

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN



ADOPTED __/__/__

ALEXANDER COUNTY BOARD OF COMISSIONERS

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

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ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

FOREWORD

The Alexander County Emergency Operations Plan (EOP) was developed by the Alexander County Department of Emergency Services- Emergency Management Director and partner agencies to ensure a coordinated and effective response to any significant hazard that might threaten the county. Each year the EOP is 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.

The plan uses a functional format, reflective of the National Response Framework, and 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 emergencies. 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. 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 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)- Comprehensive Preparedness Guide 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 Alexander County Emergency Operations Plan dated 2011, and subsequent changes to that document, are hereby rescinded.

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LETTER OF PROMULGATION



TO: COUNTY GOVERNMENT
MUNICIPAL GOVERNMENT
RESIDENTS OF ALEXANDER 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 Alexander County Emergency Operations Plan, dated 10/1/2018, as a regulation and guidance to provide for the protection of the residents of Alexander County. The revised Alexander 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, prepare, respond to, and recover from injury, loss of life, and destruction of property. The Board of County Commissioners adopted the National Incident Management System 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 Alexander County Emergency Operations Plan dated 2011, and all subsequent changes to that document.

Sincerely,

 Rennie L. Ross, Chairman
County Board of Commissioners

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LETTER OF AGREEMENT

The Alexander 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 within 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 Alexander County Emergency Operations Plan and to carry out the functional responsibilities as assigned in the Plan.

Chairperson, County Board of Commissioners

Ronnie Reese Date 10 / 1 / 2018
Ronnie Reese

County Manager, Alexander County

Rick French Date 10 / 1 / 2018
Rick French

Mayor, Town of Taylorsville

George Holleman Date 10 / 10 / 2018
George Holleman

Town Manager, Town of Taylorsville

David Odom Date 10 / 1 / 2018
David Odom

Director, Alexander County Emergency Services

Russell Greene Date 10 / 1 / 2018
Russell Greene

Sheriff, Alexander County

Chris Bowman Date 10 / 1 / 2018
Chris Bowman

Superintendent, Alexander County Schools

Dr. Jennifer F. Hefner Date 10 / 1 / 2018
Dr. Jennifer Hefner

Director, American Red Cross, Blue Ridge Piedmont Chapter

Date ____ / ____ / ____
Scott Loudermelt

NC Division of Emergency Management- Western Branch

Greg Acthley Date 10 / 10 / 2018
Greg Acthley

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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 Alexander 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 Alexander 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:

- Hazards caused by naturally occurring events such as meteorological or geological phenomena
- Accidents, failures, and threats to public health, including explosions and bio-terrorism
- Technological and cyber failures
- Transportation or radiological
- Accidents, diseases and pandemics, or the release of chemical or other hazardous material incidents
- Human-caused emergencies. – Deliberate and coordinated acts of violence, riots, foreign or domestic terrorism, and military or paramilitary activities with emphasis on prevention, preemption, and rapid response at:
 - Public institutions of higher education. – Community colleges
 - Public schools. – Schools operated by a local board of education and all charter schools, regional schools, and laboratory schools.
- Any 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 Alexander 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 Emergency Management Director.

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RECORD OF CHANGES and REVISIONS

To maintain the highest level of all-hazard preparedness, it is necessary to review and update this plan, as required, on a regular basis. Alexander County Emergency Services (ACES) Director shall coordinate all plan review and revision efforts. ACES is also responsible for incorporating all changes to the plan. Such revisions will be prepared based upon an annual review process or as the result of periodic drills, tests, real events, and/or functional exercise evaluations.

In addition, to further all hazards preparedness; comply with county, State, or Federal authority; and/or integrate new guidance, revisions have been made to this plan as well as its style, organization, and content. Such major revisions are listed below:

PURPOSE OF CHANGE	DATE OF CHANGE	PAGE(S) CHANGED	CHANGE MADE BY
Plan Update	August 20, 2018	Complete Update of Plan	ACES

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BASIC PLAN

I. PURPOSE

This plan predetermines actions that will be taken by government agencies and designated private organizations (in addition to their day-to-day responsibilities) within Alexander 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

- Alexander County is located in the northwestern piedmont foothills section of the state of North Carolina. Alexander is part of North Carolina Emergency Managements Western Region, FEMA region IV, and NC Domestic Preparedness Region (DPR) 8. It is bound on the east side by Iredell County, west side by Caldwell County, north side by Wilkes County, and to the south side by Catawba County. Alexander County spans 263 square miles or 166,000 acres where two-thirds of the landscape is covered in farmland with an average farm size of 90 acres producing commodities such as poultry, dairy, apples, forestry products, grain crops and beef cattle. County elevation ranges from 1,000 feet in the southeast corner to 2,529 feet in the northwest. The Alexander County 2016 census population was 37,325 with the two largest segments of population being those age 0-19 years (23.4%) and those 65 or older (17.7%).



- There is one incorporated municipality within the County. These municipalities are organized as indicated:

<u>Municipality</u>	<u>Form of Government</u>
Town Of Taylorsville	Mayor/Manager/Council

- The N.C. Department of Correction operates a minimum/medium security prison, the Alexander Correctional Institution, at 633 Old Landfill Road, Taylorsville, NC in the southeast quadrant of the county that houses 200-300 inmates.
- The major traffic arteries in the County are: NC 90, U.S. 64, NC 16, and NC 127
 - Public roads in Alexander County owned and maintained by North Carolina Department of Transportation, Division of Highways. NC-DOT DOH maintains 544.54 miles of paved roads and 41.58 miles of unpaved roads in the county.
 - Town of Taylorsville maintains 10.9 miles of road infrastructure.
- 2 major bridges in Alexander County may be crucial for timely evacuations to occur:
 - The NC 16 South Bridge connects Alexander and Catawba County in the Mid-South area spanning the Catawba River.
 - The NC 127 Bridge connects Alexander and Catawba County in the South West area spanning the Catawba River.
 - Including these two major bridges, there are 113 bridges in Alexander County.

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These bridges are identified in GIS data, which is accessible in the Alexander 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.

- One freight service railroad operates within the County: Alexander Railroad Co. operates between Taylorsville NC and Statesville NC running NW to SE on 20 miles of track.
- The National Flood Insurance Program (NFIP) Administrator for Alexander County is the Alexander County Planning and Development Department. Maps indicating low-lying flood areas are also located in the planning department, and are available on the internet and in county libraries.
- Alexander County has exposure to many hazards, all of which have the potential to disrupt the community, cause damage, and create casualties. Potential hazards are:
 - Hurricane
 - Tornado
 - Floods
 - Winter Storm
 - Drought
 - Earthquake
 - Hazardous Materials (stationary & conveyed on transportation systems)
 - Fixed Nuclear Facilities :McGuire (50 Mile IPZ county) & Catawba
 - Fires/Forest Fires (including those which may impact urban areas)
 - Severe Bridge Damage/Failure
 - Dam Failure
 - Civil Disorder
 - National Security Emergencies
 - Power Failures
 - Technological
 - Pipeline Accidents
 - Aircraft Accidents
 - School/ College Emergencies
 - Acts of Terrorism (CBRNE)
- Alexander County has one commercial general aviation use airport: Taylorsville Flying Service, 496 Airport Road, Taylorsville, NC - (FAA Identifier: NC2). The airport is located 1.2 miles NW of Taylorsville, NC at coordinates 35.554787 / 81.115205. The turf runway is 2400' in length x 80' width. (<https://www.airnav.com/airport/NC2>)
- There are additional small private general aviation population use airports in Alexander County. Permission required prior to landing
 - 6NC4 Brown Airport (<https://www.airnav.com/airport/6NC4>)
 - NC58 Gryder-Teague Airport (<https://www.airnav.com/airport/NC58>)
 - NR04 Southern Skies Airport (<https://www.airnav.com/airport/NR04>)
 - NC59 Alexander County Airport (<https://www.airnav.com/airport/NR04>)
 - 3NC5 Flying BJ Airport (<https://www.airnav.com/airport/3NC5>)
 - The closest commercial passenger airport to Alexander County is the Charlotte/Douglas International Airport (CLT) in Charlotte NC, 61 miles to the southeast.
 - The closest general aviation/ cargo airport is Hickory Regional Airport (HKY) located 16.5 miles to the southwest. Additional general aviation/ cargo service is also available at Statesville Regional Airport (SVH) located 17 miles to the southeast.
- Alexander County receives official weather warnings from the National Weather Service Office in Greenville/ Spartanburg SC. NWS service offices in Raleigh, NC, Blacksburg VA, and Morristown TN also provide weather data for situational awareness.

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- Some other characteristics of the County include:
 - County and Municipal parks
 - Catawba Valley Community College Satellite Campus
 - Multiple manufacturing facilities (Furniture, Textiles, and Plastics)
 - Catawba River and tributaries
 - Seasonally - large number of recreational boaters on Lake Hickory/ Lake Lookout
- Alexander County government has mutual aid agreements with all bordering county jurisdictions. Written agreements are necessary for FEMA or state reimbursement.
- Utilities:
 - Electricity: Duke Energy, Energy United EMC, and Blue Ridge EMC provide county electric power services.
 - Water: Alexander County Water Department, Energy United Water Corporation, and Town of Taylorsville
 - Natural Gas: PSNC (serves Hwy 90 corridor and Town of Taylorsville) , Piedmont Natural Gas (serves SW portion of county entering via NC Hwy 127)
 - Phone: AT&T, Century Link, and Yadkin Telephone provide landline telephone services.
 - Internet: Charter Communications provides broadband internet service to limited portions of the county.
- Many facilities within the County become vital to emergency response and recovery efforts. Different categories of these “critical” facilities, such as schools, electrical substations, sewer lift stations, and fire hydrants are identified and recorded by address and geographic latitude and longitude.
- Alexander County departments and agencies, and Town of Taylorsville 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 Alexander County Emergency Operations Center (EOC) during emergency/disaster situations.
- Several Alexander County departments and agencies maintain separate emergency response plans used during disasters/emergencies.
- A portion of the County lies within the fifty-mile ingestion pathway zone (IPZ) of the Duke Energy - McGuire Nuclear Power Plant. Response Guidelines are outlined in the Alexander County/McGuire Nuclear Power Plant Plan & Standard Operating Guidelines.
- The Alexander 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 Alexander County:
 - Severe weather event
 - Loss of electrical power
 - Loss of water distribution, waste water, and water treatment capabilities
 - Road networks become impassable
 - Need for evacuation, 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
 - Human health disease outbreak of public health consequence
 - Animal health disease in domestic or wildlife
 - Plant disease or pest, or invasive species

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- 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
 - Vehicle fuel supply loss or shortages
 - Environmental impact on wildlife, natural resources, and agriculture
 - Need for debris clearance, removal, and disposal
 - Need for temporary debris burn sites, chipping/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
 - 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 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 tornado, 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, and relaxation of zoning regulations.
 - Continuity of government maintenance is accomplished through the development of plans, guidelines, checklists, SOG/SOP's, mutual aid agreements, and capabilities to track financial costs of response and recovery operations.

