Provide an after action report within 24 hours following shelter closing.

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

CHECKLIST OF ACTIONS

MASS CARE, EMERGENCY ASSISTANCE, HOUSING AND HUMAN SERVICES ESF # 6

- PRIMARY AGENCY:** New Hanover County Department of Social Services
- SUPPORTING AGENCIES:** New Hanover County Health Department
 American Red Cross, Cape Fear Chapter
 New Hanover County Schools
 New Hanover County Emergency Management
 Trillium Health Resources
 New Hanover County Sheriff's Office
 Municipal Police Departments
 Amateur Radio
 United Way of the Cape Fear Area (UWCFA)
 Salvation Army
 Cape Fear Convention and Visitor Bureau
 Local Hotels/Motels
 New Hanover County Engineering Department
 Generator Supplies- Under Contract
- PRIVATE RESOURCES:** Hotels/Motels
- EOC STAFFING:** New Hanover County Department of Social Services
 New Hanover County Health Department
 American Red Cross, Cape Fear Chapter
 New Hanover County Schools
- REFERENCE DOCUMENTS:** Emergency Shelter Standard Operating Guide
 Shelter Back-up Power Procedures
 New Hanover County BNP SOGs

PREPAREDNESS GUIDELINES	COMMENTS/NOTES
Review, revise and update memorandums of understanding, mutual aid agreements, checklists, standard operating guidelines, and building/shelter floor plans. Conduct annual training for appropriate staff.	
Respond to the EOC upon request.	
Notify supporting agencies to put their personnel and equipment resources on standby for activation.	
Maintain an event/message log at the EOC position.	
Notify the PIO that the Shelter/Mass Care Support Function is operational in EOC.	
Coordinate the tasking of all shelter activities with other supporting agencies.	
Coordinate the establishment and operation of all mass feeding operations.	
Coordinate the relief efforts provided by volunteer organizations performing mass care function.	
Coordinate the establishment of the shelter registration system.	
Coordinate provision of first aid in shelters and fixed feeding sites.	
Coordinate provision of medical support exceeding that required for first aid.	

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

Provide mass care data updates to the EOC and PIO.	
Coordinate with law enforcement for security in shelters.	
Review communication networks to be sure shelters have working communications systems.	
Coordinate with mental health professionals to ensure presence or referrals in shelter facilities.	
RESPONSE GUIDELINES	COMMENTS/NOTES
Ensure that primary and supporting agencies maintain appropriate listings of agency staff to call for performing activities. These listings should include pager, alternate telephone, cellular phone, fax numbers, etc.	
Ensure that current listings of resource providers are maintained by agencies.	
Monitor evacuation activities.	
Assess the need for additional shelter openings.	
Provide for the replenishment of shelter supplies.	
Ensure that shelterees receive appropriate services while in shelter.	
Coordinate the consolidation of shelters.	
Ensure that shelterees who are not medically appropriate for general sheltering are referred through the IC-3 to appropriate medical care.	
Ensure that individuals not able to come to mass feeding locations receive food supplies.	
Prevent duplication of goods and services for mass feeding operations.	
Maintain lists of all volunteer agencies providing mass feeding operations in the disaster area, i.e., location, contact person, hours of operation, mobile feeding points, logistical needs, etc.	
Ensure that each shelter location has a working communications system and can contact the EOC either by phone, cellular or amateur radio operator.	
Maintain reports of shelter conditions and any unmet needs.	
Track daily costs and develop expense reports.	
Advise the EOC of the needed State/Federal resources at least 12 hours prior to their need in the County.	
RECOVERY GUIDELINES	COMMENTS/NOTES
Coordinate with applicable State, volunteer and local government agencies to determine the need for extended shelter operations.	
Coordinate with the appropriate agencies for long term placement of disaster victims who cannot move back to their normal residences.	
Continue to provide regular updates on which shelters are open or closed. Provide census reports every 4 hours.	
Assist shelterees to access disaster services.	
Develop plan for orderly shutdown of shelters and/or consolidation of shelters.	
Provide shelter reports to the County PIO for inclusion in situation reports.	
If required, identify locations for temporary housing such as campers or trailers.	
Continue to coordinate with the other EOC functions providing services to shelters.	
Participate in the review of operations during county led critique. Develop plan of action to improve response during future events.	
Recover disaster supplies such as cots, etc. for inventory, cleaning and return to warehouse for future deployment.	

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

ESF # 6A- DONATED GOODS/VOLUNTEER COORDINATION

PRIMARY AGENCY: United Way of the Cape Fear Area (UWCFA)

SUPPORTING AGENCIES: New Hanover County Emergency Management
New Hanover County Social Services Department
NC Department of Emergency Management
NC State Port Authority Wilmington
Food Bank of Central and Eastern NC
American Red Cross, Cape Fear Chapter
Salvation Army
Church Organizations

I. PURPOSE

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

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

II. SITUATION AND ASSUMPTIONS

A. Situation

- Usually individuals and businesses not directly affected by a disaster are eager to assist disaster victims through donations of goods, services and money.
- Without an organized system for the management, identification and organization of donations, the situation will result in less than effective recovery for victims of disasters.
- The timely release of information and guidance to the public on the types of relief supplies needed and the collection/delivery points is essential to the management of donated goods and volunteer services.
- Donations of goods, cash and services must be managed at the County level to minimize the impact on the local economy. The NC State Port may provide warehouse support if space is available.
- Local resources may not be available and/or will be overwhelmed by the magnitude of the disaster.
- The Food Bank of Central and Eastern NC operates in the County. The food bank has access to the State Food Bank.
- In the past, churches, fire stations, radio stations, and other community facilities have been collection points for donations of disaster supplies.
- Following Hurricane Fran, the United Way of the Cape Fear Area undertook the task of coordinating the unmet needs committee working to address the needs of disaster victims not met by Federal, State and volunteer groups.

B. Assumptions

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

- Suitable space, personnel and equipment will either be available or made available from individuals or firms within the business community to coordinate the receipt, storage, distribution and/or shipment of donated goods and supplies.
- Unsolicited donations of goods and services can be expected in large scale disasters. Donations of goods will be discouraged except as directed by the EOC.
- In large scale disasters (affecting multiple areas of the State), the Governor's Office of Citizens Affairs or NC Division of Emergency Management may establish an 800 number to receive donations.
- Regional distribution centers or Logistical Support Areas (LSA) to receive and dispatch arriving donations will be established by the State.
- County governments affected by a disaster may establish distribution centers within or close to the disaster area(s).
- Non-useful and unwanted goods can be expected and will have to be disposed of in a manner agreeable to all parties providing disaster relief.
- Charitable, religious and community service groups will offer assistance in a number of areas.
- Telephone numbers will be established and well publicized for individuals wishing to donate goods, services and money.
- Local governments may establish local disaster donation funds separate from the charitable organization offering assistance to victims.
- All efforts will be made to utilize the donations given as disaster relief for the purposes they were intended.
- Volunteers not affiliated with any organized relief groups will be discouraged from going directly to the site of the disaster.
- Persons and organizations wishing to donate goods and services will be encouraged to register with the Volunteer/Donations Coordinator at the County EOC or the State EOC (when outside the County).
- Immediately following the disaster, the County EOC will provide an assessment of supplies needed and communicate these needs to Eastern Branch Office NC Division Emergency Management.
- Donations of relief supplies may arrive in the disaster area so quickly as to overwhelm the capability of local government to manage or make timely distribution or storage.
- Every effort will be made to publicize the availability of relief items, locations for distribution, etc.
- Agencies involved in this ESF may be hampered in completion of their assignment by a shortage of staff, personnel and space.

III. CONCEPT OF OPERATIONS

A. General

- The magnitude of the disaster will dictate the number of persons required for the management of donated goods and services.
- Staging areas suitable to receive goods and coordinate volunteers will be identified by the United Way, Salvation Army or other organizations.

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

- Donations of goods and services will be utilized to the fullest extent possible to lessen the effects of the disaster on the victims and will be used for the purpose they were donated (to the fullest extent possible).
- Volunteers arriving in the County will be advised of the need to be fully self-contained and of the housing and feeding arrangements (if any).
- Donations of cash, check or credit card will be encouraged in lieu of goods.
- Volunteers not already affiliated with an established relief organization will be encouraged to affiliate with one operating in the County.
- Donations will be prioritized to alleviate the areas of greatest need.
- All groups and agencies providing disaster relief will coordinate their activities through the County EOC.
- After Disaster Recovery Centers (DRCs) close, a committee comprised of all agencies providing disaster relief will meet to determine the needs of the victims not met by donations.

B. Specific

- The County Donated Goods/Volunteer Coordinator will establish contact and coordinate activities with the State Volunteer Coordinator and the Eastern Branch Office NC Division of Emergency Management.
- Volunteers will be accepted from churches, civic groups, fire departments, rescue units and other established community service groups.
- Every effort will be made to match the goods and services donated to the needs of the victims.
- The County PIO will be the official spokesperson for this function.
- Donations of used bedding will not be accepted under any circumstance.
- Goods deemed unsuitable for distribution will be disposed of in a suitable manner or refused at the discretion of the Emergency Management Director.
- Transportation of goods donated to victims outside of the County will be the responsibility of the donor.
- Shipments leaving the County will be labeled, catalogued and coordinated with the Eastern Branch Office NC Division of Emergency Management. These shipments will be packaged to accomplish the following:
 - Timely and undamaged arrival to its destination.
 - Identification of contents.
 - Minimal need for re-packing if necessary.
 - Ease of loading and unloading.
 - Elimination of hazardous/inappropriate goods.
 - Palletized if possible.
- A volunteer and donations phone bank and volunteer screening center will be operated from the United Way or at another facility, as directed.
- The Volunteer/Donations Coordinator will work with the County PIO to educate citizens as to the types and quantities of goods and services needed for recovery.
- The Volunteer/Donations Coordinator will participate in outreach efforts to assess the needs of the citizens and direct donated goods to the areas of greatest need.

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

CHECKLIST OF ACTIONS

DONATED GOODS/VOLUNTEER COORDINATION ESF # 6A

PRIMARY AGENCY: United Way of the Cape Fear Area (UWCFA)

SUPPORTING AGENCIES: New Hanover County Emergency Management
 New Hanover County Social Services Department
 NC Department of Emergency Management
 NC State Port Authority Wilmington
 Food Bank of Central and Eastern NC
 American Red Cross, Cape Fear Chapter
 Salvation Army

 Church Organizations

EOC STAFFING: United Way of the Cape Fear Area (UWCFA)
 Food Bank of Central and Eastern NC
 American Red Cross, Cape Fear Chapter
 Salvation Army

REFERENCE DOCUMENTS: Donations Management and Volunteer Coordination SOG

PREPAREDNESS GUIDELINES	COMMENTS/NOTES
Review and update mutual aid agreements, memorandums of understanding, checklists, standard operating guidelines, contact lists, etc.	
When requested, report to the EOC and assume control of the donations management function.	
Maintain an event and message log for the donations management function in the EOC.	
Identify and notify the supporting agencies that their resources and personnel may be required during the recovery period.	
Develop updated contact lists to include: phone (home, alternate, fax, etc.), pager, cellular, radio call signs, etc.	
Review procedures to be utilized in operating the donations management function.	
Notify the County PIO of the Volunteer/Donations Coordinator position being operational and staffed.	
Make contact with the State Donations Management officials and secure an 800 phone number.	
Begin to assess the situation and develop a status report for the EOC staff, as necessary.	
Identify areas that appear to have greatest need for resources.	
Work with the County PIO to develop media releases emphasizing what resources are needed.	
Begin planning for coordinated actions with law enforcement, transportation, resource management and public information functions.	
RESPONSE GUIDELINES	COMMENTS/NOTES

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

Begin tracking requests from citizens for unmet needs (example: roof repairs, debris clearance, removal of downed lines, restoration of access ways, repairs of steps, rebuilding of structures, need for water, food, baby formulas, etc.).	
Develop a database of unsolicited goods and services. Begin tracking offers of goods and services.	
Identify support staff to provide 24-hour coverage on donations phone lines, when required.	
Log all activities and document all coordination with law enforcement, County PIO and transportation.	
Maintain a database of volunteers calling into the EOC donating services, goods, money, etc.	
Work with the County PIO to publish a local donations phone number.	
Develop an updated list of supporting agencies, staff and equipment that can be utilized in the recovery period.	
Identify unmet needs and plan to overcome shortfalls. Emphasize equipment and personnel safety at all times.	
Identify areas within the County that could be used as staging areas for incoming supplies.	
In cooperation with the County PIO, encourage the donation of money in lieu of goods and services.	
Identify warehouse(s) that can store items requiring refrigeration.	
Track daily costs and develop expense reports and ask any supporting agencies to track expenditures as well.	
Advise the EOC at least 12 hours in advance of any necessary State or Federal resources needed.	
RECOVERY GUIDELINES	COMMENTS/NOTES
Develop and issue policies that will be used to manage donations and volunteer coordination functions.	
Staff the donations telephone lines on a 24-hour basis or as needed.	
Identify areas of unmet needs and provide supplies.	
Request goods and materials not available within the County for disaster victims.	
Establish a donations account in cooperation with the County Finance Officer, when needed.	
Establish and chair an unmet needs committee for long-term recovery.	
Coordinate with other EOC representatives to determine what resources are available to support victims and donations management operations.	
Facilitate areas of responsibility between agencies.	
Maintain contact with municipalities to determine what assistance is needed and the supplies that may be utilized.	
Continue working with the County PIO to encourage/ discourage donations of specific items.	
Coordinate activities with private and quasi-government agencies providing relief efforts in the disaster area.	
Coordinate with interest groups (senior citizens, disabled, businesses, and industry, Chambers of Commerce, Cape Fear Visitor Bureau and Convention Center) and others to determine any needs or assets that can be employed in the relief effort.	
Request resources from State Donations Management officials, as necessary.	