III. CONCEPT OF OPERATIONS

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

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- **Mitigation** - The planning and building inspection programs of the county are used to prevent sub-standard building construction through enforcement of codes and standards, thereby mitigating some risk through standardized best practices. Public education, awareness, and participation in exercises about potential disaster effects also prevents injury and death from disasters. Alexander County currently operates under the 2014 Unifour Regional Hazard Mitigation Plan that includes Alexander, Burke, Caldwell and Catawba Counties. The plan meets or exceeds all federal and state standards and requirements. Hazard Mitigation goals and objectives, as well as action plans for implementing those goals and objectives are included in the comprehensive Hazard Mitigation Plan. This plan is reviewed and updated every five years, in accordance with federal regulations for local hazard mitigation plans (44CFR 201.6). Alexander County Hazard Mitigation Plan is available at Alexander County Emergency Services Office.

 - **Preparedness** - Through disaster planning and recognition of hazards likely to affect the area, the county and town agencies prepare for potential disasters. Agencies are offered training in preparation for a disaster and each department is responsible for ensuring their responders have adequate training to carry out assigned functions. Members of the public are informed and urged to prepare for disaster by local media and Alexander County Emergency Services. Potential hazards, risks, and vulnerabilities are continually updated and response capabilities, including mutual aid agreements and memorandums of understanding, have been identified to address these threats. In accordance with Department of Homeland Security guidance, the county has adopted the Homeland Security Exercise and Evaluation Program (HSEEP) and conducts its planning, training, and exercises in a systematic all hazards approach following a continual improvement model. Public education and current public information will continue to be offered.

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

 - **Recovery** - After the immediate short-term emergency needs of an area are controlled, the county and municipal government will begin a recovery process that may take several days to many months or years. Response agencies may assist in determining impacts on the community and what actions are required to bring the community back to pre-disaster conditions or better. Recovery efforts may require assistance from State and/or Federal Government.
- 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, Alexander County Board of Commissioners, Alexander 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 county and municipal government, state government (if provided), private sector, and volunteer organizations who provide information, data, resources, and recommendations regarding actions needed to cope with problemsituations.
 - The Chief Elected Official (Chairman of the Board of County Commissioners) or the designee of the jurisdiction (as defined in NCGS 14-288.13 and 166A-8) may declare a State of Emergency to exist within theCounty, or any part thereof, and begin implementing emergency procedures (as defined in County Ordinance Chapter 31 State of Emergency).
 - The individual authorized to issue a State of Emergency shall declare its termination.
 - Information on specific critical facilities and resources is maintained in the Alexander County Emergency Management and 911 Communications Department, and accessible from the CountyEOC.
 - The Emergency Management Director or his/her designee will coordinate and control resources of the County. The Police Chief of Town of Taylorsville or their designee will control the town's resources incoordination with the County EOC.

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- The Alexander County Public Information Officer (PIO) and/or the Joint Public Information Center (JIC) if established will disseminate emergency public information through 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. The County Manager in consultation with the Emergency Management Director will direct relevant training.
- The safety of the citizens and responders in Alexander County is a core value of all emergency management efforts. County safety policies and procedures have been adopted in accordance with state and federal laws and guidelines and best practices to minimize the risks associated with response and recovery activities. Alexander County provides training, guidance, consultation, and documentation for all safety related issues for Alexander County employees.
- 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 National Incident Management System –Incident Command System 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 Alexander County Emergency Management Director or his designee. The Director will forward the requests to the NC Division of Emergency Management Western Branch Office, which coordinates such requests with the State EOC in Raleigh.
- When a disaster affects a relatively small portion of the County, the Emergency Management Department will respond to the established incident 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

ESF	RESPONSIBILITY
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	<p>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.</p> <p>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.</p>
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, identification, and disposition of victims of a mass casualty.

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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, Alexander County Emergency Management 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 Alexander 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 Alexander County Emergency Services 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 Alexander County.
- The Alexander County Planning and Development 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 severe weather 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. The Town of Taylorsville 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 and departments within 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 services or functions.
- The line of succession of the county Board of Commissioners proceeds from the Chairman to the Vice-Chairman to the members of the board in accordance with county policy.
- The line of succession of the Town of Taylorsville proceeds from the Mayor to the Mayor Pro-tem to the members of the town board in accordance with town 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.
- The county governing body will relocate to a (to be determined) location based on the current continuity operations plan if required during an emergency.
- 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
 - Sewer 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

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V. PLAN DEVELOPMENT AND MAINTENANCE

- The Alexander County Manager, through the Emergency Services Director, will ensure development, annual review, and revisions of this plan are conducted by all officials involved.
- The plan will be exercised periodically in accordance with DHS/ FEMA HSEEP guidelines to insure readiness of those with emergency responsibilities.
- 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 Alexander County Emergency Services Department for placement in the reference library.

VI. AUTHORITIES AND REFERENCES

Selected references that form the legal basis for actions outlined in this plan are on file in the Alexander County Emergency Management 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. (<https://www.fema.gov/media-library-data/1519395888776-af5f95a1a9237302af7e3fd5b0d07d71/StaffordAct.pdf>)
 - US Department Of Homeland Security Laws (<https://www.dhs.gov/key-dhs-laws>)
 - Emergency Planning and Community Right to Know Act (SARA Title III). (<https://www.govinfo.gov/content/pkg/USCODE-2011-title42/html/USCODE-2011-title42-chap116.htm>)
 - OSHA 1910 (https://www.osha.gov/pls/oshaweb/owasrch.search_form?p_doc_type=STANDARDS&p_toc_level=1&p_keyvalue=1910)
 - Oil Pollution Act of 1990 (OPA 90) (<https://www.epa.gov/laws-regulations/summary-oil-pollution-act>)
 - Comprehensive Environmental Compensation and Recovery Act (CERCLA) (<https://www.epa.gov/laws-regulations/summary-comprehensive-environmental-response-compensation-and-liability-act>)
- **State**
 - NCGS 166A Emergency Management Act. https://www.ncleg.net/EnactedLegislation/Statutes/HTML/ByChapter/Chapter_166A.html
 - NC Oil Pollution and Hazardous Substances Control Act of 1978. https://www.ncleg.net/EnactedLegislation/Statutes/HTML/ByArticle/Chapter_143/Article_21A.html
- **Local**
 - Alexander County Emergency Management Ordinance (November 7, 1988)
 - State of Emergency Ordinance (<https://alexandercountync.gov/pdf/ordinances/state-of-emergency.pdf>)
 - Fire Ordinance (<https://alexandercountync.gov/pdf/ordinances/fire-ordinance.pdf>)
 - Hazardous Materials Containment Plan (<https://alexandercountync.gov/pdf/ordinances/hazardous-materials-containment-plan.pdf>)
 - Hazardous and Low Level Radioactive Waste Ordinance (<https://alexandercountync.gov/pdf/ordinances/hazardous-and-low-level-radioactive-waste.pdf>)
 - Flood Damage Prevention Ordinance (<https://alexandercountync.gov/pdf/ordinances/flood-damage-prevention-ordinance.pdf>)
 - Animal Control Ordinance (<https://alexandercountync.gov/pdf/ordinances/animal-control-ordinance.pdf>)
 - Alexander County Safety Policies (<https://alexandercountync.gov/employee-information>)
 - Local Emergency Planning Committee (LEPC) By-laws.
 - Mutual Aid Agreements with Partner Agencies.

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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 Alexander County EOC.
- The Town of Taylorsville 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 Alexander 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.
 - 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.
 - 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.
 - 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 Alexander County Emergency Operations Center (EOC) located at 81 Liledoun Rd., Taylorsville NC serves as the central direction and control point for countywide emergency response activities. Should this location become inoperable, an alternate EOC can be positioned at the CVCC- Alexander Campus at 345 Industrial Boulevard, Taylorsville NC, 28681.
- Communications between the County EOC and Town of Taylorsville will be via phone, cellular phone, email, fax, radio. Town of Taylorsville will act in unity with the County on such issues as proclamations, security, evacuation, reentry, recovery, public information, 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 (ICS) during incidents.
- Prior to activation of the EOC, documented requests for state or federal assistance will be directed to the

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County Emergency Management Director or designee.

- 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:
 - **Alexander County Control Group:** Chairman of the Board of Commissioners, County Manager and Emergency Management Director.
 - **Municipal (Town of Taylorsville) Control Group:** If established, may consist of the Mayor or designee, selected Board Members, Town Manager, & Chief of Police and the Emergency Management Director or designee functioning as an advisor.
 - **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 Alexander 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 Alexander County and assume or delegate direction and control of emergency operations in cooperation with other members of the control group, to include:
 - Execution of the Alexander 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 Alexander 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 Mayor of Taylorsville in Alexander 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.
 - Serve as county Public Information Officer until delegated. Ensure that public information is coordinated through a joint information center if established.
 - 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.
 - Develop and issue policies on essential personnel prior to emergency situations.

- **Director, Alexander County Emergency Management**
 - 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 Western 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, JIC, and Shelters 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

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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.
- Manage county 800 MHz communications 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.
- 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 the release of all media advisories and news releases for county departments during emergencies.
- Provide for citizen information and issuance of emergency instructions.
- Offer emergency information for non-English speaking and hearing impaired groups. Ensure that staff know how to use the 711 Relay service for those with hearing impairment and the Language Line for interpretation services.
- Assist in activation of the Emergency Alert System (EAS) and cable interrupt systems, when appropriate.
- Inform citizens and visitors of evacuation orders, recommended protective actions, flooded areas, impediments to movement and other hazards.
- Monitor print and electronic media outlets for accuracy of information and secure correction of misleading information.
- Conduct staff and public education efforts throughout the year.
- Coordinate the access of media representatives to public officials.
- Handle media inquiries.
- Provide feedback to EOC staff personnel on citizens' complaints and concerns.
- Coordinate with 911 communications center to determine citizens' observations, complaints, concerns, etc.
- Provide a schedule for media briefings.
- Maintain up-to-date phone, fax and email contact lists for release of information to local media contacts.
- Maintain portable generators and lighting for emergency operations.
- Serve as the lead agency for Domestic Terrorism Planning and funding.
- Develop SOP and memorandum of understanding for the coordination of mass casualty events.
- Establish an adequate temporary morgue.

• **Alexander County 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.
- Manage county fixed site communication system.
- Develop, maintain and update standard operating guidelines for communications center operations during emergencies.
- 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.
- 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.