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

Arrange for the long-term use of suitable facilities for donations, if required. This includes staffing the facility.	
Ensure that agencies involved in donations management have tracked and maintained a log of their personnel and equipment expenses for reimbursement.	
In coordination with the County PIO, publicize the location(s) of donated goods, distribution times and hours of operation.	
Ensure that donated goods and services are utilized in the areas of the County with the greatest need.	
Participate in the review of operations during a county-led critique. Develop plan of action to improve response during future events.	

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

ESF # 7- LOGISTICS MANAGEMENT AND RESOURCE SUPPORT

PRIMARY AGENCY: New Hanover County Emergency Management

SUPPORTING AGENCIES: New Hanover County Finance Department
County/Municipal Attorneys
NC Division of Emergency Management
Federal Emergency Management Agency (FEMA)
U.S. Army Corps of Engineers - Emergency Management

I. PURPOSE

ESF-7 is responsible for providing a comprehensive, disaster logistics planning, management, and sustainment capability that harnesses the resources of logistics partners, key public and private stakeholders, and nongovernmental organizations to meet the needs of disaster victims and responders. ESF-7 is also responsible for developing a method of tracking the expenses incurred to locate and transport these resources.

II. SITUATION AND ASSUMPTIONS

A. Situation

- Many of the resources listed below would be critical in both an immediate response and long term recovery period within the county. These critical resources may include:
 - Personnel
 - Equipment
 - Facilities
 - Information
 - Commodities
 - Temporary housing units
 - Tarps/plastic
 - Bottled water/ice
 - Generators
 - Portable toilets/dumpsters
- The County Emergency Management Department maintains a list of the resources available within the county.
- Resources from the Federal and State Governments will be requested to supplement/replace local resources that are inadequate to meet the demands of the emergency/disaster.

B. Assumptions

- Locally owned or controlled resources will be employed first to respond to a disaster or emergency situation in the county.
- Adequate local resources to respond to a long-term emergency may not be available in the county.
- Some personnel, equipment and supplies may be available initially to support the emergency response.
- Federal and/or state resources may be delayed from arriving in the County in a timely manner.

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

- County and municipal governmental units may have to carry out operations utilizing their own resources for the first 48-72 hours of a disaster.
- Some resources may be pre-staged near the disaster area, but not able to be delivered due to travel conditions and/or manpower limitations.
- Municipalities may assist the County in warehouse and distribution activities.
- Municipalities normally have forklifts, trucks and personnel available to assist the EOC in deployment of commodities for disaster victims.

III. CONCEPT OF OPERATIONS

A. General

- County and municipal departments and agencies will use their own resources and equipment during emergencies and will have control over the management of these resources when the resources are needed to respond to the emergency situations. Security may be required for all resources.
- Staging area(s) for incoming resources will be identified in accessible areas as a mobilization point.
- An ESF-7 representative will prepare procurement procedures for the acquisition or replacement of resources during day-to-day operation and also develop a procurement system to acquire expendable supplies during emergencies.
- ESF-7 will also identify those resources and capabilities that are available in local businesses and industry and other contributing organizations and develop the necessary mutual aid agreements to acquire those resources to support the county under emergency conditions.
- Each ESF will coordinate the need for additional personnel, equipment and/or relocation of supplies.
- The Finance/Admin Section will issue instructions for all county departments to utilize in tracking the personnel and equipment resources used to respond to the disaster. During a Presidential Disaster Declaration, expenses incurred during the declaration period may be eligible for reimbursement, after the completion of Disaster Survey Reports and final review by FEMA/State Representatives.
- Resource management will be coordinated from the Logistics Section of the County EOC and the Logistics Support Center (LSC) during county-wide emergency/disaster situations under the leadership of the Emergency Management Director or designee. The agency that has day-to-day control of a resource needed to respond to the disaster will continue to have operational control of the resource during an emergency period.

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

CHECKLIST OF ACTIONS

LOGISTICS MANAGEMENT AND RESOURCE SUPPORT ESF # 7

- PRIMARY AGENCY:** New Hanover County Emergency Management
- SUPPORTING AGENCIES:** New Hanover County Finance Department
County/Municipal Attorneys
NC Division of Emergency Management
Federal Emergency Management Agency (FEMA)
U.S. Army Corps of Engineers - Emergency Management
- PRIVATE RESOURCES:** TBD
- EOC STAFFING:** New Hanover County Emergency Management
New Hanover County Finance Department
New Hanover County Employees
New Hanover County Response Emergency Management Organization (REMO)
- REFERENCE DOCUMENTS:** LSC County Receiving Point (CRP) SOP
New Hanover County NIMS Typed Resources Manual

PREPAREDNESS GUIDELINES	COMMENTS/NOTES
Respond to the EOC upon request.	
Maintain a message/event log for the EOC location.	
Identify and notify supporting agencies that they may be needed. Take steps to assure that support agencies are on standby and ready to respond.	
Designate which support agencies will provide specific goods and services.	
Issue advisory to all support agencies to track personnel and equipment expenses in the event a Presidential Declaration is received and expenses are reimbursed.	
Determine what resources need to be procured under emergency purchase orders. Maintain a log of those purchases.	
Locate and secure warehouse space for transloading of bulk supplies.	
Coordinate the need to establish staging areas with the transportation function.	
RESPONSE GUIDELINES	COMMENTS/NOTES
Continue to review the accuracy of the New Hanover County Resource Guide.	
Coordinate activities with Federal and/or State teams that may be dispatched to the disaster area.	
Respond to resource requests from other EOC functions and agencies.	
Maintain records of all properties loaned, quantities, contact point, and return location.	
Coordinate emergency purchases between vendors and commercial sources.	
Work with ESF-5 to coordinate activities with Federal/State officials to procure resources that are not available within the County.	
Track daily costs and develop expense reports.	

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

Advise the EOC of State and Federal resources needed at least 12 hours prior to the County's need.	
RECOVERY GUIDELINES	COMMENTS/NOTES
Continue to respond to requests for supplies and services.	
Replenish supplies expended, where necessary.	
Ensure the return of supplies borrowed.	
Assist in identifying secondary sites that might be utilized for receiving and disbursement of donated goods.	
Participate in the review of operations during County-led critique. Develop plan of action to improve response during future events.	

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

ESF # 8- PUBLIC HEALTH AND MEDICAL SERVICES

PRIMARY AGENCY: New Hanover County Health Department

SUPPORTING AGENCIES: New Hanover Regional Medical Center (NHRMC)
Emergency Medical Services (EMS) & Vitalink
Trillium Health Resources
North Carolina Division of Public Health
New Hanover County Emergency Management
County and Municipal Fire Departments
NC Office of Emergency Medical Services
Airport Public Safety
New Hanover County Sheriff's Office
Mutual Aid Agencies

I. PURPOSE

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

II. SITUATION AND ASSUMPTIONS (PUBLIC HEALTH)

A. Situation

- The County Health Department, located in Wilmington, is the principal provider of public health services in the County. Acute care, beyond first aid response, will be handled by NHRMC EMS (see section III of this ESF). Patients will be transported for treatment to the appropriate medical center or hospital.
- Home health care is provided by private agencies operating within the County.
- The Cape Fear Public Utility Authority (CFPUA) provides water and sewer services to residents of Wilmington and the unincorporated parts of New Hanover County. The municipalities of Carolina Beach, Kure Beach and Wrightsville Beach also maintain and operate sewer systems in the County.
- Some mobile home parks and sub-divisions are served by private water and sewer systems. The State Division of Water Quality maintains a list of private water and sewer systems. These systems have lift stations and pumping stations that are susceptible to flooding and contamination problems.

B. Assumptions

- A large-scale emergency will result in increased demands on the personnel and equipment resources of the Health Department and other health care providers in the County.
- During the recovery period following a major disaster, natural or manmade, the Health Department will focus on controlling the spread of communicable diseases resulting from contaminated water supplies, failed septic tank systems, spoiled or contaminated food supplies and unsanitary living conditions.
- A catastrophic disaster could result in multiple fatalities resulting in the establishment of temporary morgues and family inquiry services.

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

- When local resources can no longer meet the demand of the situation, additional resource requirements will be requested through the NHC Emergency Management and 911 Communications Department, which will request assistance through the Eastern Branch Office NC Division of Emergency Management.

III. SITUATION AND ASSUMPTIONS (MEDICAL SERVICES)

A. Situation

- New Hanover County has two major medical care facilities:
 - New Hanover Regional Medical Center- Level II Trauma Center
 - NHRMC, Cape Fear Campus
- These facilities operate emergency departments and offer specialized services in addition to nursing care.
- Residents requiring care in the hospital setting are normally referred to these facilities. Other specialized care is available from regional medical facilities in Greenville, Durham and Chapel Hill.
- The EMS and rescue services operating in the County is New Hanover Regional Medical Center EMS.
- New Hanover Regional Medical Center is designated as a Level II Trauma Center.
- The County and/or State Medical Examiner is responsible for the disposition of the deceased.
- The Special Needs Registry is maintained by the NHC Senior Resource Center. This list would be available to response personnel through the Individual Care Coordination Center (IC-3) in the event of an emergency.
- A listing of licensed long term care facilities is maintained by the Emergency Management Department.
- Mass casualty events could occur at various locations within the County, including but not limited to the following:
 - Wilmington International Airport
 - Major highways (I-40, US 421 and US 74/76)
 - Chemical/manufacturing plants
 - NC State Ports Facility
 - UNCW Campus & Facilities
 - Festivals, parades, concerts, retail centers, and beach communities
- New Hanover Regional Medical Center EMS is dispatched by the 911 Center.
- New Hanover Regional Medical Center EMS has a Mass Casualty Plan (Section 4 MPI/Disaster, Standard 36) for response to events. A copy of this document is on file in the EMS Department.
- During hurricane conditions, operations of EMS and rescue may be suspended or curtailed to protect the responders from high winds and flying debris. According to the NHREMS Inclement Weather Plan, EMS no longer crosses bridge spans once sustained wind speeds reach greater than 35 mph and operations are suspended at sustained winds of 50 mph.
- The County and NHRMC PIOs will serve as the official spokesperson for mass casualty events.
- Disaster events involving EMS and mass care will be coordinated from the EOC, unless an on-scene command post is established.

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

B. Assumptions

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

VI. CONCEPT OF OPERATIONS

A. General

- The Health Department will implement effective environmental health, nursing, and health education practices to minimize the incidence of disease and illness.
- The Health Department will coordinate health care in New Hanover County shelters and mass care facilities, if established. Services will be rendered in accordance with the Health Department protocols.
- Inspections of damaged areas and shelters will be carried out in order to monitor food preparation, restroom facilities, pest control, sanitation, immunizations, and water purification needs.
- The Health Department in cooperation with State and private labs will oversee testing of water supplies, if needed.
- Homebound patients normally cared for by home health care services and those special needs populations in licensed long term care facilities are the responsibility of the agency/facility rendering services to them at the time of the disaster. The Individual Care Coordination Center (IC-3) may provide assistance when deemed appropriate and necessary.
- The Health Department will coordinate with the County PIO concerning the distribution of information relating to disaster related health procedures and advisories.

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

- The Health Director will coordinate with Trillium Health Resources for the need to provide Critical Incident Stress Management (CISM) teams in shelters.
- Patient triage, holding, treatment and transportation areas will be established by the EMS operations officer, when needed.
- When necessary, an EMS officer will be located at the EOC or command post to coordinate the incoming rescue units and establish communications links with hospitals and the County 911 Center.
- The New Hanover Regional Medical Center will coordinate air ambulance operations as needed.
- Additional rescue resources may be secured through the Eastern Branch Office NC Division of Emergency Management or the State EOC in Raleigh, through the County Emergency Management Department.
- Operations for mass casualty events will be coordinated by the Chief of Emergency Medical Services in conjunction with the Emergency Management Director.
- Temporary morgue(s) will be organized and administered by the County Medical Examiner and supported by funeral home staff available in the County. Functions carried out in each morgue will be dictated by the circumstances.
- State Medical Assistance Teams (SMAT) and State Mortuary Operations Response Teams (SMORT) are available from the State Office of Emergency Medical Services via North Carolina Emergency Management. NHRMS operates a SMAT Type III Team capable of mass decontamination operations for 150 patients per hour for two hours without resupply. NHRMC operates a SMAT Type II Team which is also capable of mass decontamination operations for 150 patients per hour for two hours without resupply. The SMAT II team is capable of establishing a 50 bed mobile field hospital that can be increased to a 90 bed hospital with additional local assets. They can create multiple forward deployed medical stations throughout the community, as needed, and establish an 80 bed Special Needs Shelter.
- The Strategic National Stockpile (SNS) is available from the Centers for Disease Control (CDC) via NC Emergency Management.

B. Specific (PUBLIC HEALTH)

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

C. Specific (MEDICAL SERVICES)

- Medical services in New Hanover County are coordinated by New Hanover Regional Medical Center (NHRMC). NHRMC coordinates the following:
 - Operates multiple inpatient and outpatient services within the community and emergency operations of each are coordinated through the Hospital Command Center.