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- Coordinate actions with municipal police departments to ensure continuity of operations.
- **Director, AC Emergency Medical Services (EMS)**
 - Coordinating emergency field medical service operations and ensure the safety of emergency medical teams.
 - Provide triage of casualties of emergencies in the pre-hospital setting.
 - Provide transportation of individuals requiring medical treatment.
 - Advise and assist emergency management in determining county emergency medical needs.
 - Provide emergency medical treatment support to emergency shelters.
- **Director, AC Social Services Department**
 - Develop, maintain and revise SOGs for Social Services operations during emergency/disaster periods.
 - Coordinate emergency shelter openings with Alexander County Emergency Services, Alexander County Health Department, Alexander County School System, and American Red Cross or other VOAD's.
 - Provide shelter managers, supplies and other support personnel during sheltering periods.
 - Coordinate transition of emergency shelter operations with NGO's if required.
 - Provide liaison, if necessary, to the United Way of Alexander County, Salvation Army, or other NGO's 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 Alexander County Emergency Services.
 - Support the Special Needs community as required.
 - 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.
- **Director, AC 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 Alexander County Department of Social Services and /or American Red Cross (when shelters open).
 - Provide nurses to staff emergency shelters and ensure training as appropriate.
 - 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 professionals and critical incident stress debriefing (CISD) resources identified in the Alexander County Resources List to ensure that crisis counselors and mental health services 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 Alexander County Department of Social Services and Alexander County Emergency Services with inquiries and inform families on status of individuals injured or missing.
 - Support the Special Needs community as required.
 - Provide water-testing services.
- **Director, AC Maintenance Department**
 - Develop and maintain resource lists with source, location and availability of equipment, fuel and operational personnel to support response/recovery operations.
 - Identify work force 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.

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- Develop procedures, guidelines or memorandums of understanding with town to utilize excess resources to support recovery operations in the county.
- Provide housekeeping and maintenance support for activation of the EOC.
- Provide staff to assist in shelter activation and operation.
- Obtain equipment and personnel required to support the EOC.
- 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.
- Provide fuel service arrangements for all county public safety agencies.
- Provide maintenance service for 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.
- Coordinate the repair and restoration of utility systems for Alexander County customers.
- Identify work force and equipment limitations and provide for resources to cover these shortfalls.
- Maintain water and sanitation services at critical facilities during periods of emergencies.
- If able, coordinate response to requests for emergency repairs of privately operated utility systems (water/waste water) as requested by the AC Emergency Management and 911 Communications Department.
- Provide technical guidance or contact point for equipment and supplies.
- **Director, AC 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, Alexander County Schools**
 - Develop, maintain and revise SOGs for the safety and protection of students, facility and other personnel during emergencies.
 - 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, 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.
- **Director, AC Animal Services**
 - Serve as the lead agency for animal issues during a disaster.
 - Coordinate the efforts of Alexander County Animal Services, animal welfare groups, and volunteers during times of disasters.
 - Identify county property that could be used to house animals forced from their regular quarters.
 - Coordinate emergency vaccination for rabies and other protective measures, if required.
 - Coordinate efforts to re-unite lost pets and owners.

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- Advise EOC staff on animal protection issues.
- Operate the Alexander County Animal Control facility for extended hours, when necessary.
- **Director, AC GreenWay Transportation**
 - Provide representative and transportation assets to Alexander County Emergency Management & Alexander County EOC during an emergency.
 - Coordinate emergency transportation operations with Alexander 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 Alexander County Emergency Services for use of vehicles and personnel.
- **Medical Examiner- (Private Contractual Relationship)**
 - Respond to notifications of fatalities if required.
 - 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.
 - Assist the Medical Examiner's Office of NC with multiple fatality identification.
- **Director, AC Finance Department**
 - Develop, maintain and review standard operating procedures for county emergency financial record keeping during disasters.
 - Assist the Maintenance 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 Town of Taylorsville 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 a manual purchase order system.
 - Assist agencies with financial accountability records during the response and recovery period.
 - Provide support staff to the EOC.
- **AC Fire Marshal**
 - 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/disasters situations.
 - Support the evacuation of special needs facilities and handicapped/disabled special needs individuals.
- **Director, Alexander County Planning and Inspections Department**
 - Coordinate assessment teams conducting post disaster damage assessment field surveys.
 - Collect data and prepare damage assessment reports and summaries to be submitted to the

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- Emergency Management Department.
- Approve occupancy of damaged and or temporarily repaired structures.
- Assist state and/or federal teams with assessments if dispatched to county.
- During recovery, request additional inspectors to assist in identification of habitable structures.
- Provide citizens information regarding rebuilding and repairs.
- Assist AC Emergency Services Department in maintenance of Alexander Counties Hazard Mitigation Plan.
- Revise county land use plans following disaster.
- **Director, AC Parks and Recreation**
 - Coordinate support personnel within the Department of Parks and Recreation 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.
- **Director, AC Information Technology**
 - Coordinate data processing systems, including Geographic Information Systems (GIS) for the county during disasters/emergencies.
 - Provide technical assistance with social media, county websites and using the government TV channel to release public information.
 - Provide personal computers, telecommunications support staff, and staff to the AC EOC.
 - Develop procedures for replacement of county owned office equipment/supplies damaged during disasters.
 - Set up the 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 AC EOC.
- **Director, AC Human Resources**
 - Develop and maintain process for identifying and securing essential human resource records and documents.
 - Provide clerical assistance to the EOC when requested.
 - Coordinate procedures for payroll accountability for disaster operations.
 - Develop procedures for the hiring and placement of temporary workers following a disaster.
 - Assist with development of 24-hour shift plan for the EOC and update this plan semi-annually.
 - Assist in identifying county staff to work at the Emergency Shelters if needed.
- **Director, AC 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 decontamination of drinking water following a disaster.
 - Make departmental facilities and staff available when needed.
- **County Attorney (Contracted)**
 - 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.
- **Director, AC 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.

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- **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.
- **AC 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.
- **Mayor, Town Of Taylorsville**
 - Ensure 24-hour availability to the EOC.
 - 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 Alexander 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 and NC General Statutes.
 - Declare a State of Emergency for the municipality in coordination with the County and ensure enforcement.
 - Ensure protection of life and property within the municipality.
 - 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 policymaking 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.
 - 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 Alexander County EOC during emergency activation if requested.
 - 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.

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

- **Executive Director, Blue Ridge Piedmont 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.
 - Assist with shelter surveys to make sure emergency shelters are compliant with Americans with Disabilities Act (ADA).
 - 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.
- **United Way of Alexander County**
 - Coordinate receipt and distribution of donated goods and services.
 - Coordinate the Community Organizations Active in Disasters (COAD).

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

EMERGENCY SUPPORT FUNCTIONS

Each ESF is headed by a primary agency designated based on 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 and a checklist of actions for the preparedness & recovery phases of the disaster response.

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

ESF # 1- TRANSPORTATION

PRIMARY AGENCY: Alexander County Schools Transportation

SUPPORTING AGENCIES: GreenWay Transportation
Alexander County Emergency Medical Services
Alexander County Maintenance
Alexander County Volunteer Fire Departments
Local Law Enforcement
NC Department of Transportation

PRIVATE RESOURCES: Special needs transportation services

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 emergency responders 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 Registry has identified special needs individuals who may have unique evacuation requirements. The Special Needs Registry is maintained by the Alexander County Emergency Management.
- Alexander County Schools Transportation has approximately 80 buses; of those 5 are special education buses with accessibility lifts.
- Greenway Transportation provides a variety of public transportation options to the citizens of the Unifour region, including buses and paratransit vans.
- Special needs transportation services are available in Alexander County.
- Decisions on re-entry into damaged or isolated areas will be made by the Control Group(s) functioning in the Alexander County EOC.
- U.S. Highways 64, 90 and 127 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.
- The key bridges within the County for evacuation are Hwy 16 and Hwy 127 spanning the Catawba River.

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 or impacting weather events.
- Sufficient warning time may be available to evacuate the threatened population.
- Traffic control resources must be coordinated prior to the public release of an evacuation order.

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

- 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 adjacent jurisdictions could impact Alexander County.
- Effective traffic control points will facilitate orderly re-entry into isolated or evacuated areas.
- Evacuations, when ordered by the Chairman of the County Commissioners or Mayor, 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 or Mayor, 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 an evacuation or re-entry rests with the Chairman, Board of County Commissioners or the Mayor for the Town of Taylorsville for that jurisdiction. If the evacuation or re-entry involves both areas the order will be issued at county level by the Chairman, Board of County Commissioners in coordination with the Mayor.
- Public information concerning the Chairman's/ Mayors evacuation or re-entry orders will be released through ESF- 15 External Affairs to all media outlets.
- The Incident Commander (IC) at the scene of an isolated emergency in Alexander 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 Western Branch Office, NC Division of Emergency Management will assist in coordinating regional evacuation activities.
- Law enforcement will implement traffic control for evacuation and re-entry.

B. Specific

• Evacuation

- The decision to evacuate areas of Alexander County will be made by the Chairman, Board of County Commissioners, in coordination with the Mayor, Town of Taylorsville, based on consideration of public health and safety.
- Traffic control points to support evacuation will be established.
- 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)

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

- 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 Alexander County will be made by the Chairman, Board of County Commissioners in coordination with the Mayor, Town of Taylorsville, 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 Mayor 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.

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

CHECKLIST OF ACTIONS

TRANSPORTATION

ESF # 1

PRIMARY AGENCY: Alexander County Schools Transportation

SUPPORTING AGENCIES: GreenWay Transportation
Alexander County Emergency Medical Services
Alexander County Maintenance
Alexander County Volunteer Fire Departments
Local Law Enforcement
NC Department of Transportation

PRIVATE RESOURCES: Special needs transportation services

EOC STAFFING: Alexander County Schools
Alexander County Emergency Medical Services
GreenWay Transportation
NC Department of Transportation

REFERENCE DOCUMENTS: Alexander County Special Needs Registry
NC Emergency Operations Plan

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 ensure 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.	

ALEXANDER 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.	
Inform 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.	

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

ESF # 2- COMMUNICATIONS

PRIMARY AGENCY: Alexander County Communications / 911 Center

SUPPORTING AGENCIES: Alexander County Sheriff's Office
Alexander County Information Technology (IT) Department
Alexander County Emergency Management
Code Red Notification System
Amateur Radio Emergency Services

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

I. PURPOSE

- To provide communications and warning/notification for the affected area/agencies and to coordinate communications during an emergency or disaster.
- Manage the County's Public Safety Radio Network and 911 Phone System.
- 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, Geographical Information System (GIS), and other systems necessary for EOC operation.
- Coordination of restoration and repair of telecommunications infrastructure and communication with provider's community-wide.

II. SITUATION AND ASSUMPTIONS

A. Situation

- The Alexander County 911 Communications Center is operated 24 hours a day and serves as the County Warning Point and PSAP (Primary Service Answering Point). The County Warning Point will initiate notification and warning of appropriate personnel.
- Alexander County Information Technology will ensure that all necessary information technology systems are maintained and readily available for emergencies.
- Emergency service vehicles equipped with public address systems may be used to warn the general public.
- AT&T provides land-based commercial and residential telephone service for the County.
- There are numerous companies providing paging service to the area.
- Numerous companies provide cellular phone service in the area; primary provider is Verizon Wireless (there are areas in the county with no wireless service).

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 911, communications, and IT systems.
- The National Weather Service will issue weather watches or warnings directly to the public and the 911 Communications Center.

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, radio (VHF, UHF, and 800 MHz) systems to ensure their proper operation.
- Assist the EOC in stocking necessary supplies to process information in any manner.