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

- The Hospital Command Center or Emergency Manager is the primary point of contact for medical resources during an emergency outside of normal operations.
- Operates a model Emergency Medical Service (EMS) system that is responsible for coordination of all EMS resources within the community.
- The Chief of EMS is responsible for operations of EMS. EMS is coordinated through an Operations Section which reports to the Hospital Command Center when activated.
- Manages all patient movement during a disaster.
- Local transport resources are not available to manage the movement of 'all' non ambulatory persons within the community. Statewide mutual aid will be required during large scale events such as community wide evacuation
- Licensed Medical Care facilities are part of the Special Needs Task Force and are routinely informed that they will be required to manage movement of their patients.
- Coordinate patient care through existing resources and disaster medical aid stations, alternate care facilities, or mobile field hospitals.
- Coordinate fatality management in cooperation with Health Director, County Medical Examiner, and local/state/federal law enforcement.
- Operates an ESF-8 Regional Coordination Center and Warehouse through predetermined MOAs with NCOEMS.
- NHRMC will co-manage ESF-8 with the County Health Department by providing staff to the EOC 24/7, as requested.

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

CHECKLIST OF ACTIONS

PUBLIC HEALTH AND MEDICAL SERVICES ESF # 8

- PRIMARY AGENCY:** New Hanover County Health Department
- SUPPORTING AGENCIES:** New Hanover Regional Medical Center (NHRMC)
 Emergency Medical Services (EMS) & Vitalink
 Trillium Health Resources
 North Carolina Division of Public Health
 New Hanover County Emergency Management
 County and Municipal Fire Departments
 NC Office of Emergency Medical Services
 Airport Public Safety
 New Hanover County Sheriff's Office
 Mutual Aid Agencies
- PRIVATE RESOURCES:** Urgent Care Offices
 Community Clinics
- EOC STAFFING:** New Hanover County Health Department
 New Hanover Regional Medical Center/EMS
 Trillium Health Resources
- REFERENCE DOCUMENTS:** New Hanover County Special Needs Plan
 EMS Multiple Patient Incident Plan (Mass Casualty)
 NHRMC Emergency Operations Plan
 Health Department Emergency Response Plan
 Strategic National Stockpile Plan
 Distribution & Administration of Potassium Iodide SOG
 Trillium Health Resources Continuity of Operations/Natural Disaster and
 Emergency Plan

PREPAREDNESS GUIDELINES	COMMENTS/NOTES
Review, revise and update memorandums of understanding, mutual aid agreements, checklists and standard operating guidelines.	
Respond to the EOC to coordinate Public Health Services, when requested.	
Maintain message/event log in the EOC.	
Notify supporting agencies of potential need for personnel and equipment resources.	
Develop call back lists to include phone, pager, fax, mobile phone and alternate phone numbers. Compile list of personnel available with same information.	
Notify PIO that the function is staffed in the EOC.	
Begin planning to meet health and medical needs of potential shelters.	
Coordinate activities with the Red Cross, Salvation Army and Mental Health.	
Assess the needs of special care groups in cooperation with the Individual Care Coordination Center (IC-3), home healthcare	

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agencies, long term care facilities, and other groups providing care to special needs individuals.	
Respond to requests for information on public health concerns.	
Prepare to release public health advisories in conjunction with the County PIO.	
Ensure that a staffing pattern for the EOC function is in place for 24-hour coverage, if required.	
Provide census of area hospitals to EOC personnel, if requested.	
Determine if any healthcare facilities will have to be evacuated and the destination.	
Review, revise, update memorandum of understanding, mutual aid agreements and checklists annually.	
Respond to EOC and assume control of EMS/mass casualty resources.	
Ensure that Command Post has been established, when appropriate, and that a communications link is operational.	
Maintain an event and message log for the EOC position.	
Identify and notify the supporting agencies to include telephone, pager, cellular, fax numbers, and radio call signs.	
Respond to requests for rescue/mass casualty assistance.	
Begin to assess situation and develop report to be delivered at the EOC briefing outlining operational status.	
Develop action plan to overcome EMS/mass casualty resource shortfalls.	
Ensure that the County and hospital PIOs are briefed on a regular basis as to the status of the EMS/mass casualty operational readiness.	
Plan for alternate means of communication with field units if primary means of communications is disrupted.	
Establish communications link with Incident Command Post, when established.	
If needed, determine the status of private resources available to support EMS/mass casualty response.	
Identify secondary hazards that may threaten responders and plan to overcome these hazards.	
Ensure that all available local resources have been utilized prior to asking for State assistance.	
Coordinate with the other EOC functions for restrictions on search/disaster areas, transportation needs, resource needs, etc.	
Determine the need for specialized equipment/resources and request suppliers of this equipment.	
RESPONSE GUIDELINES	COMMENTS/NOTES
Maintain responsibility for the coordination of services, equipment and personnel to meet the health and medical needs of the disaster victims. See DMAT or DMORT under National Response Framework.	
Coordinate requests to the State for additional health/ medical personnel, equipment and supplies.	
Monitor food/drug safety, radiological hazards, chemical hazards, potableness of water, wastewater disposal, solid waste disposal and vector control items.	
Coordinate victim identification/mortuary services with Medical Examiner and local law enforcement. See Mass Fatality Plan.	
Coordinate release of health advisories with the County PIO.	
Monitor requirements of the special needs population in cooperation with the Individual Care Coordination Center (IC-3).	

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

Continue to respond to emergency medical calls as conditions permit.	
Decide at what condition no EMS calls will be undertaken and advise supporting agencies of this condition.	
Determine any need for additional health and medical resources.	
Coordinate and direct the activation and deployment of voluntary resources of health, medical, personnel, supplies, and equipment.	
Coordinate the response to requests for assistance to mental health victims.	
Warn the public of contaminated water supplies and methods to purify water via PIO.	
Provide coordination of NHRMC, medical equipment, supplies, nurses, pharmacy services, environmental health departments, staff, nutritional services, mental health workers, crisis mental health workers in shelters, volunteer health workers, dental services, emergency immunizations and public information releases (in cooperation with the County PIO).	
Track daily costs and develop expense reports.	
Establish response criteria when major hazards pose threat to responders.	
Determine locations for new EMS/Mass Casualty operational locations, if bases are damaged/inaccessible.	
Conduct mass casualty operations in accordance with mass casualty standard operating guidelines for EMS.	
Coordinate activities with other EOC functions to obtain support for operations.	
When required, identify patient triage, holding, treatment and transportation area.	
Establish Incident Command Post, if required. Establish communications link with the Command Post and field forces.	
Assess the need for requesting additional rescue resources from the State.	
Identify locations for temporary morgues, if required.	
Coordinate activities with Medical Examiner, when required.	
Instruct all responders to track their personnel and equipment expenses in the event of a Presidential Disaster Declaration.	
Request air evacuation of severely injured victims, when required.	
Coordinate activities with medical facilities. Provide notification of mass casualty event, and the number of victims.	
Assist with notification of next-of-kin, if requested, for mass casualty events.	
Access the National Pharmaceutical Stockpile (NPS) Push Packages, as necessary.	
Continue to update the County PIO on the status of EMS operations. Continue to provide briefings to the EOC staff.	
If mass casualty/EMS events occur on waterways, coordinate activities with the appropriate agencies.	
Request divers when needed for body recovery if safe diving conditions exist.	
Account for all responders to mass casualty/EMS events.	
Track daily costs and develop expense report.	
Advise the EOC of any State/Federal resources needed at least 12 hours in advance.	
RECOVERY GUIDELINES	COMMENTS/NOTES
Monitor conditions for health and medical concerns.	

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Resume response to requests for EMS and rescue, as appropriate.	
Coordinate emergency immunizations, if required.	
Release advisories on water, wastewater, etc.	
Ensure the safety and health of public health responders.	
Assess the need for emergency mosquito spraying with State agencies.	
Establish mental health counseling teams, if necessary.	
Provide CISM Teams, if needed.	
Assist in identifying locations and obtaining potable water and portable toilets.	
Coordinate the victim identification and mortuary services. Notify next of kin, when requested.	
Identify locations for temporary morgues, if required.	
Request additional public health personnel, equipment and supplies.	
Continue to coordinate the release of mass casualty/EMS events and status with the County PIO.	
Continue to coordinate activities with private relief agencies. Provide assistance when resources will allow.	
Ensure that deaths are investigated and scenes secure. Cooperate with other EOC functions to ensure security and transportation needs are met.	
Continue to ensure security for mass casualty sites.	
Coordinate activities with Federal/State assessment teams that may arrive in the County.	
Coordinate activities with other functions to ensure continuity of operations.	
Account for all personnel assigned to EMS/mass casualty operations.	
Compile reports of damages to facilities, equipment, injuries to responders, etc.	
Begin process to ensure re-supply to expended supplies consumed during responses.	
Plan for orderly shut-down of emergency operations and return to normal operations. Release responders to return to base.	
Continue restrictions on search/mass casualty areas, if required.	
Assess the need for CISM Team for Search and Rescue and EMS personnel.	
Ensure that a summary of operations is filed with the County Emergency Management Department.	
Ensure that disaster victims evacuated from the disaster area have been returned to their place of residence (to include bedridden, homebound, etc.)	
If emergency purchase of critical items is required, work with EOC to ensure timely completion.	
Participate in the review of operations during county-led critique. Develop plan of action to improve response during future events.	

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

ESF # 9- SEARCH AND RESCUE

PRIMARY AGENCY: Wilmington Fire Department
(Land Search) New Hanover County Emergency Management
New Hanover County Sheriff's Office
New Hanover County Fire Services
(Water Search in Local Waters) US Coast Guard, Sector NC
New Hanover County Emergency Management
New Hanover County Sheriff's Office

SUPPORTING AGENCIES:
(Land and Water) Municipal Law Enforcement
Local and Regional SAR Teams
County and Municipal Fire Departments
US Coast Guard, Sector NC
NC Department of Wildlife
NC Marine Fisheries
US Marine Corps- Cherry Point
NC Forestry
Civil Air Patrol
NC State Highway Patrol
County/Municipal Planning and Inspections Departments
County/Municipal Engineering Departments

PRIVATE RESOURCES: Private Aircraft
Private Boats

I. PURPOSE

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

II. SITUATION AND ASSUMPTIONS

A. Situation

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

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

- A number of resources are available within the county that can be utilized in any type of search. These resources are listed in the NIMS Typed Resources Inventory Manual.
- North Carolina Task Force 11 Urban Search & Rescue (USAR) team is located in New Hanover County. Supplies, equipment and personnel can be shared with local response agencies.

B. Assumptions

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

III. CONCEPT OF OPERATIONS

A. General

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

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

Advise the County PIO when the search function is staffed on a 24-hour basis in the EOC.	
RESPONSE GUIDELINES	COMMENTS/NOTES
Designate command posts and/or staging areas, if needed. Ensure that operations are conducted in alliance with SAR Teams.	
Provide information to the County PIO for release to media representatives.	
Track daily costs and develop expense reports.	
Advise the EOC of any State or Federal resources needed at least 12 hours in advance.	
RECOVERY GUIDELINES	COMMENTS/NOTES
Upon request, supply the appropriate SAR resources.	
Ensure that responding agencies have maintained personnel and equipment expenditure logs.	
Request transportation and/or replenishment of supplies, etc.	
Provide for orderly shutdown of staging areas, if opened.	
Ensure that loaned equipment to SAR teams is returned to proper sources.	
Provide information to the County PIO for release to media representatives.	
Participate in the review of operations during county-led critique. Develop plan of action to improve response during future events.	

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

ESF # 10- OIL AND HAZARDOUS MATERIALS RESPONSE

PRIMARY AGENCY: Wilmington Fire Department
New Hanover County/Municipal Fire Departments

SUPPORTING AGENCIES: New Hanover County Emergency Management
New Hanover County Sheriff's Office
Municipal Law Enforcement
US Coast Guard, Sector NC
US Environmental Protection Agency
NC Department of Environmental Health
North Carolina State Highway Patrol
NC Regional Response Teams

PRIVATE RESOURCES: CHEMTREC
Industrial Emergency Response Teams

I. PURPOSE

This section provides additional information for a response to a hazardous material emergency and assists the Local Emergency Planning Committee (LEPC) in meeting its requirements under the Emergency Planning and Community Right to Know Act – SARA Title III (SARA) of 1986. Additionally, this section provides for a coordinated response to hazardous materials incidents by placing available hazardous materials resources into action in the impacted area.

II. SITUATION AND ASSUMPTIONS

A. Situation

- Oil and hazardous materials emergencies could occur from any one of several sources including the transportation, storage, or manufacturing of such materials.
- An oil and/or hazardous materials incident could result in the discharge and/or release of contaminants in varying degree throughout the county or in the destruction of dwellings and property.
- Firefighters are usually the first responders to incidents involving hazardous materials and are limited in their response capabilities to conduct offensive measures.
- Victims of hazardous materials accidents may require unique or special medical care not typically available in the county or area. Hazardous materials emergencies may occur without warning requiring immediate response actions and may result in short/long term health, environmental and economic effect.
- New Hanover County mandates the display of NFPA placards for identification of hazardous substances within a facility.
- The Local Emergency Planning Committee (LEPC) has been established in the county by the State Emergency Response Commission to assist in identifying the magnitude of the chemical hazard present in the community, assess the vulnerability of the community to the hazard, and provide planning guidance for emergency response to hazardous materials events.
- The LEPC receives the N.C. Community Right to Know Tier II reports by E-Plan submission. Facility emergency response plans submitted to the LEPC are filed in the Emergency Management & 911 Communications Office and with local fire departments by the reporting organization. Tier II reports

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submitted to E-Plan by the facilities that report to the LEPC are maintained in the E-Plan database and can be accessible by submitting a request to a New Hanover County Emergency Management & 911 Communications authorized personnel.