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

B. Specific

- Assist resource management with identifying deployed resources, as requested.
- Maintain familiarity with EOC technology, which includes WebEOC, Geographical Information Systems (GIS), Code Red notification system and other systems necessary for EOC operation.
- Assist incoming personnel in the use of technology and equipment, as necessary.
- 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.

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

CHECKLIST OF ACTIONS

COMMUNICATIONS

ESF # 2

PRIMARY AGENCY: Alexander County Information Technology (IT) Department
Alexander County Sheriff's Office/ 911 Communications

SUPPORTING AGENCIES: Alexander County Emergency Management
Amateur Radio Emergency Services

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

EOC STAFFING: Alexander County Information Technology

REFERENCE DOCUMENTS: EOC Forms

PREPAREDNESS GUIDELINES	COMMENTS/NOTES
Test EOC technology equipment and ensure proper operation. (Computers, Projector, Terminals, Monitors, Faxes, Telephones, Display Screens, Modems, Copiers, and Scanners etc.)	
Ensure all data processing and other sensitive equipment are connected through WAN.	
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, Code Red, 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.	

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

ESF # 3- PUBLIC WORKS AND ENGINEERING

PRIMARY AGENCY:	Alexander County Maintenance Department Town of Taylorsville - Public Works
SUPPORTING AGENCIES:	Alexander County Engineering Department Alexander County Building Inspections Department Alexander County Parks and Recreation Department City of Hickory NC – Public Services Alexander County Health Department, Environmental Health NCDA&CS – NC Forest Service- Alexander County North Carolina Department of Transportation
PRIVATE RESOURCES:	Public Utility Providers Private Utility Contractors Private Water & Sewer Companies Utility Construction Companies Debris and Tree Removal Companies

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

- **Alexander County**
 - Engineering services for county properties are provided by the Alexander County Engineering Department.
 - Private utility providers handle engineering services for their individual utilities.
 - Alexander County Health Department – Environmental Health Section conducts water testing.
 - Alexander County Water & Sewer-Maintained and operated by City of Hickory and private utility providers provide manpower and materials that could be used for repair of water service during an emergency.
 - The Town of Taylorsville provides water and sewer service for its residents and operates the only sewer treatment facility located in the county.
 - Energy United water corporation provides water to its service area in the eastern portion of the county and serves as the bulk water provider to the Town of Taylorsville.
 - Duke Energy, Energy United EMC, and Blue Ridge EMC provide electrical service in their respective service areas of 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 at 2370 NC Highway 90 East Taylorsville, NC 28681 serves Alexander County.
 - Emergency fuel for County vehicles will be available at the County's fuel vendor, private trucking company under MOA, AC Schools- Bus Garage, or NC Department of Transportation (DOT).
 - Most roads in the County (excluding Town of Taylorsville) are owned by the State and maintained by the NC DOT, Division of Highways.
 - A major disaster may cause property damage, blocked roadways, and debris removal/disposal problems.

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

- 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.
 - Alexander County Department of Emergency Services has sample contracts and bid procedures for large scale debris removal.
- **Town of Taylorsville**
 - The Town of Taylorsville provides storm water, debris removal and management, street maintenance and garbage pickup service.
- B. Assumptions**
 - All systems and organizations would need to come together to provide maximum capabilities.
 - Following a catastrophic event, 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 at the County Ranger's office. Equipment suitable for debris removal activities from road right of ways 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 State/ County 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 NC Department of Environmental Quality.
 - Private industrial equipment may be utilized for debris removal, if necessary.
 - 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 may 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 may 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.

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

III. CONCEPT OF OPERATIONS

A. General

- The various agencies in Alexander 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 resources and coordinate private resources.
- The Alexander County EOC will approve and coordinate all County and Town of Taylorsville requests for mutual aid resources.
- Priority for emergency debris removal can be given to the following:
 - Primary Roads Serving Medical Facilities
 - Emergency Service Locations (i.e. Fire, EMS, Rescue, etc.) including medical helipad locations.
 - Critical Utilities (power lines, substations, water and wastewater infrastructure, communication sites)
 - County EOC
 - Primary Streets and Roads
 - Shelters
 - Staging Areas and Refueling Areas
 - School Bus Routes
 - Disaster Application Centers
- Alexander County Water & Sewer-maintained and operated by City of Hickory and Town of Taylorsville will respond to customer needs for water and wastewater.
- Temporary debris storage, sorting and chipping sites will be established throughout the affected area to facilitate management of debris. These sites are designated in the debris management plans.
- The County Maintenance Department will serve as the lead agency in the storage, disposal and sorting of large quantities of debris within the unincorporated County. The Town of Taylorsville will serve as the lead agency in the storage, disposal and sorting of large quantities of debris within the Town limits.
- 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.
- The County GIS Department will assist in providing mapping data for all damaged areas as requested by the County EOC.

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

CHECKLIST OF ACTIONS

PUBLIC WORKS AND ENGINEERING ESF # 3

PRIMARY AGENCY:	Alexander County Maintenance Department Town of Taylorsville - Public Works
SUPPORTING AGENCIES:	Alexander County Engineering Department Alexander County Building Inspections Department Alexander County Parks and Recreation Department City of Hickory NC – Public Services Alexander County Health Department, Environmental Health NCDA&CS – NC Forest Service- Alexander County North Carolina Department of Transportation
PRIVATE RESOURCES:	Public Utility Providers Private Utility Contractors Private Water & Sewer Companies Utility Construction Companies Debris and Tree Removal Companies
EOC STAFFING:	Alexander County Maintenance Department Alexander County Engineering Department Town of Taylorsville- Liaison
REFERENCE DOCUMENTS:	Alexander County Debris Management Plan Alexander County NIMS Typed Resources Manual 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.	
Establish communications with supporting agencies.	
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.	

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

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 assist with prioritization of emergency repairs to water and waste water facilities. Insure that solid waste facilities are prepared and functional.	
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 Alexander County Inspections Department to compile a list of facilities that may require condemnation/exclusion or emergency demolition to protect life and safety of citizens.	
Maintain a log of vendors volunteering resources.	
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.	
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.	
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.	

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

ESF # 4- FIREFIGHTING

PRIMARY AGENCY: Alexander County Volunteer Fire Departments

SUPPORTING AGENCIES: Alexander County Emergency Management
Alexander County Emergency Medical Service
Alexander Rescue Squad
Iredell County Emergency Management
Catawba County Emergency Management
Caldwell County Emergency Management
Wilkes County Emergency Management
NCDA&CS NC Forest Service

I. PURPOSE

This section ensures the proper coordination of fire and rescue resources (personnel, equipment, & supplies) to provide safety of life and property within the County during emergency situations.

II. SITUATION AND ASSUMPTIONS

A. Situation

- Alexander County has eight volunteer fire departments.
 - Bethlehem VFD, 7373 NC Hwy 127 Taylorsville NC 28681
 - Ellendale VFD, 30 Ellendale Fire Dept. Rd., Taylorsville NC, 28681
 - Hiddenite VFD, 4975 NC Hwy 90E #1, Hiddenite NC, 28636
 - Stony Point VFD, 501 Ruritan Park Rd. #1, Stony Point NC, 28678
 - Sugar Loaf VFD, 3564 NC Hwy 16N, Taylorsville NC, 28681
 - Taylorsville VFD, 173 Emergency St., Taylorsville NC, 28681
 - Wittenburg VFD, 77 Wittenburg Rd., Taylorsville NC, 28681
 - Vashti VFD, 21 Vashti Fire Department Rd., Taylorsville, NC 28681
- The NC Forest Service is the lead agency for forest fire control in Alexander County. Forestry maintains equipment at the Alexander County Forest Ranger's Office located at 215 Adams Pond Lane, Taylorsville, NC 28681. Alexander County is in NCFS District 2 with headquarters at 1543 Wilkesboro Blvd. NE, Lenoir, NC 28645.
- Urban interface has increased the hazard posed by forest fires.
- County fire departments rely on the Alexander County communications system for primary dispatching and communications.
- The fire departments are trained at HAZMAT Level I for responding to hazardous materials spills.
- Mutual aid agreements exist among all fire departments within the County.
- Alexander County conducts fire inspections utilizing their fire inspection personnel, including inspections in the Town of Taylorsville. NC Fire Code provisions are enforced through Alexander County Fire Marshal's office.
- Alexander County has a local hazardous materials team, composed of volunteers from various agencies, under the guidance of the Alexander County Fire Marshal.

B. Assumptions

- Planning and training prior to an incident will significantly reduce the risk to personnel.
- Fire personnel and equipment will be able to cope with most emergencies using existing mutual aid agreements.
- When additional or specialized support is required, assistance can be obtained from State and Federal agencies via Alexander County Emergency Management.
- Incidents may require response by multiple local, state and federal agencies.
- Volunteer 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.
- Volunteer Fire Departments may be requested to staff their stations around the clock prior to or during periods of emergency or disaster.
- Volunteer Fire Departments will maintain communications with the Alexander County Communications Center and the Alexander County EOC.

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

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 Alexander County and the Town of Taylorsville. 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 Western 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 Alexander County Emergency Management office and routed to the Western Branch Office NC Division of Emergency Management through the WebEOC portal resource manager function.
- During periods of emergency, fire and rescue units must be prepared to support each other using available expertise, equipment and manpower.

B. Specific

• County Fire Departments

- Departments should support the Incident Command System (ICS) structure of fire administration.
- Coordinate firefighting and suppression activities in the County.
- 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 utility agencies as requested by the EOC.
- 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.
- 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 Alexander County Emergency Management office of potential major emergency situations.

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

CHECKLIST OF ACTIONS

FIREFIGHTING

ESF # 4

PRIMARY AGENCY: Alexander County Volunteer Fire Departments

SUPPORTING AGENCIES: Alexander County Emergency Management
Alexander County Emergency Medical Service
Alexander Rescue Squad
Iredell County Emergency Management
Catawba County Emergency Management
Caldwell County Emergency Management
Wilkes County Emergency Management
NCDA&CS NC Forest Service

REFERENCE DOCUMENTS: Incident Command System (ICS) & Guidance
Alexander County Fire Service Equipment Inventory
Critical Facilities List
Search Management Plan
Airborne Release Chemical Atlas
EPA Title III List of Lists
Alexander County Hazardous Materials Response and Containment 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.	

ALEXANDER 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.	
Inform 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.	

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

ESF # 5- EMERGENCY MANAGEMENT

PRIMARY AGENCY: Alexander County Emergency Services

SUPPORTING AGENCIES: Alexander County Finance
Alexander County Employees
Alexander County Community Emergency Response Team (CERT)
Various Governmental Agencies

I. PURPOSE

- Activate and coordinate the Alexander County Emergency Operations Center (EOC).
- Coordinate incident management and response efforts in accordance with NIMS.
- Collect, process, maintain, display, and disseminate 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

Alexander County Emergency Services is located at 81 Liledoun Road, Taylorsville North Carolina. Alexander County Emergency Services 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.

The Emergency Services Director oversees: Homeland Security Grants, SARA Title III Program, Local Emergency Planning Committee, NIMS Implementation, WebEOC, and Community Emergency Response Teams (CERT). Emergency services also updates comprehensive emergency plans to include: Emergency Operation Plan, Strategic Plan, Hazard Mitigation Plan, Continuity of Operations Plan, and Training and Exercise Plan.