- The City of Wilmington Fire Department operates a Hazardous Materials Team. This Team also serves as the NC Regional Hazardous Materials Response Team (RRT II) when responding to hazardous materials events outside of the County. The NC Division of Emergency Management provides sponsorship of the team.
- Cleanup of an oil and/or hazardous materials spill is the duty of the responsible party. The responsible party is required to notify the National Response Center (1-800-424-8802) of the event.
- Assistance from the NC Regional Response Teams can be secured from the State EOC, 24 hours/day. Assistance may be in the form of advice or technical guidance and a limited response involving two to three hazmat team personnel.
- An oil and/or hazardous materials incident will be invoiced to the responsible party. If no responsible party can be identified, then the expense of cleanup is borne by federal, state or county government.

B. Assumptions

- Planning and training prior to an accident will significantly reduce the risk of loss of life to response personnel. Emergency response personnel are knowledgeable in the use/availability of local resources.
- The oil and/or hazardous material involved in an accident can be identified within a reasonable period of time from the owner of the facility or the vehicle, from the shipping documents, from the properties of the material itself or from information provided pursuant to Title III or the N.C. Right to Know Act. For facilities, it is assumed that the facility involved in a hazardous material accident will attempt to provide all information required by SARA, Title III, Section 304.
- The North American Emergency Response Guidebook (ERG) or an equivalent document, either alone or in combination with other information sources, can be used as a guide for initial action to be taken to protect the responders and the general public when responding to incidents involving hazardous materials.
- For events occurring within or posing a threat to the navigable waterways under the jurisdiction of the U.S. Coast Guard (USCG), the USCG will be the lead agency in coordinating response efforts and is the pre-designated On-scene Coordinator (OSC) for pollution response in the Coastal Zone. All discharges or releases, or a substantial threat of such discharges or releases of oil or hazardous substances originating within the Coastal Zone are the responsibility of the USCG OSC. Included are discharges and releases from unknown sources or those classified as “mystery spills.”

III. CONCEPT OF OPERATIONS

- There are several types of incidents involving a response to oil or hazardous materials that responders could be faced with in the county. Hazardous materials incidents may involve:
 - Fixed facilities and pipelines.
 - Ship/barge casualties or improper cargo handling.
 - Highway and rail accidents.
 - Unknown material in the rivers, Intracoastal Waterway, or the beaches.
- The level of response will be determined by:
 - The amount and toxicity of the material involved in the accident or the release.

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- The population, property or environment threatened, and the level of protective equipment required for the involved substances.
 - The type and availability of protective equipment required for the release material.
 - The probable consequences if no immediate actions are to be taken.
- Incident command will be implemented on an appropriate scale at the scene of every hazardous material event in the county.
- County and municipal responders recognize the role and authority of the US Coast Guard and the Environmental Protection Agency in Oil and/or Hazardous Materials response.
- Warning and notifications of the public, including warning and notification to special populations such as the disabled, will be accomplished in accordance with the External Affairs (ESF-15) section of this plan.
- The New Hanover County Emergency Operations Plan, Hazardous Materials Annex, and facility plans filed with the County will serve as the official LEPC plan for response to oil and hazardous materials events/emergencies.
- The New Hanover County Emergency Operations Plan will be coordinated with surrounding jurisdictions regarding any incident that poses potential problems for a multi-jurisdictional response.

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CHECKLIST OF ACTIONS

OIL AND HAZARDOUS MATERIALS RESPONSE ESF # 10

PRIMARY AGENCY: Wilmington Fire Department
New Hanover County/Municipal Fire Departments

SUPPORTING AGENCIES: New Hanover County Emergency Management
New Hanover County Sheriff's Office
Municipal Law Enforcement
US Coast Guard, Sector NC
US Environmental Protection Agency
NC Department of Environmental Health
North Carolina State Highway Patrol
NC Regional Response Teams

PRIVATE RESOURCES: CHEMTREC
Industrial Emergency Response Teams

EOC STAFFING: Wilmington Fire Department
New Hanover County/Municipal Fire Departments
Local Law Enforcement

REFERENCE DOCUMENTS: Hazardous Materials (hazmat) Annex
Airborne Release Chemical Atlas
EPA Title III List of Lists

PREPAREDNESS GUIDELINES	COMMENTS/NOTES
Review, update and revise mutual aid agreements, memorandums of understanding, checklists and standard operating guidelines annually.	
Staff the Hazardous Materials Function in the EOC, when requested. Provide for 24-hour coverage of position.	
Maintain a message/event log in the EOC.	
Assist the County PIO in developing advisories and media releases concerning hazards associated with potential spill/accident locations.	
Notify supporting agencies of any potential need for personnel and equipment resources. Compile list of available personnel/equipment by unit.	
Develop a contact list for support units including phone, cellular, pager, and fax numbers, etc.	
Identify locations in the County that could pose "hazardous materials" problems under specific conditions and report to the EOC representatives.	
Assume lead role for response to hazardous materials events (fixed, roadways, pipeline, and waterway).	
Determine status of local clean up contractors. If not available, determine where the nearest units are located and estimated time to arrive in the County.	
Respond to requests of hazardous materials spills. Assess the situation and report to the EOC representatives.	
Advise agencies to keep track of the personnel and equipment expenses.	

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

Ensure the availability of medical monitoring for hazmat teams, if required.	
RESPONSE GUIDELINES	COMMENTS/NOTES
Coordinate the response units and actions through on-scene units.	
Advise the County PIO of the situation and need for media response and protective action recommendations.	
Determine what outside resources will be required to assist County units. Request assistance from the State through the County Emergency Management.	
Notify local clean-up contractors or state air monitoring teams to be on standby, if applicable.	
Coordinate response actions with the other functions as necessary (fire/rescue, transportation, shelter/mass care, etc.).	
Ensure that response units are tracking their personnel and equipment expenses.	
Contact appropriate company officials to determine the extent of danger of hazardous materials.	
When appropriate, ensure that CHEMTREC has been notified of the event.	
When appropriate, ensure that US Coast Guard has been notified of the event.	
Coordinate actions with other State agencies. Ensure that the State EOC has notified those agencies that have jurisdiction (Wildlife, Water Quality, Environmental Management, Solid and Hazardous Waste, etc.)	
Determine the type of sheltering actions to be taken and coordinate with the American Red Cross.	
Establish Command Post and ICS System.	
Notify medical care facilities of the type of hazardous materials if injuries are involved.	
Ensure that medical monitoring of hazardous materials responders is provided on-scene, and that follow-up evaluations take place.	
RECOVERY GUIDELINES	COMMENTS/NOTES
Continue to assess the environmental impact in coordination with other agencies.	
Designate staging areas for clean-up contractors and equipment, if needed.	
Coordinate with law enforcement to keep area closed.	
Coordinate with the County PIO to provide updates to media representatives.	
Request the replacement of expended supplies and/or damaged equipment.	
Ensure that the costs of the response have been tabulated for billing of the responsible party.	
If hazardous materials affect any waterways, coordinate with the U.S. Coast Guard.	
Develop an after-action report on the incident for EOC personnel.	
Coordinate activities with other agencies to ensure that OPA 90 reimbursement application has been filed, when appropriate.	
Return units to base when no longer required.	
Participate in the review of operations during county-led critique.	
Develop plan of action to improve response during future events.	

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ESF # 11- AGRICULTURE AND NATURAL RESOURCES

PRIMARY AGENCY:	New Hanover County Health Department New Hanover County Sheriff's Office- Animal Services Unit (ASU)
SUPPORTING AGENCIES:	New Hanover County Cooperative Extension New Hanover County Department of Social Services New Hanover Humane Society State Animal Response Team (SART)
PRIVATE RESOURCES:	Local Veterinarians Saving Animals During Disasters (S.A.D.D.)

I. PURPOSE

The New Hanover County Health Department (NHCHD) provides nutrition assistance; animal/plant disease and pest response; and food safety and security. The Sheriff's Office Animal Services Unit (ASU) provides directions for and actual handling of issues related to animals before, during and after an actual or potential disaster situation.

II. SITUATION AND ASSUMPTIONS

A. Situation

- The NHCHD's dietitians and nutritionists will assist citizens with diet consultation and food preparation methods if needed before and after a disaster or emergency occurs.
- The ASU is under the direction of the Sheriff's Office and is relied upon to handle stray, unwanted, sick and injured pets within New Hanover County (NHC), as well as its municipalities.
- ASU is staffed with Animal Service Officers, operating out of the animal shelter located on Division Drive. The animal shelter is limited in its ability to house cats and dogs. No large animals can be cared for at this facility. This facility is not hardened against high hurricane force winds, but it does have a back-up power supply.
- The New Hanover Humane Society also operates a shelter facility. This facility is staffed Monday through Saturday during regular business hours. This facility can house approximately ten cats and twenty dogs. Animals are kept at this facility for a limited period of time awaiting adoption or retrieval. This facility is not hardened against high hurricane force winds, but it does have a back-up power supply.
- If New Hanover County opens emergency shelters, provisions have been made for evacuees to be sheltered in the same facility as their companion animals. There will be a Pet Co-Location Shelter at Trask or Noble Middle School. County ASU provides core management staff for the pet side of the Co-Location Shelter and works in cooperation with Emergency Management and NHC Schools on planning and logistics for the Pet Co-Location Shelter.
- There is one Animal Zoo in operation in the County. The Tregembo Animal Zoo has many large and small animals, including exotic varieties.
- There are approximately twenty eight veterinary hospitals within the County. They are unable to care for all pets that would need to be evacuated. Most of these facilities do not have an emergency generator.

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- There are approximately eight horse stables in the County. These facilities could be used for evacuation sites for larger animals, with the agreement of their owners and operators.
- In the case of mandatory county evacuation, shelters in New Hanover County will not be available for sheltering. Arrangements will be made for housing families and their animals in host counties further inland.

B. Assumptions

- Many people are reluctant to abandon their pets during times of disasters. If unable to take their pets with them, they may elect to remain in unstable structures or vehicles in harm's way.
- Some people will abandon their pets during disasters. Pets that are left at home may not survive the disaster. Some will bring them to the animal services facility and not return to pick them up.
- Animal services would be in great demand following a disaster. The care of abandoned pets or lost animals may overwhelm the capability of the animal shelter and staff.
- Animal care resources within the disaster area would be inadequate to care for casualties and injured pets. Additional resources may become critical to care for small and large animals.
- Many animal shelters, veterinarian offices and boarding kennels will probably be full to capacity and could not be considered as an alternate source of animal evacuation assistance.
- Evacuation of large animals and exotics must be carried out well in advance of any hurricane watch. Owners of these animals must be responsible for moving and providing for these during disasters.
- Pre-disaster education and guidance is extremely important to ensure that the public has time to plan to care for their pets.

III. CONCEPT OF OPERATIONS

A. General

- Animal owners should remain the primary caretaker of their pets. Every effort should be taken by the individual to maintain and care for their pet. The County should only be utilized when all viable alternative options have been exhausted.
- The ASU Division Commander or designee will coordinate the efforts of paid and volunteer organizations in providing services for animal welfare issues including temporary sheltering of pets.
- The ASU Division Commander or designee will provide advice and information to the EOC and County officials regarding animal control issues.
- The ASU Division Commander or designee may be requested to report to the EOC, if necessary.

B. Specific

- Animal care advisories will be issued by the County Public Information Officer (PIO). Advice and guidance on caring for larger animals will be issued by the County PIO in cooperation with the Animal Services Unit.
- Owners of small animals need to have any special care instructions available, portable pet carriers, leashes, collars, identification, medications and muzzles, if necessary. Carriers can be utilized as safe kennels for evacuated pets.

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- Owners of large animals must have any necessary instructions and pet information, current medical records, handling procedures, watering needs, food, medication, halters, identification and a picture of the animal with owner.
- The Pet Co-Location Shelter is capable of housing 80 dogs and 36 cats.
- The animal services facility will house pets on a first come, first serve basis until space is no longer available.

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CHECKLIST OF ACTIONS

AGRICULTURE AND NATURAL RESOURCES ESF # 11

PRIMARY AGENCY: New Hanover County Health Department
New Hanover County Sheriff's Office- Animal Services Unit (ASU)

SUPPORTING AGENCIES: New Hanover County Cooperative Extension
New Hanover County Department of Social Services
Humane Society
State Animal Response Team (SART)

PRIVATE RESOURCES: Local Veterinarians
Saving Animals During Disasters (S.A.D.D.)

EOC STAFFING: New Hanover County Health Department (NHCHD)
New Hanover County Sheriff's Office- Animal Services Unit (ASU)

REFERENCE DOCUMENTS: Health Department Emergency Response Plan
Animal Services Unit Emergency Plan
New Hanover County Emergency Sheltering SOG's

PREPAREDNESS GUIDELINES	COMMENTS/NOTES
Review, revise and update mutual aid agreements, memorandums of understanding and standard operating guidelines annually.	
Identify and notify supporting agencies that their personnel, equipment and facility resources may be required. Develop updated contact lists with phone numbers (home, cellular, pager, and fax) staff rosters, alternate contacts and phone numbers, etc.	
Prepare and release advisories regarding animals through the County PIO.	
Assist citizens with education and awareness regarding animals before, during and after a disaster situation. Educate citizens on the need to develop pet care plans.	
Conduct necessary drills to train personnel for activation of animal shelters.	
Conduct review of equipment and inventory as needed.	
RESPONSE GUIDELINES	COMMENTS/NOTES
Activate and operate animal shelters to house cats and dogs of NHC residents when a State of Emergency is declared by the EOC.	
Establish communication links between supporting animal care agencies.	
Request State or Federal assistance through the County EOC, if required.	
Determine under what conditions animal services personnel will not respond to calls for assistance. Advise the County PIO of this response curtailment.	