Alexander County Emergency Services is responsible for responding to all hazardous materials incidents to oversee the recovery operations.

B. Assumptions

Alexander County Emergency Services will coordinate the 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.

Alexander County Emergency Services will:

- 1) Identify hazards and capabilities for response in the county.
- 2) Develop and maintain the Emergency Operations Plan (EOP), in conjunction with other agencies with primary and secondary emergency support functions.
- 3) Distribute the EOP and accompanying revisions.
- 4) Have appropriate personnel trained in the National Incident Management System (NIMS) (ICS).
- 5) Coordinate SOP's from agencies with primary responsibilities for emergency support functions.
- 6) Maintain the Emergency Operations Center (EOC) and secure an alternate EOC location for emergencies or disasters.
- 7) Maintain the EOC notification system in conjunction with ESF-2 (Communications).
- 8) Coordinate communications resources with other agencies with ESF responsibilities to establish a hazard warning system.
- 9) Recruit, train, and designate personnel to serve in the EOC.
- 10) Identify resources and equipment to support agencies with Emergency Support Function responsibilities.
- 11) Participate in drills and exercises to evaluate emergency management response capability.

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

III. CONCEPT OF OPERATIONS

A. General

- Provide direction and control during large incidents affecting the citizens of Alexander County.
- Activate the EOC and facilitate coordination of mission assignments and resource allocations.
- Notify appropriate agencies with emergency support function (ESF) responsibilities, regarding EOC activation and necessary response.
- Coordinate Emergency Declarations with Alexander County and The Town of Taylorsville.
- Coordinate hazard warnings and communications with appropriate local, state and volunteer agencies.
- Coordinate the operations of the EOC and provide information to the Town of Taylorsville and the public.
- Process incoming official information for distribution to the proper agencies.
- Maintain situational awareness through use of local information resources and of other jurisdictions through NCEM WebEOC.
- Ensure the EOC and/or IC is stocked with necessary supplies to process information.
- Ensure standard operating procedures (SOPs) are developed and maintained by the Alexander County Emergency Services. This function will be coordinated with and involve other support agencies.

B. Specific

- Provide via the EM/EOC Director or Incident Commander up-to-date situation information to the, EOC personnel, NC Emergency Management, Alexander County Public Information Officer, and others as needed.
- Maintain situation and resource status boards, written or electronic, visible to all EOC/IC staff.
- Produce Daily Summaries and Situation Reports (SITREPS) as required.
- Assist resource management with identifying deployed resources.
- Coordinate resource requests from Alexander County through North Carolina Emergency Management or other entities.
- Establish operational timelines and demobilization date for the EOC.
- Maintain records of expenditures and document resources utilized during response and recovery.
- Maintain familiarity with EOC technology.
- Provide timely instruction to incoming personnel in the use of technology and equipment, as necessary.
- Maintain the historical record of the incident and complete the After-Action Report.
- Ensure FEMA documentation is maintained throughout the event.

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

CHECKLIST OF ACTIONS

EMERGENCY MANAGEMENT

ESF # 5

PRIMARY AGENCY: Alexander County Emergency Services

SUPPORTING AGENCIES: Alexander County Finance
Alexander County Employees
Alexander County Community Emergency Response Team (CERT)
Various Governmental Agencies

EOC STAFFING: Alexander County Emergency Management
Alexander County Employees

REFERENCE DOCUMENTS: Emergency Operations Plan
EOC/ NIMS-ICS 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 Alexander County Information Technology.	
Ensure food vendor agreements are in place. Copies maintained in Alexander County Emergency Services office.	
Ensure rental and supplier contracts are in place.	
Provide EOC staff training on use of WebEOC, NIMS/ICS.	
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.	

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

Request activation of EAS, when needed.	
Provide technical assistance to activate the notification system.	
Operate WebEOC, 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.	

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

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

PRIMARY AGENCY: Alexander County Department of Social Services

SUPPORTING AGENCIES: Alexander County Health Department
American Red Cross, Blue Ridge Piedmont Chapter
Alexander County Schools
Alexander County Emergency Management
Alexander County Sheriff's Office
Taylorsville Police Departments
Alexander County Public Works
Alexander County Animal Services
Alexander Correctional Institution
Amateur Radio (ARES)

PRIVATE RESOURCES: Hotels/Motels/ Bed and Breakfasts – limited- Taylorsville Hotel , Lodges at Brushy Mtn., Apple City B&B, Peaceful Retreat(Air B&B)]

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 6 activities are varied and include:

- Coordinate the tasking of sheltering activities.
- Coordinate the establishment of mass feeding facilities.
- Coordinate disaster services to the access and function needs population.
- 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
 - McGuire/ Catawba Power Plant Incidents
 - Earthquakes
 - Terrorist Events
 - Damaged Lifelines (phone, power, water, gas, etc.)

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

- Several facilities have been designated as emergency shelters within Alexander County. The complete list is maintained in the Alexander County Department of Emergency Management. The emergency shelters are Alexander County schools: Alexander Central High School, East Alexander Middle School, and West Alexander Middle School.
- The Blue Ridge Piedmont Chapter of the American Red Cross is working to identify additional sheltering facilities. This list is updated as new shelter facilities are identified and made available to ESF-6 as needed.
- Out of county sheltering for Alexander County residents will be coordinated through the Western Branch Office NC Division of Emergency Management and Alexander 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 Catawba, Iredell, Caldwell and Wilkes 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 Alexander County 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 Alexander County Emergency Management Director in coordination with the Alexander County Department of Social Services Director or their designees will make decisions on when and where to open shelters.
- Upon notification of a requirement for sheltering by the county Emergency Management Director, the Alexander County Department of Social Services, serving as the lead agency for shelter/mass care, will coordinate opening and operation. The Alexander County Department of Social Services, Health Department, and American Red Cross, will mutually support shelter operations with shared personnel and support services.

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

- If additional shelter support is needed following a disaster event, requests for assistance will be submitted to the Western 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.
- Alexander County will assume neither responsibility nor liability for unauthorized shelter openings during emergency events.
- The County Department of Social Services and Emergency Management Director, in consultation with County Board of Education, American Red Cross and Animal Services 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. No weapons, alcohol or pets (excluding service animals) are allowed in shelters, with the exception of if a pet co-location shelter is established, where pets will be housed in an adjacent facility from their owners.
- Law Enforcement will have the authority to search bags and confiscate any items brought into the shelter.
- The Alexander County Sheriff's Office and the Taylorsville Police Department will enforce security within the shelter and the area(s) immediately adjacent to the shelter (including parking locations).
- An adult must accompany children under 18 years of age when entering the shelter.
- Emergency transportation from shelters to area hospitals will be provided by the nearest emergency medical service if travel conditions are safe.
- 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.
- 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.

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

B. Specific

- Alexander County Department of Social Services
 - Coordinate shelter openings with the Alexander County: Health Department, Animal Services, Schools, Emergency Management, and American Red Cross.
 - Provide staff to shelters.
 - Coordinate with the Health Department and Home Health Care agencies to provide needed services to the access and functional needs populations.
 - Assist with registration of evacuees.
 - Assist with disaster welfare inquiries from separated family members.
 - Provide a representative to the EOC.
 - Provide shelter update to county EOC each operational period and upon shelter closing.
- Alexander 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.
- Alexander County Animal Services
 - Provide for the temporary housing of companion animals during disasters in accordance with the Pet Evacuation and Transportation Standards Act (PETS Act). Alexander County has one Companion Animal Mobile Equipment Trailer (CAMET).
 - Provide staff to shelters.
 - Provide health inspections, emergency immunizations and control of communicable diseases for evacuated animals.
 - Provide a representative to the EOC.
- American Red Cross, Blue Ridge Piedmont Chapter
 - Coordinate activities with Alexander County Social Services and Alexander County Health Departments.
 - Provide shelter supplies for evacuees in the shelters.
 - Coordinate with other community partners for the emergency feeding of disaster victims not utilizing public shelter space.
 - Triage and handle disaster welfare inquiries.
 - Provide information on conditions in the disaster area for shelterees.
 - Support post-disaster donated goods coordination activities with organizations providing disaster relief services.
 - Provide staff to the Volunteer Reception Center (VRC), when requested.
 - Provide representative to the EOC.
 - Provide manpower for general facilities oversight including shelter setup and tear down.
 - Provide a written after action report within 48 hours following shelter closing.

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

CHECKLIST OF ACTIONS

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

PRIMARY AGENCY: Alexander County Department of Social Services

SUPPORTING AGENCIES: Alexander County Health Department
American Red Cross, Blue Ridge Piedmont Chapter
Alexander County Schools
Alexander County Emergency Management
Alexander County Sheriff's Office
Taylorsville Police Departments
Alexander County Public Works
Alexander County Animal Services
Alexander Correctional Institution
Amateur Radio (ARES)

PRIVATE RESOURCES: Hotels/Motels/ Bed and Breakfasts – limited- Taylorsville Hotel, Lodges at Brushy Mtn., Apple City B&B, Peaceful Retreat(Air B&B), Hotels/Motels

EOC STAFFING: Alexander County Department of Social Services
Alexander County Health Department
American Red Cross, Blue Ridge Piedmont Chapter
Alexander County Schools

REFERENCE DOCUMENTS: Emergency Shelter Standard Operating Guide

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 Alexander County 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.	
Review and update the Special Needs Registry to assist those with access and functional needs.	

ALEXANDER 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 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.	
Provide outreach to the access and functional needs population through established communications channels and Code Red Alerts.	
RECOVERY GUIDELINES	COMMENTS/NOTES
Coordinate with applicable State, volunteer and local government agencies to determine the need for extended shelter operations including those with access and functional needs.	
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 public information officer & EOC situation unit leader each operational period.	
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/storage for future deployment.	

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

ESF # 6A- DONATED GOODS/VOLUNTEER COORDINATION

PRIMARY AGENCY: Alexander County Emergency Management

SUPPORTING AGENCIES: Stony Point Fire Department- Ladies Auxiliary
Alexander County Senior Center
NC Department of Emergency Management
Hiddenite Helpers Food Bank
Mt Pisgah Lutheran Food Pantry
957 Café
United Way of Alexander County
American Red Cross, Blue Ridge Piedmont 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. Local businesses 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 Hiddenite Helpers Food Bank, Mt Pisgah Food Pantry, and 957 Mobile Café operate 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.

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

B. Assumptions

- Suitable space, personnel and equipment either will 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 Western 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

- Stony Point Fire Department – Ladies Auxiliary will function as the initial Donated Goods/Volunteer coordination team for Alexander County during the response and recovery phases of a disaster. Transition to other responsible parties may be necessary for long-term recovery efforts.
- The magnitude of the disaster will dictate the number of persons required for the management of donated goods and services.

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

- Staging areas suitable to receive goods and coordinate volunteers will be identified by Alexander County Emergency Management.
- 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 government assistance or other programs.