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Track number of sheltered animals and maintain staff work log for disaster response as required by FEMA.	
RECOVERY GUIDELINES	COMMENTS/NOTES
Continue to provide animal protection services after the disaster conditions have subsided.	
Plan for re-unification actions following disaster. Coordinate request for animal re-unification with citizens.	
Continue to educate the public on animal protection issues through the County PIO.	
Report any damages to the Animal Service facility to the EOC.	
Coordinate volunteer efforts for animal control actions.	
Develop an after-action report on animal protection matters, as required.	
Request emergency repairs to the Animal Service facility, if damaged.	
Participate in the review of operations during County-led critique. Develop plan of action to improve response during future events.	

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

ESF # 12- ENERGY

- PRIMARY AGENCY:** New Hanover County Property Management
- SUPPORTING AGENCIES:** New Hanover County Emergency Management and 911 Communications
New Hanover County Public Affairs Office
New Hanover County Finance Department
City of Wilmington Public Services Department
City of Wilmington Public Information
Town of Wrightsville Beach
Town of Carolina Beach
Town of Kure Beach
State of NC Energy Office- NC ESF-12
- PRIVATE RESOURCES:** Duke Energy
Piedmont Natural Gas
Private Gas Stations
Commercial Fuel Suppliers
Propane- local distributors

I. PURPOSE

The purpose of this ESF is to provide operational guidance for New Hanover County government to address events that threaten a disruption in energy supply and ensure continued operation of essential governmental services. An additional objective of this section is to reduce the impact of disruptive energy events by understanding energy and fuel needs and maintaining a strong relationship with Utility Providers.

ESF-12 is a functional component of the New Hanover County Emergency Operations Plan. This plan is not intended to take the place of any emergency plans and procedures that the agencies tasked in this document with responsibilities may have. Rather it is designed to complement such plans and fortify positive operational interactions among the agencies noted.

II. SITUATION AND ASSUMPTIONS

A. Situation

- Information from the United States Department of Energy shows the following events to be the most common energy emergencies:
 - Power Disruption: weather or natural events including hurricanes, tropical storms, tornadoes and earthquakes.
 - Petroleum disruptions: equipment failure including, compressor outages, pump failures, equipment leaks, boiler system failures and other mechanical failures. Following equipment failures, power failures was the next largest cause of disruptions, thus further illustrating the interdependency between petroleum and electricity.
 - Natural gas asset disruptions were also mainly cause by equipment failure, power failure or were weather related.

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- Some additional events that may cause energy disruptions include:
 - Electricity: capacity reduction that usually occurs during extremely hot or cold weather when demand is high.
 - Natural Gas: reduction or interruption of natural gas supplies from the pipelines in quantities that would prevent the provision of service to all customers, the peak day supply of natural gas proves to be insufficient; or the distribution company experiences a system failure.
 - Petroleum: Current events in the Middle East increase the likelihood of a petroleum product shortage. Hurricane Katrina exemplified the effect that a catastrophic weather event can have on petroleum product supplies throughout the United States, even if North Carolina is not directly impacted by the weather event.
- In North Carolina, the Office of the Governor has the authority to declare a state of emergency.
- While the State of North Carolina sustains a vigorous emergency management function, local authorities are typically the original entities to be alerted of and respond to any emergency. This includes an energy emergency.
- The degree of the energy emergency dictates the response level, however at a minimum; the Emergency Support Function 12 (ESF-12) designees will be called upon to assist in response efforts. This assistance may simply be monitoring the event and providing feedback to appropriate County staff.
- It is recognized that county governments have very limited capabilities to provide emergency power. New Hanover County Emergency Shelters are equipped with permanent generators.
- Duke Energy is the sole electrical provider in New Hanover County.
- The County EOC has an emergency telephone number to reach Duke Energy in the event of a widespread power outage. This number is different from the public number published to residential customers; however services will be restored in a predetermined manner. The first focus for Duke Energy is the generation source (power plant) and transmission lines. The focus is then on substations (where voltage is lowered), distribution feeders, power poles, fuses, tap lines, transformers and then service lines to individual homes.
- The County has little control over the order in which electrical services are restored; thus illustrating the need for self-sufficiency for a period of time.
- The County has little control over its fuel supplies, as no vehicle fuel tanks are owned by the County.
- Information sharing and coordination between Utility Partners and New Hanover County is essential.

B. Assumptions

- A major energy emergency may cause widespread and possibly long-term power outages or fuel supply shortages.
- Events outside of New Hanover County can quickly have local influence; delays in the delivery of fuels to local vendors may occur as the result of a power loss.

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- Long term power outages or fuel supply shortages may require the opening of emergency shelters.
- In major events, state and federal resources may be available however the County should ensure its critical operations can continue for 48-72 hours without such help, in the event of the inability of agencies to respond immediately.

III. CONCEPT OF OPERATIONS

A. General

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

The Four Levels of Disruption Tracking are:

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

B. Specific

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

General Tracking Process through all Disruption Levels

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

Level 1: Monitoring of energy sources and activities that can affect energy supply is an ongoing activity, which occurs under normal operating conditions during which there are no discernible energy-related activities taking place. County employees perform their normal, day-to-day functions. During this period, important activities occur that assist the County in preparing for incidents and maintaining readiness:

- Monitoring local, regional, national, and international events that may affect the County's energy supply (fuel and electricity).
- Monitoring County fuel and electricity consumption regularly to have a current understanding of minimum operating requirements and costs.
- Updating the emergency energy plan regularly to reflect changes in organization and emergency response strategies.
- Training and exercising personnel to prepare them to implement the ESF-12 and hosting energy emergency training exercises or requesting that the utilities host such an exercise.

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- Maintaining and updating contact list of public and private sector contacts.

Level 2: Next is an early warning phase in which additional monitoring occurs and formal communications begin with other agencies in an attempt to verify the suspected occurrence of an event. Any number of events could trigger this phase, and the duration of this phase will depend on the nature of the potential energy emergency. This verification process would determine the nature, extent, and duration of an anticipated energy emergency. The energy emergency may be a potential shortage of electricity, natural gas, or petroleum. ESF-12 in coordination with the EM Director, assesses the impact of the potential emergency on supply and prices, and prepares for continuous supply and demand monitoring. Data is collected about existing supplies within the County and neighboring communities and historic and recent supply and demand is assessed in coordination with the State Energy Office. Based on the data collected, the EM Director may make appropriate recommendations to the County Leadership. Designated County staff will communicate and coordinate with local utilities and energy suppliers. The County will in turn coordinate with the State, as needed. At this level the County will also begin to disseminate public information, as deemed appropriate. Primary gasoline providers may also be contacted to gain a picture of distribution shifts, prices and supply.

Level 3: If the disruption worsens, supply shortages may occur, but essential services are not yet affected. ESF-12 staff will continue to monitor and analyze supply and demand and other data analysis. The data collected during this phase may be presented to the County Leadership with a recommendation that voluntary conservation measures be implemented. If necessary, the Chairman of the Board Commissioners or his/ her designee will appeal to the public and to private industry to implement a variety of voluntary measures. County staff will monitor usage to assess if the voluntary measures are effective in alleviating the shortage. If the measures are regarded as being effective, then no additional action is required unless the state or federal government mandates such action. If the measures do not appear to be sufficient to address the disruption, and mandatory measures may be required, a state of emergency may be declared. The ESF-12 will define in writing the source and details of the outage or incident and include information on the specific utility involved, area(s) impacted, cause (if known) and expected duration. This information will be disseminated by the Public Affairs Office and/or Joint Information Center. ESF-12 will establish a regular call schedule with the affected utility to gain updates. ESF-12 will evaluate geographical areas affected and if necessary, ESF-6 Mass Care, Emergency Assistance, Housing and Human Services may be activated. ESF-12 will work with the New Hanover County Finance Office to implement emergency fuel supply agreements (maintained by Finance).

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

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

CHECKLIST OF ACTIONS

ENERGY ESF # 12

- PRIMARY AGENCY:** New Hanover County Property Management
- SUPPORTING AGENCIES:** New Hanover County Emergency Management and 911 Communications
 New Hanover County Public Affairs Office
 New Hanover County Finance Department
 City of Wilmington Public Services Department
 City of Wilmington Public Information
 Town of Wrightsville Beach
 Town of Carolina Beach
 Town of Kure Beach
 State of NC Energy Office- NC ESF-12
- PRIVATE RESOURCES:** Duke Energy
 Piedmont Natural Gas
 Private Gas Stations
 Commercial Fuel Suppliers
 Propane- local distributors
- EOC STAFFING:** New Hanover County Emergency Management
 New Hanover County Property Management
 New Hanover County Public Affairs (Levels 3 & 4)
- REFERENCE DOCUMENTS:** Emergency Operations Plan
 NHC Fuel Requirements Documentation
 Duke Energy Online Portal for energy usage (or other electrical management software currently in use)
 Critical Facilities List
 Generator Contracts

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

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RESPONSE	
Level Two:	<i>Mild- An event with the potential to cause disruptions</i>
Begin formal communications with the State Energy Office to verify the suspected occurrence of an event.	
Determine the nature, extent and expected duration of the event.	
ESF-12, in coordination with the EM Director, will assess the impact of the potential disruption on supply and prices and prepare for continuous monitoring.	
Collect data of existing supply within the County and neighboring communities and begin collecting data of minimum operating requirements.	
Public Affairs Office may begin to disseminate information if deemed necessary by the EM Director and County Leadership.	
Primary gasoline providers may be contacted to gather information on supply, prices, and event dependent.	
Level Three:	<i>Intermediate or Moderate- An event that will likely lead to an imminent supply disruption or a supply constraint</i>
Activate ESF-12 Desk in the EOC	
ESF-12 staff will continue to monitor and analyze supply and demand of affected commodity. Data collected during this analysis may be presented to County Leadership with a recommendation that voluntary conservation measures be implemented.	
If such measures are recommended either within County offices, or countywide, the Public Affairs Office will disseminate such information as deemed necessary.	
County staff will monitor the effects of such conservation measures to determine if they are affective in alleviating the shortage. If so, no additional action is required unless mandated by the State or Federal government. If the voluntary measures are not sufficient, ESF-12, in coordination with the EM Director, will recommend to County Leadership that mandatory measures be taken. A state of emergency may be declared.	
ESF-12 will define in writing, the source and details of the event or incident and include information on the specific utility involved, area(s) impacted, cause (if known) and expected duration. This information will be disseminated by the Public Affairs Office and/or the Joint Information Center.	
If necessary, activate ESF-6 Mass Care, Emergency Assistance, Housing and Human Services.	
Implement emergency fuel supply and generator contracts, event dependent.	
Level Four:	<i>Severe- An event that has occurred that has caused a supply disruption that may last more than a week</i>
All activities listed in previous levels will continue.	
Upon receiving recommendations from ESF-12, the Chairman of the Board or his/her designee will ask the public to implement additional voluntary conservation measures. This will be communicated by the Public Affairs Office and/ or the Joint Information Center.	
The EM Director may also recommend to the Board of County Commissioners that a State of Emergency Proclamation is necessary due to an energy emergency in order to require private enterprise and the public to practice mandatory conservation measures.	

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<p>If a State of Emergency is declared, ESF-12 will monitor, through the State Energy Office and/ or the NC ESF-12 desk, the effects of voluntary and mandatory curtailment measures.</p>	
<p>Contact will be made with the effected utility and if they are planning to take additional measures, ESF-12 will coordinate with the Public Affairs Office and/ or the Joint Information Center to release this information.</p>	
<p>When the EM Director determines the emergency is over based on recommendations from ESF-12 or the State Energy Office, the emergency declaration will be rescinded and all voluntary and mandatory conservation measures will be terminated.</p>	
<p>The EM Director and ESF-12 will work with the affected utility and appropriate county and state staff to conduct a post-emergency evaluation of the emergency actions taken.</p>	
<p>An evaluation report that summarizes the actions that were taken and their effects will be developed by ESF-12. Based on the results of this report, the County will revise portions of ESF-12 as deemed necessary.</p>	

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

ESF # 13- PUBLIC SAFETY AND SECURITY

PRIMARY AGENCY:	New Hanover County Sheriff's Office New Hanover County 911 Center
SUPPORTING AGENCIES:	Municipal Police Departments State Highway Patrol NC National Guard NC Department of Transportation US Coast Guard UNCW Police Department New Hanover Regional Medical Center Special Police NC State Ports Police Marine Patrol and Wildlife Enforcement Carolina Beach State Parks Ranger Fort Fisher State Parks Ranger Amateur Radio Emergency Services (ARES) National Weather Service
PRIVATE RESOURCES:	Private Security Firms Local Media WMNX- Primary EAS Cable Television Providers

I. PURPOSE

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

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

II. SITUATION AND ASSUMPTIONS

A. Situation

- The New Hanover County 911 Center is located at 220 Government Center Drive, Wilmington, NC. This facility is operational 24 hours per day and receives initial warnings. Public inquiries are received at this facility and warnings are disseminated to County forces. Communications capability is dependent on several towers located at:
 - Flemington - County owned
 - Hill Valley Walk- Charter Communications owned- County lease
 - Government Center - County owned
 - Holly Shelter Road - Duke Energy owned- County lease

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

- There are five major law enforcement agencies operating within the County and a number of other specialized agencies, these include:
 - NHC Sheriff's Office
 - City of Wilmington Police Department
 - Town of Wrightsville Beach Police Department
 - Town of Carolina Beach Police Department
 - Town of Kure Beach Police Department
 - UNCW Campus Police
 - NC State Ports Police
 - Carolina Beach State Parks Ranger
 - Fort Fisher State Parks Ranger
 - Airport Public Safety
 - New Hanover Regional Medical Center Special Police
 - Cape Fear Community College Police Department
- State law enforcement agencies that routinely operate within New Hanover County are the NC Highway Patrol, Alcohol Law Enforcement (ALE), State Bureau of Investigation, Marine Fisheries Enforcement and Wildlife Resources Enforcement.
- Federal law enforcement agencies operating within New Hanover County are the Federal Bureau of Investigation, Secret Service, Federal Marshals Services, Bureau of Alcohol, Tobacco and Firearms, Drug Enforcement Administration, Immigration and Customs Enforcement and the US Coast Guard.
- Telecommunicators in the New Hanover County 911 Center receive and dispatch traffic in accordance with their policies and procedures. The communications network and its associated components are dependent upon services provided by AT&T, Motorola and various cellular phone providers.
- Emergency Management has the capability to use the Emergency Alert System (EAS) to deliver warnings and instructions to the public. Special needs groups, schools, persons in group quarters, camps and boaters in waterways may require special warning.
- The 911 Center and EOC have dedicated connections links to the Brunswick Nuclear Power Plant through Duke Energy's DEMNET communications system.
- The National Alert and Warning System (NAWAS) network can also be accessed from the 911 Center to transmit and receive warnings to the State Warning Point and the State EOC.
- The County has the capability to activate its Airbus DS Communication's *VESTA Communicator* and *VESTA Alert* system ("reverse 911") to warn citizens by landline telephone and registered cell phones. The County also has the capability to send messages via IPAWS and NOAA Weather Radio.