B. Specific

- The County Donated Goods/Volunteer Coordination team will establish contact and coordinate activities with the State Volunteer Coordinator and the Western 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 will be the responsibility of the donor.
- Shipments leaving the County will be labeled, catalogued and coordinated with the Western 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 facilities designated by Alexander County Emergency Management.
- The Volunteer/Donations Coordinating team 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 Coordinating team will participate in outreach efforts to assess the needs of the citizens and direct donated goods to the areas of greatest need.

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

CHECKLIST OF ACTIONS

DONATED GOODS/VOLUNTEER COORDINATION ESF # 6A

PRIMARY AGENCY: Alexander County Emergency Management

SUPPORTING AGENCIES: Stony Point Fire Department- Ladies Auxiliary
Alexander County Senior Center
NC Department of Emergency Management
Hiddenite Helpers Food Bank
Mt Pisgah Lutheran Food Pantry
957 Café
United Way of Alexander County
American Red Cross, Blue Ridge Piedmont Chapter
Salvation Army
Church Organizations

EOC STAFFING: Stony Point Fire Department- Ladies Auxiliary
United Way of Alexander County
American Red Cross, Blue Ridge Piedmont 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.	

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

RESPONSE GUIDELINES	COMMENTS/NOTES
Begin tracking requests from citizens for unmet needs (example: roof repairs, debris clearance, removal of downed lines, restoration of access ways, repairs of steps, rebuilding of structures, need for water, food, baby formulas, etc.).	
Develop a database of unsolicited goods and services. Begin tracking offers of goods and services.	
Identify support staff to provide 24-hour coverage on donations phone lines, when required.	
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) 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.	

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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.	

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

ESF # 7- LOGISTICS MANAGEMENT AND RESOURCE SUPPORT

PRIMARY AGENCY: Alexander County Emergency Services

SUPPORTING AGENCIES: Alexander County Finance Department
Alexander County Maintenance Department
Town of Taylorsville
County/Municipal Attorneys
NC Department of Public Safety - Division of Emergency Management
Federal Emergency Management Agency (FEMA)

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.
- Resource Management will be coordinated from the Alexander County Emergency Operations Center during emergency/disaster situations, which includes the requesting of State resources via NC Web EOC.
- 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.

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

- County and Town of Taylorsville 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 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 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.

B. Specific

- Maintain a County Central Receiving and Distribution Point. The primary location is at Shurtape Technologies Warehouse, 8510 HWY 90E, Stony Point NC. Identify multiple locations to house the County Central Receiving and Distribution Point if needed.
- Coordinate with law enforcement for the protection of resources and personnel.
- Implement resource inventory, distribution, recordkeeping and a control system that will include information concerning storage, maintenance, and replacement of resources.
- Document and request additional needed resources, personnel and staging area support necessary to respond to and recover from the emergency.
- Support State and/or Federal Disaster Application Centers if activated.

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

CHECKLIST OF ACTIONS

LOGISTICS MANAGEMENT AND RESOURCE SUPPORT ESF # 7

PRIMARY AGENCY: Alexander County Emergency Services

SUPPORTING AGENCIES: Alexander County Finance Department
Alexander County Maintenance Department
Town of Taylorsville
County/Municipal Attorneys (Contract)
NC Department of Public Safety - Division of Emergency Management
Federal Emergency Management Agency (FEMA)

PRIVATE RESOURCES: TBD

EOC STAFFING: Alexander County Emergency Management
Alexander County Employees
Town of Taylorsville Employees

REFERENCE DOCUMENTS: Alexander County Receiving Point (CRP) SOP
Alexander County Resources Manual/List

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 transfer and loading 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 Alexander 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.	

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Inform 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.	

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

ESF # 8- PUBLIC HEALTH AND MEDICAL SERVICES

PRIMARY AGENCY: Alexander County Health Department
Alexander County Emergency Medical Services

SUPPORTING AGENCIES: Alexander County Emergency Management
County Volunteer Fire Departments
Alexander County Department of Social Services
NC Office of Emergency Medical Services
Triad HealthCare Preparedness Coalition
Mountain Area Healthcare Preparedness Coalition
North Carolina Division of Public Health
Alexander County Sheriff's Office
Mutual Aid Agencies

PRIVATE RESOURCES: Urgent Care Office
Community Medical Clinics

EOC STAFFING: Alexander County Health Department
Alexander County EMS

REFERENCE DOCUMENTS: Alexander County Special Needs Plan
Alexander County Health Department Emergency Response Plan's

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 Alexander County Health Department (ACHD), located in Taylorsville, NC, is the principal provider of public health services including: adult health/limited primary care, case management for pregnant women and children, child health, communicable disease, dental health, environmental health, family planning, health promotion, immunization clinics, maternal health, sexually transmitted disease clinics, tuberculosis control, laboratory services and nutrition services (WIC). Acute care, beyond limited primary care, will be handled by Alexander EMS (see section III of this ESF). Patients will be transported for treatment to the appropriate medical center or hospital.
- Alexander County is medically underserved in all areas of health care including physicians, dentists, nurses, and other medical specialty providers. We have no local hospital, no pediatrician, and no orthodontist. Our primary care provider ratio for 2017 was 5342:1 and our physician per 10,000 ratio is 2.9, lower than the state average of 7.6.
- Alexander County has no local obstetrics and gynecology providers available to serve our citizens. ACHD collaborates closely with area hospitals and their Ob-Gyn health provider networks to facilitate pregnancy care and delivery options to expecting clients. ACHD has one ultra-sound imaging diagnostic tool available and technicians of the hospital systems to provide imagery and diagnostic assistance locally.
- Home health care is provided by private agencies operating within the County.
- ACHD has a memorandum of agreement with Alexander County Emergency Services to provide primary care services to all first responders in the county. This MOA provides the 8 local volunteer fire departments and the Alexander Rescue Squad volunteer's primary care addressing chronic or emergent conditions, general volunteer responder wellness, and healthy lifestyle maintenance.

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

- ACHD provides a school telehealth program to three schools. School nurses have been trained to work with the primary care provider located at the Alexander County Health Department, via a telehealth portal, (tablet pc with web cam and attached peripherals) located on site at the schools, which allows school nurse to facilitate real time remote consultation via an online safe and secure computer screen interface. This primary care remote access addresses emergent care needs in our schools, reduces absences of both students and faculty and expands access to primary care in the more remote areas of the county.

B. Assumptions

- ACHD is the lead agency for disease prevention and control in Alexander County. Infectious diseases of consequence, including major outbreaks and emerging diseases presenting an imminent threat to the public, or exceeding day-to-day capacities, may lead to the activation of the Infectious Disease of Consequence and Response Plan, including coordination and engagement with other emergency management stakeholders.
- ACHD in response to a real or potential terrorist attack involving a biologic, chemical, nuclear or other threat is to protect the health of the county's population through a coordinated and efficient public health response involving surveillance, epidemiologic investigation, laboratory support services and guidance in the prevention and treatment of disease. The ACHD Medical Counter Measures Plan sets forth the procedures and protocols that will be followed by ACHD in these events. This operating guide will be used during a public health emergency when local and regional resources have been expended and it is necessary to request the Strategic National Stockpile (SNS).
- 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, vector control, and unsanitary living conditions.
- A catastrophic disaster could result in multiple fatalities resulting in the establishment of temporary morgues and family inquiry services.
- When local resources can no longer meet the demand of the situation, additional resource requirements will be requested through Alexander Emergency Management, which will request assistance through the Western Branch Office, NC Division of Emergency Management.

III. SITUATION AND ASSUMPTIONS (MEDICAL SERVICES)

A. Situation

- Alexander County does not have any hospital facilities. The four surrounding counties are the locations of our closest hospital facilities. (1) Catawba County (South): Catawba Valley Medical Center and Frye Regional Medical Center (2) Wilkes County (North): Wilkes Regional Medical Center (3) Caldwell County (West): Caldwell Memorial Hospital (4) Iredell County (East): Iredell Memorial Hospital and Davis Regional Medical Center. Residents requiring care in the hospital setting are referred or transported to these facilities.
- Alexander County has one Health Department (ACHD), one urgent care center (Urgent Care of Mountain View), and multiple primary care facilities.
- Alexander County EMS services are provided by the County and include two Emergency Medical Service stations, Bethlehem and Taylorsville, providing Advance Life Saving (ALS) services, one Rescue Squad with EMS Basic Life Saving (BLS) capability, and eight volunteer fire departments with numerous volunteer firefighters that are trained as EMTs and Medical First Responders.
- Carolinas Medical Center (Charlotte) and NC Baptist Hospital (Winston) are the nearest Level I Trauma Centers. (https://www2.ncdhhs.gov/DHSR/EMS/trauma/pdf/trauma_center.pdf)

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

- Medical Flight service in Alexander County is provided by; MEDCENTER AIR for Carolinas Health Care with bases in Hickory NC, Concord NC, and Rock Hill SC, AIRCARE for NC Baptist Hospital with nearest base in Elkin, NC, and by MEDFLIGHT with Novant Health with nearest base in Salisbury, NC. These resources can be utilized for critical care patient transportation.
- The nearest trauma center is Wake Forest Baptist Health, Winston Salem NC. The travel time to this facility is approximately 1 hour by road and 20 minutes by helicopter. Carolinas Medical Center, Charlotte NC is second closest trauma center and travel time by road is about 1 ¼ hour; by helicopter about 21 minutes
- The County (Contract) Medical Examiner is responsible for the disposition of the deceased. AC EMS also provides disposition assistance when appropriate through local medical providers.
- A Special Needs Registry is maintained by Alexander County Emergency Management.
- A listing of licensed long term care facilities is maintained by the Alexander County Emergency Services.
- Mass casualty events could occur at various locations within the County, including but not limited to the following:
 - Major highways (U.S. 64, NC 16 and NC 127)
 - Chemical/manufacturing plants
 - Alexander County Schools and CVCC Campus & Facilities
 - Festivals, parades, concerts, and retail centers
- Alexander EMS is dispatched by the Alexander County Communications Center.
- During storm conditions operations of EMS and Rescue may be suspended or curtailed to protect the responders from high winds and flying debris. According to the Alexander County Policy for Response of Emergency Vehicles during Severe Weather, EMS operations are suspended at sustained winds of 39 mph.
- The Alexander County PIO will serve as the official spokesperson for mass casualty events.
- Disaster events involving EMS and mass care will be coordinated from the on scene command post with resource management coordinated through the AC EOC.

B. Assumptions

- A large scale or prolonged disaster/emergency period will result in increased demands on the limited EMS/rescue capabilities within the County.
- Disruption of the County's communication systems will severely impede the delivery of EMS/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 EMS/ Rescue facilities are damaged, new bases of operation may have to be established, thus increasing the response time of the EMS and Rescue Squad units.
- In the event of a mass casualty occurrence, the County (Contracted) 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.

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

- In a mass casualty event, County Officials will 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. Alexander County Emergency Management would plan for a Family Reunification Center if needed utilizing available public health or other county staff.

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 Alexander 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 Alexander County EOC may provide assistance when deemed appropriate and necessary.
- The Health Department will coordinate with the County PIO concerning the distribution of information relating to disaster related health procedures and advisories.
- The Health Director will coordinate with AC Emergency Services 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 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 Communications Center.
- The County Communications Center will coordinate air ambulance operations as needed.
- Additional rescue resources may be secured through the Western Branch Office NC Division of Emergency Management-NCDPS or the NC State EOC in Raleigh, through the County Emergency Management Department.
- Operations for mass casualty events will be coordinated by the Emergency Management Director.
- Temporary morgue(s) will be organized and administered by the County (Contract) Medical Examiner and/or AC Health Director, supported by funeral home staff available in the County. Functions carried out in each morgue will be dictated by the circumstances.
- State Medical Assistance Teams (SMAT) and State Mortuary Operations Response Teams (SMORT) are available from the State Office of Emergency Medical Services via North Carolina Emergency Management.
- The Strategic National Stockpile (SNS) is available from the Centers for Disease Control (CDC) via NC Emergency Management.

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

B. Specific (PUBLIC HEALTH)

- Public health services in Alexander County are directed, operated and coordinated by the Director of the Alexander County Health Department. The County Health Director will coordinate the following:
 - Coordinate healthcare operations in emergency shelters with AC Department of Social Services, 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.
 - Assist in acquiring crisis counselors available to provide services to the public and responders.
 - Assist ACEM 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)

- Alexander Emergency Medical Service's (EMS) system is responsible for coordination of all EMS resources within the community.
- The Alexander EMS Director is responsible for operations of EMS.
 - 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 and Nursing Home facilities have been 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 (Contract) Medical Examiner, and local/state/federal law enforcement.
 - Alexander EMS will provide staff to the EOC 24/7, as requested.
- Additional medical resources are available through NC OEMS, Triad Healthcare Preparedness Coalition, and Mountain Area Healthcare Preparedness Coalition to assist with medical surge capability during disasters.

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

CHECKLIST OF ACTIONS

PUBLIC HEALTH AND MEDICAL SERVICES ESF # 8

PRIMARY AGENCY:	Alexander County Health Department Alexander County Emergency Medical Services
SUPPORTING AGENCIES:	Alexander County Emergency Management County Volunteer Fire Departments Alexander County Department of Social Services NC Office of Emergency Medical Services Triad Health Care Preparedness Coalition Mountain Area Healthcare Preparedness Coalition North Carolina Division of Public Health Alexander County Sheriff's Office Mutual Aid Agencies
PRIVATE RESOURCES:	Urgent Care Office Community Medical Clinics
EOC STAFFING:	Alexander County Health Department Alexander County EMS
REFERENCE DOCUMENTS:	Alexander County Special Needs Plan Alexander County Health Department Emergency Response Plans

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 EMS & 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, home healthcare, long term care facilities, and other groups providing care to special needs individuals, in cooperation with AC Emergency Services	

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

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 PIO is 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.	
Coordinate requests to the State for additional health/ medical personnel, equipment and supplies.	
Monitor food/drug safety, radiological hazards, chemical hazards, potable water supplies, wastewater disposal, solid waste disposal and vector control items.	
Coordinate victim identification/mortuary services with Medical Examiner and local law enforcement.	
Coordinate release of health advisories with the County PIO.	
Monitor requirements of the counties special needs population.	

ALEXANDER 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 in accord with AC Policy for Response of Emergency Vehicles During Severe Weather.	
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.	
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.	
Account for all responders to mass casualty/EMS events.	
Track daily costs and develop expense report.	
Inform and 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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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 vector control with State agencies.	
Assess need and provide advice on mental health counseling teams, if necessary, including 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	
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.	
Assess the need for CISM Team for responders.	
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.	

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

ESF # 9- SEARCH AND RESCUE

PRIMARY AGENCY:
(Land Search) Alexander Rescue Squad
Alexander County Emergency Services
Alexander County Sheriff's Office

(Water Search in Local Waters) Alexander Rescue Squad
Alexander County Emergency Services
Alexander County Sheriff's Office
Bethlehem and Stony Point VFD's
NC Wildlife Resource Commission-

SUPPORTING AGENCIES:
(Land and Water) Alexander County EMS
Town of Taylorsville Police
Alexander County GIS
County Planning and Inspections Departments
Regional SAR and USAR Teams
County Volunteer Fire Departments
US Coast Guard, Sector NC
NCDA&CS- NC Forest Service
Civil Air Patrol
NC State Highway Patrol

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.
- Alexander County Emergency Services is designated by County policy 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 Alexander County, dive search and recovery efforts may be undertaken due to the area's waterways. Diving operations require extreme caution due to currents, debris, vessel traffic, and water clarity.

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- A number of resources are available within the county that can be utilized in any type of search. These resources are listed in the Resources Inventory Manual.
- North Carolina Urban Search & Rescue: (USAR) Task Force 3 (Charlotte NC Station 11) & (USAR) Task Force 4 (Troutman NC), Claremont Rescue, and Mooresville Fire Department have unique search and rescue capabilities to assist when needed. 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.
- To the extent possible searches will be managed in accordance with guidelines produced by the National Association for Search and Rescue (NASAR).

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 Alexander County Emergency Services and requested through mutual aid or through NCEM WebEOC.
- 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 Blue Ridge 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 Alexander County Emergency Services.

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

CHECKLIST OF ACTIONS

SEARCH AND RESCUE

ESF # 9

PRIMARY AGENCY:

(Land Search)

Alexander Rescue Squad
Alexander County Emergency Services
Alexander County Sheriff's Office

(Water Search in Local Waters)

Alexander Rescue Squad
Alexander County Emergency Services
Alexander County Sheriff's Office
Bethlehem and Stony Point VFD's
NC Wildlife Resource Commission-

SUPPORTING AGENCIES:

(Land and Water)

Town of Taylorsville Police
Alexander County GIS
County Planning and Inspections Departments
Regional SAR and USAR Teams
County Volunteer Fire Departments
US Coast Guard, Sector NC
NCDA&CS- NC Forest Service
Civil Air Patrol
NC State Highway Patrol

PRIVATE RESOURCES:

Private Aircraft
Private Boats

EOC STAFFING:

Alexander Rescue Squad
Alexander County Sheriff's Office

REFERENCE DOCUMENTS:

National Association of Search and Rescue (NASAR) Standards
(<http://www.nasar.org/education/documents-downloads/>)
National Fire Protection Association- 1006- Standard for Technical Rescue
Personnel Professional Qualifications
(<https://www.nfpa.org/codes-and-standards/all-codes-and-standards/list-of-codes-and-standards/detail?code=1006>)

PREPAREDNESS GUIDELINES	COMMENTS/NOTES
Review and update plans, standard operating procedures, checklists and any memorandums of understanding quarterly or as necessary.	
Respond to the EOC upon request to coordinate search resources.	
Maintain message/event log in the EOC or on-scene.	
Notify supporting agencies of any need for their personnel and equipment.	
Obtain telephone, pager, back-up phone, cellular and fax numbers, radio frequencies, call signs and any other contact numbers necessary to reach supporting agencies and personnel.	
Plan for a response to search requests.	
Determine the status and needs of the specific incident.	
Commit and deploy local resources as available.	
Coordinate with agencies outside of the disaster area to ensure their resources are available and will be committed.	
Arrange for transportation of SAR teams and/or coordinate requests for transportation with the EOC transportation function member.	
Determine the status of available resources.	

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

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.	
Inform the EOC of any State or Federal resources needed as soon as possible.	
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.	

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

ESF # 10- OIL AND HAZARDOUS MATERIALS RESPONSE

PRIMARY AGENCY:	Alexander County Volunteer Fire Departments
SUPPORTING AGENCIES:	Alexander County HAZMAT Team Alexander County Emergency Services Alexander County EMS Alexander County Sheriff's Office Town of Taylorsville, Police NC Regional Response Teams (RRT 7- Charlotte FD) NC Department of Environmental Quality NC Department of Health and Human Services-Environmental Health NC Wildlife Resources Commission North Carolina State Highway Patrol US Coast Guard, Sector NC US Environmental Protection Agency
PRIVATE RESOURCES:	STAT Inc. HEPACO CHEMTREC

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.
- Alexander 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 or by mail. Facility emergency response plans submitted to the LEPC are filed in the Alexander County Emergency Services Office and with local fire departments by the reporting organization. Tier II reports submitted to

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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 Alexander County Emergency Services authorized personnel.

- Alexander County operates an Operations Level Hazardous Materials Team designed for defensive actions.
- 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, a limited response involving two to three hazmat team personnel, or full team activation.
- 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, and 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.
- Events occurring within or posing a threat to the navigable waterways are under the jurisdiction of the U.S. Coast Guard (USCG). Included are discharges and releases from unknown sources.

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.
 - Improper cargo handling.
 - Highway and rail accidents.
 - Unknown material in the rivers, streams, creeks and seasonal waterways.
 - Intentional acts of terrorism of a chemical, biological, and radiological nature.
- The level of response will be determined by:
 - The amount and toxicity of the material involved in the accident or the release.
 - 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.

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- 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 Alexander 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 Alexander County Emergency Operations Plan will be coordinated with surrounding jurisdictions regarding any incident that poses potential problems for a multi-jurisdictional response.

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

CHECKLIST OF ACTIONS

OIL AND HAZARDOUS MATERIALS RESPONSE ESF # 10

PRIMARY AGENCY: Alexander County Volunteer Fire Departments

SUPPORTING AGENCIES: Alexander County HAZMAT Team
Alexander County Emergency Services
Alexander County EMS
Alexander County Sheriff's Office
Town of Taylorsville, Police
NC Regional Response Teams (RRT 7- Charlotte FD)
NC Department of Environmental Quality
NC Department of Health and Human Services-Environmental Health
NC Wildlife Resources Commission
North Carolina State Highway Patrol
US Coast Guard, Sector NC
US Environmental Protection Agency

PRIVATE RESOURCES: STAT Inc.
HEPACO
CHEMTREC

EOC STAFFING: Alexander County VFD's
Local Law Enforcement
Other responding agencies/entities

REFERENCE DOCUMENTS: Alexander County Hazardous Materials Ordinance
Alexander County Emergency Management Ordinance
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.	

ALEXANDER 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 necessary, ensure that appropriate agencies and contractors have been notified of the event based on initial assessment of impact.	
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 (NCWRC, NCDEQ, NCDHHS)	
Determine the type of sheltering actions to be taken and coordinate sheltering activities.	
Establish Command Post and Implement 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.	