B. Assumptions

- Local law enforcement resources would quickly become overwhelmed by having to provide traffic control services, security operations and continuing routine patrols/responses. When local law enforcement agencies are overwhelmed, other law enforcement resources may be assigned to provide support to local forces. Following a disaster event, there will be an immediate and continuous demand for routine law enforcement patrols.
- Depending upon the threat, some municipal police departments may be forced to temporarily relocate their base of operations (especially those located in the beach communities).

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

- During a period of hurricane evacuation, traffic control problems will intensify throughout the County. Major roadways which will be affected are Highways 17, 421, 117, 74/76, I-40, I-140 and 132. Traffic flow could be hampered by evacuation, mechanical failures, accidents and unsynchronized traffic control lights along these routes.
- During emergency and disaster situations, the commercial telephone system may become overloaded, thus delaying incoming and outgoing calls or making calls impossible due to increased usage.
- Time Warner Communications and Charter Communications are the primary distributors of cable TV service in the County. These systems have the Cable Audio Interrupt capability.
- Other assistance may be necessary to procure supplemental communications equipment and/or to locate available repair technicians following a major disaster.
- An emergency at the Brunswick Nuclear Power Plant, which affects a portion of the County, may necessitate the need for the manning of pre-identified traffic control points.

III. CONCEPT OF OPERATIONS

A. General

- Law enforcement operations, during times of emergencies and disasters, will be an expansion of normal functions and responsibilities. These responsibilities will include maintenance of law and order, traffic control, crowd control, security of vital facility and shelter locations, warning of isolated populations and enforcement of Emergency Proclamation issued by the County Board of Commissioners.
- The New Hanover County 911 Center is operational 24 hours per day and can initiate notification and warning of appropriate personnel by telephone, radio or pager, as required using established notification procedures.
- All law enforcement operations will remain under the jurisdiction of the senior law enforcement officer of the jurisdiction in which the emergency operations is taking place. The New Hanover County Sheriff will be the overall coordinating law enforcement officer for all law enforcement operations in the County during large-scale emergency and disaster events.
- Local government can utilize all communication means possible to disseminate warnings to the public in a timely manner. These means include one or more of the following systems:
 - NOAA Weather Radio
 - Sirens, Horns, and Mobile Public Address Systems
 - Telephones (Land and Mobile)
 - Print and News Media
 - TV and Radio Broadcast
 - Emergency Alert System (EAS) and Cable Audio Interrupt
 - County Notification System (Reverse 911)
- The 800 MHZ radio network will be the primary means by which the EOC will communicate with field forces in the County.
- Notification of governmental officials and/or emergency personnel by 911 Center personnel will follow their established policies and procedures.
- When any outside law enforcement agency is requested to provide support to the New Hanover County Sheriff's Office, a ranking officer from that organization will be present in the County EOC to coordinate operations of their personnel.

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

- Traffic control will be a joint effort of all law enforcement agencies operating in the County, when required.
- Relocation of prisoners from the New Hanover County Detention Facility, if required, is the responsibility of the New Hanover County Sheriff's Office.
- The Sheriff's Office has standard operating procedures in place to utilize during emergencies.
- Municipal law enforcement agencies will work in coordination with the Sheriff's Office and provide support, as personnel and equipment limits allow.
- Law enforcement agencies will provide security in mass shelter locations.
- Requests submitted to the EOC for law enforcement or security forces will be coordinated through ESF-13.
- Shifts for law enforcement units may be coordinated through ESF-13.
- Curfews will be enforced within the disaster area by all law enforcement units.
- Mass arrests and field bookings may be authorized by the Sheriff's Office.
- Access, ingress and egress into the disaster area will be tightly controlled.

B. Specific

- Security for the EOC, staging areas, shelters, vital facilities and essential equipment locations will be provided by the Sheriff's Office.
- The Sheriff's Office will request additional law enforcement personnel through the County EOC.
- Two-Way Radio Systems-
 - The County's communications system is designated as the principal system to be used for direction and control activities. Principal users of this system include Law Enforcement, Emergency Medical Services, Fire/Rescue and Emergency Management.
 - The Amateur Radio Emergency Service (ARES), a County volunteer organization, operates two-way radio systems.
 - Other two-way communications systems which may be used to communicate with the State EOC during emergencies include:
 - Division of Criminal Information (DCI)
 - State Emergency Management Radio (VIPER)
 - Commercial Telephone
 - Satellite Phone
 - The following communication systems can be accessed from the 911 Communication Center:
 - Sheriff's Department Radio System- 400 MHz (Jail)
 - NC State Highway Patrol (VIPER)

CHECKLIST OF ACTIONS

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

PUBLIC SAFETY AND SECURITY ESF # 13

- PRIMARY AGENCY:** New Hanover County Sheriff's Office
New Hanover County 911 Center
- SUPPORTING AGENCIES:** Municipal Police Departments
State Highway Patrol
New Hanover County Emergency Management
NC National Guard
NC Department of Transportation
US Coast Guard
UNCW Police Department
New Hanover Regional Medical Center Special Police
NC State Ports Police
Marine Patrol and Wildlife Enforcement
Carolina Beach State Parks Ranger
Fort Fisher State Parks Ranger
Amateur Radio Emergency Services (ARES)
National Weather Service
- PRIVATE RESOURCES:** Private Security Firms
Local Media
WMNX- Primary EAS
Cable Television Providers
- EOC STAFFING:** New Hanover County Sheriff's Office
Wilmington Police Department
New Hanover County 911 Center
NC State Highway Patrol
- REFERENCE DOCUMENTS:** New Hanover County Astro 25 Network Operational Policy and Procedure Manual
NC State Highway Patrol Coastal Evacuation Plan

PREPAREDNESS GUIDELINES	COMMENTS/NOTES
Review, update and revise mutual aid agreements, memorandums of understanding, standard operating guidelines, etc. annually.	
When requested, respond to the EOC and provide for 24-hour staffing of the EOC position, when opened.	
Maintain a list of municipal officials and key State agency's contact phone numbers, unlisted numbers, pager number, cell phone and fax numbers, etc.	
Identify and notify the supporting agencies that their resources and personnel may be required to respond. Develop and update contact lists with phone numbers (home, cellular, fax, etc.), pagers, radio call signs, 800 MHz radios, etc.	
Plan for alternate means of communications, if primary system is damaged.	
Notify the County PIO that the law enforcement function is staffed in the EOC.	
Develop situation reports to provide status of law enforcement operations at EOC briefings.	
Develop action plan to overcome law enforcement shortfalls.	

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

Plan for alternate means of communicating with field units if normal communications channels are disrupted.	
Identify secondary hazards that may affect responders.	
Develop a plan with circumstances under which law enforcement units will not respond in particular situations. Notify the County PIO of this plan.	
Determine what specialized equipment will be required to support coordinated law enforcement operations.	
Disseminate information, data and directives among law enforcement operational units.	
Review and update law enforcement operational personnel.	
Assign law enforcement units on a shift basis.	
Determine what assistance the impacted municipalities will require, best routes in and out of the disaster area and staging areas for potential law enforcement support personnel arriving from out of the County.	
Provide security for the EOC and shelters.	
RESPONSE GUIDELINES	COMMENTS/NOTES
Ensure that positions in the EOC are staffed on a 24-hour basis. Post a shift schedule for this position and advise the EOC staff leader of action.	
Instruct supporting agencies and field units to report their status, area situation, personnel needs, equipment needs, activation of mutual aid agreements, location of field command posts, etc.	
Ensure communications have been established with field units, command posts, etc.	
Refer questions concerning the disaster or emergency situation to the Joint Information Center (JIC) for handling.	
Identify location for incoming support, if necessary.	
Determine when conditions are unsafe for law enforcement units to respond. Advise units to seek safe shelter and remain inside.	
Advise the County PIO when law enforcement units will not respond due to weather.	
Assist with dissemination of evacuation notice.	
Respond to requests for evacuation assistance from citizens as long as it does not pose a hazard to responders.	
When conditions allow the resumption of safe patrols, deploy law enforcement units on a priority basis to secure damaged buildings, deter looting, direct and control traffic movements, enforce curfews, enforce no liquor sales, maintain general order, respond to calls for assistance, etc.	
Advise the PIO and EOC of rumors being called into the 911 Center.	
Coordinate actions with other EOC representatives to ensure adequate supplies of food, fuel, medical support, etc.	
Ensure that all supporting agencies have maintained accurate logs of personnel and equipment resources utilized for response.	
Continue to work with the County PIO to issue advisories as to curfews, areas closed to spectators, re-entry times, etc.	
Provide security in shelters, reception areas, disaster recovery centers, disaster application centers, etc. as requested.	
Enforce security in disaster area. Limit exit and re-entry into disaster area.	
Advise incoming law enforcement units of the need to be self-sufficient.	

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

Respond to requests for search assistance for missing persons. Clear all air operations with the EOC Director.	
Track daily costs and develop expense reports.	
Advise the EOC of State or Federal resources at least 12 hours prior to their need.	
RECOVERY GUIDELINES	COMMENTS/NOTES
Work with county and municipal agencies to support requests for law enforcement services. Coordinate activities with state agencies, as necessary.	
Request state law enforcement agencies to support the County and municipality operations.	
Control re-entry into impacted areas.	
Continue to respond to normal law enforcement requests.	
Enforce curfews and restrictions on sale of goods.	
Continue to operate county jail and provide security of prisoners.	
Respond to calls regarding crimes committed in area.	
Account for all law enforcement resources utilized in the disaster area.	
Compile reports of damages to facilities, equipment, injuries, etc.	
Instruct agencies to track their expenses in the event of a Presidential Declaration.	
Plan for the coordinated use of law enforcement resources.	
Integrate state and federal law enforcement resources into county forces.	
Advise the County PIO on the status of law enforcement operations.	
Develop plan for orderly shutdown of the EOC position.	
Develop an after action report for presentation to the EOC staff.	
Participate in the review of operations during county-led critique.	
Develop plan of action to improve response during future events.	

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

ESF # 14- LONG TERM COMMUNITY RECOVERY

PRIMARY AGENCY: New Hanover County Planning and Inspections Department

SUPPORTING AGENCIES: Municipal Planning Departments
New Hanover County Engineering Department
Cape Fear Public Utility Authority
New Hanover County Emergency Management
New Hanover County Department of Social Services
New Hanover County Information Technology
New Hanover County Tax Department
New Hanover County Finance Department
New Hanover County Senior Resource Center
Salvation Army
United Way of the Cape Fear Area
Community Nonprofit and Faith Based Organizations

PRIVATE RESOURCES: Consulting Engineers
Duke Energy

I. PURPOSE

This section describes the damage assessment and recovery process, and outlines the criteria for individual assistance and public assistance programs.

II. SITUATION AND ASSUMPTIONS

A. Situation

- Most hazardous events which may affect the County or its municipalities have the potential for causing damage. A planned damage assessment program is essential for effective response and recovery operations.
- If a significant emergency or disaster occurs, the following damage assessment activities will be conducted by local government:
 - Conduct an initial impact assessment by field services.
 - Preparation of an Immediate Situation Report for the Control Group and State Emergency Management.
 - Determination of the need for outside assistance and/or resources.
 - Notification and transmittal of an Immediate Situation Report to the Eastern Branch Office NC Division of Emergency Management.
 - Initiation of detailed damage assessment activities including dispatch of teams to the field.
 - Preparation of a summary of field information gathered by damage assessment teams for the Control Group.
 - Submission of detailed damage assessment information by the Control Group to the Eastern Branch Office NC Division of Emergency Management.
- Video, still, and digital photography both at ground and from the air should be made available as soon as possible after the disaster event.
- The County has trained personnel in damage assessment. The magnitude of the emergency or disaster may necessitate a need for mutual aid or additional personnel to be trained in damage assessment.
- Persons trained and experienced in damage assessment can be found throughout the State, in local and state government and in the business community.

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

- Following a disaster, independent damage assessment activities will be conducted by a variety of organizations including, but not limited to:
 - Local, state and federal damage assessment teams
 - American Red Cross
 - Insurance companies
 - Utility companies
 - The Federal Disaster Relief Program is designed to supplement the efforts and available resources of state and local governments, voluntary relief organizations and other forms of assistance, such as private insurance. The President's Declaration of a major disaster or an emergency authorizes Federal assistance under the Stafford Act and activates other federal disaster relief programs as well.
 - A full Presidential Declaration of Disaster includes:
 - Public Assistance (PA)
 - Individual Assistance (IA)
 - Small Business Administration (SBA) Assistance
 - Hazard Mitigation Grant Programs (HMGP)
 - In lieu of a full Presidential Declaration, Federal assistance can also be delivered through a partial declaration, Emergency declaration or any combination of the following:
 - Search and rescue assistance
 - Fire suppression assistance
 - Health and welfare assistance
 - Emergency conservation programs
 - Emergency loans for agricultural interest
 - Disaster loans for homeowners/businesses
 - Repairs to the federal aided highway system
 - Tax refund/IRS assistance
 - Voluntary agency assistance through the American Red Cross
 - Emergency assistance program
 - The New Hanover County Board of Commissioners is responsible for providing leadership and coordination at the County level.
 - The President may declare an emergency in the absence of a Governor's request, when the emergency involves a subject area for which the Federal Government exercises exclusive or preeminent responsibility.
 - Hazard Mitigation Grants will be available through FEMA to the County after a Presidential Declaration. The grant total will be based on the amount of the Public Assistance funds provided to the applicants.
 - As potential applicants for Public Assistance, local governments and private non-profit agencies must thoroughly document disaster-related expenses from the onset of the emergency.
 - New Hanover County will automatically become eligible for federal assistance programs if a County contiguous to its borders receives a Declaration for Emergency Federal Assistance.
- B. Assumptions**
- A catastrophic disaster will exceed the damage assessment resources of the County and will require additional damage assessment personnel.

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

- State, county and municipal personnel not impacted by the emergency or disaster may be available to assist with impact assessment.
- A catastrophic disaster may impede the ability of Emergency Management to provide immediate situation reports.
- The demand for information by the media may interfere with the County's ability to conduct damage assessment.
- Damage to the utility and communication systems may hamper the impact assessment process.
- The thoroughness and accuracy of damage assessment can affect the receipt of recovery assistance.
- During the damage assessment process, individuals lacking the means of adequate insurance to recover from the long-term effects of the disaster will be identified.

III. CONCEPT OF OPERATIONS

A. General

- Responsibility for preliminary and detailed damage assessment lies with County and municipal governments, and other non-profit entities (if their facilities are affected).
- County government is responsible for the coordination and support of recovery operations within the unincorporated areas.
- Damage assessment and recovery operations will be coordinated from the County EOC, unless otherwise directed.
- Accurate emergency logs and expenditure records will be kept from the onset of the disaster by each local government agency for possible reimbursement.
- GIS maps will be developed to help illustrate areas of greatest damage.

B. Specific

- The Damage Assessment/Recovery Officer from the County Planning and Inspections Department will coordinate the compilation of damage assessment information, the plotting of damaged areas on local maps and the preparation of damage assessment reports for the EOC.
- Damage assessment reports will include, but are not limited to, information on persons affected, victim mass care, infrastructure survival, damage to vital facilities and economic impact.
- Damage assessment reports will be forwarded to the Eastern Branch Office NC Division of Emergency Management.
- Damage assessment reports will be reviewed to determine if any outside assistance will be necessary to recover from the event.
- The Governor may request a Presidential Declaration of a "major disaster," "major emergency," or a specific Federal Agency Disaster Declaration (SBA, Department of Agriculture, US Army Corps of Engineers) to augment state, local and private relief efforts.
- When the President issues a "Major Disaster Declaration," two basic types of disaster relief assistance are authorized:

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

- Individual Assistance (IA) includes:
 - Temporary housing (100% Federal Dollars)
 - Individual/family grants (IFG) 25% state and 75% federal dollars
 - Disaster unemployment assistance
 - Disaster loans
 - Legal services to low-income families
 - Consumer counseling & assistance in obtaining insurance benefits
 - Social security benefits assistance
 - Veterans assistance
 - Casualty loss tax assistance
- Public Assistance (PA) (75% federal and 25% state funds)
 - Debris removal
 - Emergency protective measures
 - Funds to permanently repair/replace road systems, water control/disposal/treatment facilities, public buildings, public equipment, public recreational facilities, etc.
- When a major Federal Declaration is received, the President appoints a Federal Coordinating Officer (FCO) and the Governor appoints a Governor's Authorized Representative (GAR) to coordinate relief efforts and delivery of disaster assistance.
- A Disaster Field Office (DFO) will be established near the disaster area. If the disaster affects a large region, a satellite DFO may be opened to handle disaster claims.
- Disaster Recovery Centers (DRC's) will be established in the disaster area for individuals to make application for assistance.
- FEMA may establish a toll free 800 number for disaster victims to call. After their call, damage inspectors are dispatched to verify losses, based on FEMA guidance, if needed.
- If the declaration includes Public Assistance, an applicant's briefing will be conducted for those officials in county, state, local and private non-profit entities wishing to apply for reimbursement of disaster related expenses. During this briefing, each eligible entity will submit a Notice of Interest (NOI) and appoint an Applicant's Agent to coordinate the submission of disaster documentation to the DFO.
- Following a major disaster event, an agency critique will be held to evaluate the jurisdiction response to the event. This critique will include topics related to the recovery effort, such as:
 - Mitigation of potential problems through the use of the Hazard Mitigation Grant Program.
 - Plan, ESF and checklist revisions based on lessons learned.
 - Status of unmet needs in the County.
 - Interagency cooperation.
 - Training needs of departments.
 - Response problems.
 - Citizens' concerns.
 - Management of donated goods, if necessary.
 - Necessary resources to improve response to future disasters.
 - Shelter concerns, if appropriate.
 - Emergency back-up power requirements.
- The New Hanover County Tax Officer will be responsible for the following:

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

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

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

CHECKLIST OF ACTIONS

LONG TERM COMMUNITY RECOVERY ESF # 14

PRIMARY AGENCY: New Hanover County Planning and Inspections Department

SUPPORTING AGENCIES: Municipal Planning Departments
 New Hanover County Engineering Department
 Cape Fear Public Utility Authority
 New Hanover County Emergency Management
 New Hanover County Department of Social Services
 New Hanover County Information Technology
 New Hanover County Tax Department
 New Hanover County Finance Department
 New Hanover County Senior Resource Center
 Salvation Army
 United Way of the Cape Fear Area
 Community Nonprofit and Faith Based Organizations

PRIVATE RESOURCES: Consulting Engineers
 Duke Energy

EOC STAFFING: New Hanover County Planning and Inspections Department
 Municipal Planning Departments
 Municipal Engineers
 United Way of the Cape Fear Area

REFERENCE DOCUMENTS: New Hanover County Damage Assessment Plan
 New Hanover County Damage Assessment Tool
 New Hanover County Recovery Annex

PREPAREDNESS GUIDELINES	COMMENTS/NOTES
Staff the damage assessment/recovery position in the EOC, upon request.	
Maintain a message and event log during the time the EOC is open.	
Notify supporting agencies of personnel and equipment resources needed.	
Compile lists of resources (personnel and equipment) that can be used to support damage assessment activities.	
Advise the County PIO that the damage assessment/recovery position is staffed on a 24-hour basis.	
Prepare preliminary damage assessment reports for distribution to other EOC agencies.	
When sufficient preliminary data has been gathered, compile it into a report for transmittal to the State EOC.	
Notify tax office of potential need for tax maps and other GIS information.	
Coordinate damage assessment activities with municipality teams and compile their data into the County report.	
Begin initial planning to identify potential recovery sites.	
Coordinate transportation and equipment needs with appropriate agencies, when necessary.	
RESPONSE GUIDELINES	COMMENTS/NOTES

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

When appropriate, provide damage assessment teams with expedient training in completion of forms.	
Confirm that resources are available to support damage assessment activities.	
Advise the County PIO of damage assessment activities and initial findings.	
Assign damage assessment teams to specific areas of the County.	
Advise EOC agencies of any hazards observed by damage assessment teams.	
Assist municipalities with damage assessment forms and process, if necessary.	
Review the list of County vital facilities to determine damage, if any.	
Track damage assessment teams (personnel & equipment) for possible reimbursement.	
Obtain information and reports from utility representatives regarding any system damage and expected repair time.	
Include any damage to utility systems in the reports sent to State.	
Verify locations for Disaster Recovery Centers (if opened) and coordinate with the County PIO to advise victims of locations.	
Work with the County PIO to prepare advisories regarding the heaviest damaged areas and to avoid traveling into these parts of the County. Include roadways, bridges damaged, etc.	
Track daily costs and develop expense reports.	
Advise the EOC at least 12 hours in advance of State or Federal resource needs.	
RECOVERY GUIDELINES	COMMENTS/NOTES
Coordinate information with utility representatives on severely damaged areas, if requested.	
Continue to compile damage assessment reports from teams.	
Provide expedient training of damage assessment teams, if needed.	
Determine if contract personnel for damage assessment tabulation will be required.	
In cooperation with the County PIO, educate the public on the damage assessment and recovery process.	
Continue to assist municipal damage assessment teams. Compile their data into the County report.	
Document areas of greatest destruction by using camera, video, etc.	
Assist County administration with request for disaster declaration, if appropriate.	
Coordinate with USDA for total of agricultural losses.	
Provide estimate of the number of housing units damaged or destroyed and businesses damaged or destroyed.	
Coordinate activities with the State Strike Team personnel dispatched to the County to do initial assessment of infrastructure.	
Provide copies of damage assessment reports to the State Strike Team personnel.	
Provide assessment of disaster area to disaster outreach teams.	
Identify areas of the County isolated by disaster.	
Notify potential applicants of Public Assistance Briefing location, date and time.	
Assist in identification of areas in the County for temporary housing sites, mobile home sites, feeding areas, service centers, etc.	
Coordinate information with adjusters from private insurance firms coming to the disaster area, if appropriate.	

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

Work with the County PIO to publicize the disaster recovery process.	
Review the list of County vital facilities to determine damage, if any.	

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

ESF # 15- EXTERNAL AFFAIRS

PRIMARY AGENCY:	New Hanover County Emergency Management
SUPPORTING AGENCIES:	New Hanover County Communications and Outreach New Hanover County Department PIO Liaisons New Hanover County Public Schools Municipalities: City of Wilmington Town of Carolina Beach Town of Kure Beach Town of Wrightsville Beach State and Federal Agencies: North Carolina Emergency Management North Carolina State Highway Patrol North Carolina Department of Transportation National Weather Service – Wilmington Field Office Federal Emergency Management Agency U.S. Nuclear Regulatory Commission Non-governmental Agencies and Organizations: American Red Cross AT&T Cape Fear Public Utility Authority Duke Energy Progress New Hanover Regional Medical Center United Way of the Cape Fear Area University of North Carolina Wilmington WAVE Transit Wilmington and Beaches Convention & Visitor’s Bureau Wilmington International Airport

I. PURPOSE AND SCOPE

A. Purpose

The purpose of ESF-15 External Affairs is to establish how public information activities will be coordinated to meet the needs generated by disasters affecting New Hanover County.

B. Scope

This section identifies the key policies, concepts of operations, roles and responsibilities, and capabilities associated with public information in New Hanover County. Specific operating procedures and protocols are addressed in documents maintained by the participating organizations. ESF-15 External Affairs applies to all individuals and organizations that may be involved in public information required to support disaster response and recovery operations in New Hanover County. ESF-15 External Affairs encompasses the full range of external affairs functions including media relations, community relations, and governmental affairs.

- Media Relations includes providing incident-related information through the media or other sources to individuals, families, businesses, and industries directly or indirectly affected by the incident.
- Community Relations activities include identifying and communicating with community leaders (e.g., grassroots, political, religious, business, labor, and ethnic) and neighborhood advocacy groups to ensure a rapid dissemination of information, identify unmet needs, and establish an ongoing dialogue and information exchange.

NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN

- Governmental Affairs includes establishing contact with members of the New Hanover County Board of Commissioners and legislative bodies representing the affected areas to provide information on the incident and the status of response and recovery activities. It also includes coordinating responses to inquiries from the Board of Commissioners and legislative bodies.

II. SITUATION & ASSUMPTIONS

A. Situation

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

B. Assumptions

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

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

III. CONCEPT OF OPERATIONS

A. General

- Emergency public information activities are coordinated through a framework for organizing, integrating, and coordinating the delivery of public information, also known as a Joint Information System (JIS).
- The County Manager's Office, Public Information Officer, will maintain a list of PIOs to support the County in an emergency or disaster.
- PIOs should establish and maintain a solid working relationship with the media. Additionally, the media should be involved with public information planning, training, and exercises when appropriate. PIOs will maintain a current media directory with points of contact and programming information for radio, television, newspaper, and other media outlets.
- Radio, television, print and online media, NOAA All-hazard radios, emergency notification systems (phone, text, email, TTY/TTD, etc.) fliers, posters, brochures, information kiosks, social media, and the New Hanover County Joint Information website are all established methods for providing information to the public. Use of a particular medium(s) will be situational dependent, based upon the urgency of the information and the intended audience.
- Public communication methods may require "special" support for some population segments such as:
 - Economically disadvantaged
 - Limited language proficiency
 - People with disabilities- physical, mental, cognitive or sensory
 - Age vulnerable (under 5/over 65)
 - Culturally/geographically isolated
- When disasters impact power capabilities other means of communication may be required to provide public information to the community. Some of these may include public address systems and door-to-door sweeps from law enforcement or other volunteer organizations, neighborhood watch groups, libraries and central public areas, etc.
- In response to a declared emergency at the Brunswick Nuclear Plant (BNP), a designated PIO from the County shall report to the BNP Joint Information Center (JIC). An equally trained Assistant Public

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Information Officer (APIO) shall report to the New Hanover County Emergency Operations Center (NHC EOC) and prepare to lead the local JIC.

- Organizations responsible for providing emergency notifications/public information are responsible for maintaining the capability to do so. Specific planning efforts may include developing and maintaining the plans, procedures, checklists, contact lists, and other materials needed to implement the public information function.
- Emergency response organizations, municipalities, and New Hanover County government will coordinate and share the responsibility for notifying and informing the public regarding emergencies and disasters. Each organization will notify and provide information to the public (before, during, and after disasters) according to their plans and procedures.
- In smaller, more routine emergencies, notification and public information activities can usually be handled by an Incident Commander (IC) and/or a single organization's PIO.
- In larger or more unique disasters, organizations involved in the response will coordinate their notification and/or public information efforts.
- In situations when the NHC EOC is activated, the Joint Information System Team will automatically be activated.
- The EOC Director is responsible for designating the PIO when the EOC is activated. The PIO will be responsible for overall coordination of public information activities for New Hanover County. The PIO will lead the Joint Information System Team in the JIC and support the EOC Director.
- The mission of the Joint Information System Team is to ensure the provision and coordination of accurate, consistent, and timely information to meet the needs generated by disasters affecting New Hanover County. Through a coordinated effort, the following information will be disseminated to the public:
 - The risk of hazards and appropriate preparedness actions
 - Emergency status information
 - Lifesaving or health preservation instructions
 - Disaster assistance and recovery information
 - Information in response to public or media inquiry
 - Information to resolve any conflicting information or to dispel rumors
 - Donations management assistance from external groups
- When deemed appropriate, the PIO will establish a JIC. The JIC provides an expanded capability with liaisons to work closely with public information representatives of various departments, agencies, nongovernmental organizations, organizational districts, government officials from local jurisdictions, and state and federal governments.
- All individuals/organizations involved in disaster response should collect and record information on the utilization of labor, materials, equipment, and disaster related costs.

B. Specific- Joint Information Center (JIC)

- Once a JIC is activated, all emergency public information activities, including media inquiries, should be coordinated through the JIC. The JIC will become the central coordination point for all emergency public information and external communication activities. To the extent possible, the JIC will be staffed with PIOs from all agencies and organizations involved in the disaster response.
- The purpose of a JIC is to:

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- Gather and coordinate information and serve as the “hub” for the release of timely, accurate, consistent and useful disaster related information.
 - Allow all involved organizations to speak from “one sheet of paper” providing consistent messages to the public.
 - Enable the Emergency Support Function (ESF) representatives to concentrate on emergency decision making and refer all media and public inquiries to the JIC.
 - Ensure the ability exists to answer direct inquiries from the public via the Emergency Public Information Center (EPIC).
 - Ensure the ability exists to answer direct inquiries from the news media via the JIC.
 - Monitor media coverage to verify the accuracy of information being disseminated.
 - Be proactive in responding to the disaster related information needs of all audiences.
 - Develop and implement a comprehensive public information strategy to gain and maintain public trust and confidence.
- The JIC will, in most cases, be located in close proximity to the EOC. However, it may be located anywhere to support emergency information activities. It is imperative that the JIC be located in a location suitable to maintain contact with decision makers and/or the EOC via telephone, radio, the Internet, facsimile and/or face to face communications.
 - The JIC is designed to be flexible to accommodate the unique requirements of any emergency or disaster situation and its structure and staffing will be customized for each response.
 - While the number of departments and agencies involved and the quantity of information to be disseminated will vary greatly, the function of the JIC remains essentially the same. At a minimum, the following functions should be performed regardless of these variables:
 - Develop a capability to rapidly release accurate emergency instructions and information to the public.
 - Coordinate periodic media briefings throughout an emergency or disaster as appropriate. A media briefing center may be established as determined by the incident. These locations must be available on short notice and be logistically suitable for conducting media briefings.
 - Receive inquiries from the media and the public concerning an emergency situation and respond with official information or relay inquiries to the appropriate function.
 - Obtain reports or situation summaries from ESF representatives of all response organization elements to maintain situational awareness.
 - Prepare news releases, key messages, and talking points.
 - Develop and maintain an emergency online presence for the County to provide emergency information to the media and public.
 - Deploy information officers into the field as appropriate.
 - Conduct situation briefings for visitors, media, other government agencies, representatives, or other affected parties.
 - Conduct tours for VIPs and elected officials, as appropriate.
 - Arrange interviews with key personnel, when requested by the media or the PIO.
 - Some information may be defined as “Specialized Information Protocols” which may require a different level of approval and dissemination processes. Some examples of these are:
 - Information on restricted areas, as well as the process for reentry into an area after it has been declared safe, will be obtained from the appropriate agency, coordinated with the EOC Director’s staff and disseminated immediately to the media and the public.
 - Information on any federal, state, or local disaster assistance that might be available will be obtained from the agency offering the assistance. In some cases this information may be given directly to the media and public. In other cases, a telephone number will be provided for obtaining additional information.
 - Information on the number of fatalities, injured and missing will be obtained from the appropriate agency, coordinated with the EOC Director’s staff and disseminated to the media and the public as

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appropriate. The identity of victims will be released only after confirmation of proper next of kin notification.

- PIOs working in the JIC retain the autonomy to represent the public information needs of their respective agencies, while working closely with their Emergency Support Function (ESF) representatives and JIC partners to ensure consistent information is being disseminated in a timely manner by all agencies.
- Designated departmental PIOs may be asked to staff various JIC functions regardless of the level of involvement of their respective departments. This will ensure an adequate number of PIOs are available to support emergency information activities.

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CHECKLIST OF ACTIONS

EXTERNAL AFFAIRS

ESF # 15

- PRIMARY AGENCY:** New Hanover County Communications and Outreach
- SUPPORTING AGENCIES:** New Hanover County Emergency Management and 911 Communications
 New Hanover County Department PIO Liaisons
 New Hanover County Public Schools
 Municipalities:
 City of Wilmington
 Town of Carolina Beach
 Town of Kure Beach
 Town of Wrightsville Beach
 State and Federal Agencies:
 North Carolina Emergency Management
 North Carolina State Highway Patrol
 North Carolina Department of Transportation
 National Weather Service – Wilmington Field Office
 Federal Emergency Management Agency
 U.S. Nuclear Regulatory Commission
 Non-governmental Agencies and Organizations:
 American Red Cross
 AT&T
 Cape Fear Public Utility Authority
 Duke Energy Progress
 New Hanover Regional Medical Center
 United Way of the Cape Fear Area
 University of North Carolina Wilmington
 WAVE Transit
 Wilmington and Beaches Convention & Visitor’s Bureau
 Wilmington International Airport
- EOC STAFFING:** New Hanover County Public Information Officer
 Agency Public Information Officers
- REFERENCE DOCUMENTS:** New Hanover County Joint Information System (NHC JIS) Plan
 New Hanover County Public Information Smart Book- Brunswick Nuclear Plant
 North Carolina Open Meetings Law [G.S. §143-318.9](#)
 North Carolina Open Records Law [G.S. §132-1](#)

PREPAREDNESS GUIDELINES	COMMENTS/NOTES
Continually evaluate the capabilities required to accomplish the ESF-15 mission, identify any gaps, and leverage resources to address them.	
Manage the resolution of ESF-15 after-action issues.	
Develop and/or participate in relevant ESF related planning, training, and exercise activities at the local, regional, state, and/or federal level.	
Ensure necessary supplements to the ESF annex are developed and maintained (including emergency contact lists, resource lists, departmental/functional plans, procedures, protocols, and EOC job aids).	

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Ensure representatives from the Coordinating Agency and Support Agencies are fully trained and prepared to respond to the EOC/JIC as JIS Team Members.	
Initiate the JIS with supporting and partnering agencies to discuss strategy, availability, and preparedness informational material.	
Document JIS activities on WebEOC.	
Review contact lists of department heads, PIOs, media organizations, and governmental officials.	
Assess the need for opening and staffing the JIC and EPIC.	
Initiate the activation of the JIC and EPIC by initiating emergency staffing plans, notification to municipal officials and their JIC liaisons.	
Notify the EOC Director of the estimated activation time for JIC and EPIC.	
Prepare staffing plan for JIC and EPIC functions to adequately support EOC operations.	
Ensure that an adequate supply of written and graphic disaster preparedness materials, brochures and publications are readily available for distribution to the public and media. Notify the public and media of the activation of the JIC and EPIC.	
Encourage preparedness activities by citizens and visitors to minimize the loss of life and property during a disaster. This includes pet arrangements.	
Coordinate joint media briefings, news releases, and situational reports.	
Develop approval process for information being released.	
Develop strategy to limit access to public officials directly involved on response efforts.	
Develop strategy to limit media access to the EOC.	
RESPONSE GUIDELINES	COMMENTS/NOTES
Establish and maintain operational awareness of public information through direct communication links with operational units; (jurisdictional/organizational PIOs and/or liaisons, County EOC ESF teams, County EOC Director, County Manager’s Office, Board of County Commissioners, state and federal level PIO’s, the public, media, etc.) in the field and/or their appropriate coordinating entities.	
Conduct public information disaster impact and needs assessments, prioritize ESF-15 operational objectives in alignment with the EOC Action Plan, and coordinate JIC activities.	
Collect and analyze information relevant to ESF-15 and report in WebEOC and EOC documents including EOC Action Plans and Situational Reports.	
Receive, manage, & track resource requests for the JIC.	
Ensure full coordination of activities with other groups within the EOC to assist in the development and maintenance of a common operating picture.	
Receive situational reports from the ESF functions in the EOC on a regular basis.	
Monitor and update WebEOC.	
Coordinate media access to the EOC on a limited and controlled basis.	
Disseminate information concerning the threat, secondary threats, protective measures, recommendations, County directives, and encourage the public to be self-sufficient for a period of three days.	

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Advise media representatives of the activities of the response organizations.	
Maintain coordination activities with County and municipal officials.	
Ensure media briefings occur at a regularly scheduled time.	
Provide updated situation reports to persons in shelters.	
Ensure essential EPIC and JIC functions are staffed and operational. JIC functions include: Information Gathering, Information Products, Media Relations, Community Relations, Governmental Affairs, etc.	
RECOVERY GUIDELINES	COMMENTS/NOTES
Coordinate the RF-3 Public Information and Community Relations support of recovery activities.	
Coordinate the restoration of ESF-15 & RF-3 Public Information and Community Relations resources and/or capabilities as needed.	
Ensure ESF-15 Team Members and/or their agencies provide appropriate records of costs incurred.	
Coordinate with staff at Disaster Field Office, if established.	
Continue to brief media representatives on recovery actions.	
Continue to coordinate all distributed information through established JIC procedures.	
Determine appropriate deactivation of the EPIC.	
Ensure coordination with Wilmington and Beaches Convention & Visitor's Bureau, and NC Travel and Tourism officials.	
Release recovery information for all ESF functions.	
Continue coordination of information, guidance and direction regarding areas that are impassable or uninhabitable.	
Ensure persons in shelters continue to receive updates on the status of the disaster and recovery efforts.	
Coordinate disaster welfare inquiries with the American Red Cross.	
Assist with releasing disaster recovery procedures, telephone numbers, contact numbers, location of application centers, etc.	
Release information on re-entry procedures.	
Coordinate an ESF-15/RF-3 Public Information and Community Relations after action review.	
Participate in County-led action review.	

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APPENDICES

Appendix A- Emergency Management Ordinance

Appendix B- State of Emergency- Sample Resolution

Appendix C- NC General Statutes for Emergency Management

Appendix D- Mutual Aid Agreements

Appendix E- List of Supporting Plans

Appendix F- Hazardous Materials Annex

Appendix G- Recovery Annex

Appendix H- EOC Job Aids

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APPENDIX A- EMERGENCY MANAGEMENT ORDINANCE

On file in the Emergency Management Office and WebEOC.

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APPENDIX B- STATE OF EMERGENCY- SAMPLE RESOLUTION

On file in the Emergency Management Office and WebEOC.

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APPENDIX C- NC GENERAL STATUES FOR EMERGENCY MANAGEMENT

On file in the Emergency Management Office and WebEOC.

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APPENDIX D- MUTUAL AID AGREEMENTS

On file in the Emergency Management Office and WebEOC.

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APPENDIX E- LIST OF SUPPORTING PLANS

Brunswick Nuclear Plant Response Plan

Special Needs Plan

Hazard Mitigation Plan

Continuity of Operations Plan

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APPENDIX F- HAZARDOUS MATERIALS ANNEX

On file in the Emergency Management Office and WebEOC.

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APPENDIX G- RECOVERY ANNEX

On file in the Emergency Management Office and WebEOC.

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APPENDIX H- EOC JOB AIDS

On file in the Emergency Management Office and WebEOC.