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

ESF # 11- AGRICULTURE AND NATURAL RESOURCES

PRIMARY AGENCY:	Alexander County Animal Services Department (ACAS) Alexander County Social Services Alexander County Health Department Alexander County Emergency Services Alexander County Parks and Recreation Alexander County Library
SUPPORTING AGENCIES:	Alexander County Sheriff's Office Alexander County Cooperative Extension USDA <ul style="list-style-type: none">○ Animal Plant Health Inspection Service (APHIS)○ Food Nutrition Service (FNS) SNAP, D-SNAP, WIC United States Department of Interior (US DOI) Animal Care Non-Governmental Organizations (NGO's) State Animal Response Team (SART)
PRIVATE RESOURCES:	Local Veterinarians

I. PURPOSE

Agriculture and Natural Resources supports efforts to provide nutrition assistance; control and eradicate, as appropriate, any outbreak of a highly contagious or economically devastating animal/zoonotic (i.e., transmitted between animals and people) disease, or any outbreak of an economically devastating plant pest or disease; ensure the safety and security of the commercial food supply and access to food nutrition services; protect natural and cultural resources and historic properties (NCH) resources; and provide for the safety and well-being of household pets, service, and assistance animals (HPSA). During an emergency situation the five primary functional areas are:

- Providing nutrition assistance
 - Responding to disease and pest events affecting animals or plants
 - Ensuring the safety and security of the commercial food supply
 - Protecting Natural, Cultural, and Historic (NCH) resources
 - Providing for the safety and well-being of household pets, companion animals, and service animals
- http://www.aphis.usda.gov/publications/aphis_general/content/printable_version/USDA_ESF.pdf

II. SITUATION AND ASSUMPTIONS

A. Situation

- The Alexander County Cooperative Extension Service (AC-CES) will assist citizens with diet consultation and food preparation methods and provide advice to farm owners on methods to protect livestock and crops if needed before and after a disaster or emergency occurs.
- The Alexander County Department of Social Services directs the Supplemental Nutrition Assistance Program (SNAP) and Disaster Supplemental Nutrition Assistance Program (D-SNAP).
- Alexander County Public Health Department directs the Women's, Infants and Children (WIC) Nutrition Program.
- Alexander County Animal Services (ACAS) is relied upon to handle stray, unwanted, sick and injured pets within Alexander County and the Town of Taylorsville.
- ACAS is staffed with Animal Control Officers, operating out of the animal shelter located at 116 Waggin Trail, Taylorsville NC. The animal shelter is limited in its ability to house cats and dogs. No large animals can be cared for at this facility.
- If Alexander County opens emergency human shelters, provisions will be made for evacuated household pets, service, and assistance animals (HPSA) to be sheltered. There may be a household pet co-location

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shelter established if needed. Alexander County Animal Services provides core management staff for the HPSA sheltering needs and works in cooperation with Emergency Management and Alexander County Schools on planning and logistics for the HSPA animal sheltering.

- There are 3 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.
- There are several horse stables and multiple pasture lands available in the county. These facilities could be used for evacuation sites for larger animals, with the agreement of their owners and operators.
- Alexander County has one structure listed on the National Register of Historic Places: Lucas Mansion-Hiddenite NC; 3 Library Locations-Taylorsville, Bethlehem, and Stony Point; a Museum of local history in the historic Old Jail in Taylorsville, NC, and other culturally significant sites such as Linneys Mill, as well as vital records at the Register of Deeds Office located at 75 1st Street SW, Suite 1, Taylorsville, NC 28681.
- Rocky Face Park is a registered Natural Heritage Area of the NC Natural Heritage Program.
<http://ncnhde.natureserve.org/content/map>

B. Assumptions

- USDA's Food and Nutrition Service (FNS) works with State/Local agencies to determine disaster-related nutrition assistance needs, obtain appropriate food supplies, and arrange for delivery of these supplies.
- US DOI will assist local jurisdictions in protecting, preserving, conserving, rehabilitating, recovering, and restoring the Natural, Cultural and Historic resources in preparation for or in response to a disaster.
- Many people are reluctant to abandon their HPSA's during times of disasters. If unable to take their household pets with them, they may elect to remain in unstable structures or vehicles in harm's way.
- Some people may 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.
- 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.
- Owners of these large animals and exotics must be responsible for moving and providing for these animals 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 HPSA's. 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 AC Animal Services Director or designee will coordinate the efforts of paid and volunteer organizations in providing services for animal welfare issues including temporary sheltering of HPSA's and provide advice and information to the EOC and County officials regarding animal issues.
- The Alexander County: Animal Services, Social Services, Health, Cooperative Extension, Library, and Parks

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and Recreation department directors, or designees may be requested to report to the EOC, if necessary.

B. Specific

- ***Alexander County Health Department***
 - ACHD will execute routine food safety inspections and other services to ensure the safety of food products that enter commerce. This may include the inspection and verification of food safety aspects in restaurants, distribution and retail sites, laboratory analysis of food samples, control of products suspected to be adulterated, foodborne disease surveillance, and field investigations. ACHD will ensure coordinated efforts with NC DHHS Environmental Health, NCDA&CS Food and Drug Division, and USDA's Food Safety and Inspection Service (FSIS).
 - In a disaster, ACHD -WIC Programs will work to maintain regular benefit delivery to participants. ACPH- WIC staff will outreach to potentially eligible individuals, some of whom may be newly income eligible if their employment was affected by the disaster or if they are now D-SNAP recipients. Receipt of D-SNAP confers adjunctive income eligibility for WIC.
 - To help a community prepare for disasters ACHD -WIC staff may educate participants on food preparation and food safety concerns during disaster conditions as part of routine nutrition education services.
- ***Alexander County Social Services*** will assist in determining nutrition assistance needs, obtain appropriate food supplies, arrange for delivery of the supplies, and coordinate the Disaster Supplemental Nutrition Assistance Program (D-SNAP) and insure continuation of the Supplemental Nutrition Program (SNAP). Coordinate with NCDA&CS Food Distribution Division and US Department of Agriculture (USDA), Food and Nutrition Service (FNS).
- ***Alexander County Cooperative Extension Service:*** Provides education to residents on food preparation and food safety concerns during or following a disaster, provides guidance using best management practices to livestock, crop, and nursery owners on prevention, response, and recovery to a variety of diseases and disasters that may affect their operations.
- ***Alexander County Emergency Services*** will implement an integrated response to an outbreak of a highly contagious or economically devastating animal/zoonotic disease, or an outbreak of a harmful or economically significant plant pest or disease in coordination with ESF #8 – Public Health and Medical Services, NCDA&CS, and USDA.
- ***Alexander County Parks and Recreation / Alexander County Library:*** Directors will assist in ensuring appropriate response actions are taken to preserve, conserve, rehabilitate, recover, and restore NCH resources. This includes providing post event baseline assessments of damages and providing technical assistance and resources for assessing impacts of response and recovery activities to NCH resources. Ensure coordination with the NC Department of Natural and Cultural Resources and federally with the US Department of the Interior (DOI) as needed.
- ***Alexander County Animal Services (ACAS)***
 - Will insure that animal/veterinary issues in disasters are supported and coordinate with the AC Emergency Management, NCDA&CS, and USDA's Animal and Plant Health Inspection Service (APHIS) as appropriate and provide:
 - Resource support, including equipment, materials, supplies, facilities, veterinary services, specialized transportation, and personnel, to support the rescue, transportation, sheltering, and care of Household Pet, Service and Assistance Animals (HPSA).
 - Coordination of transportation, logistics, response, evacuation, and other issues.
 - HPSA sheltering needs are addressed in a manner that provides as much interaction as possible between owners and their HPSA.
 - HPSA animal food and supplies are included in Points of Distributions, mobile feeding, and distribution operations
 - HPSA are included in the reunification plans and activities.
 - Insure Animal care advisories will be issued by the County Public Information Officer (PIO). Advice and guidance on caring for large animals/ livestock will be issued by the County PIO in cooperation with Alexander Cooperative Extension Service.

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- Owners of small animals need to have current medical records including rabies status, special care instructions, portable pet carriers, leashes, collars, identification, medications and muzzles, if necessary. Carriers can be utilized as safe kennels for evacuated pets.
- Owners of large animals must have any necessary instructions and handling information, current medical records, watering needs, food, medication, halters, identification and a picture of the animal with owner.
- 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:	Alexander County Animal Services Department (ACAS) Alexander County Social Services Department Alexander County Health Department Alexander County Emergency Services Alexander County Parks and Recreation Alexander County Library
SUPPORTING AGENCIES:	Alexander County Sheriff's Office Alexander County Cooperative Extension USDA <ul style="list-style-type: none">○ Animal Plant Health Inspection Service (APHIS) Animal Care○ Food Nutrition Service (FNS) SNAP, D-SNAP, WIC United States Department of Interior (US DOI) Animal Care NGO Organizations State Animal Response Team (SART)
PRIVATE RESOURCES:	Local Veterinarians
EOC STAFFING:	Alexander County Animal Services Department (ACAS) Alexander County Social Services Department Alexander County Health Department Alexander County Emergency Services Alexander County Parks and Recreation Department Alexander County Library
REFERENCE DOCUMENTS:	Alexander County Animal Services Ordinance Alexander County Health Department Emergency Response Plan's Alexander County Emergency Sheltering SOG's USDA- FNS Guidance- https://www.fns.usda.gov/disaster/food-assistance-disaster-situations USDA- Animal Care- https://www.aphis.usda.gov/aphis/ourfocus/animalwelfare/sa_ep US DOI Recovery Guidance- https://www.doi.gov/recovery HENTF - Smithsonian Inst. - https://culturalrescue.si.edu/hentf/about-hentf/ FEMA-NCH Guidance- https://www.fema.gov/media-library-data/20130726-1622-20490-6945/chp_sop_10_05_07.pdf FEMA – PETS ACT- https://www.fema.gov/pdf/conferences/iaconference/2010/wednesday_830a_m_household_pets_intro_1.pdf

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 ESF 11 activities through the County PIO.	
Assist citizens with education and awareness regarding food, animals, agriculture, and NCH issues before, during and after a disaster situation. Educate citizens on the need to develop personal HPSA animal care plans.	

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Conduct necessary drills to train personnel for activation of HPSA, Food, agriculture, and NCH resources needs.	
Conduct review of equipment and inventory as needed.	
RESPONSE GUIDELINES	COMMENTS/NOTES
Activate and operate shelters to house HPSA animals of Alexander county residents when human shelter operations are activated.	
Establish communication links between supporting animal care agencies.	
Execute food safety inspections and other services to ensure the safety of food products that enter commerce.	
Determine nutrition assistance needs, obtain appropriate food supplies, arrange for delivery of the supplies, and coordinate the D-SNAP, SNAP and WIC food assistance programs.	
Take appropriate response actions to preserve, conserve, rehabilitate, recover, and restore NCH resources	
Insure integrated response to an outbreak of a highly contagious or economically devastating animal/zoonotic disease, or an outbreak of a harmful or economically significant plant pest or disease.	
Request State or Federal ESF 11 assistance through the County EOC, if required.	
Determine under what conditions ESF 11 personnel will not respond to calls for assistance if necessary.	
Track number of sheltered animals and maintain ESF 11 staff work log for disaster response as required by FEMA.	
RECOVERY GUIDELINES	COMMENTS/NOTES
Continue to provide HPSA, food, agriculture and NCH services after the disaster conditions have subsided.	
Conduct damage assessments of the ESF 11 sector utilizing local, state, and federal resources as appropriate.	
Plan for re-unification actions following disaster. Coordinate request for animal re-unification with citizens.	
Continue to educate the public on HPSA, Food, and NCH issues through the County PIO.	
Report any damages to the Animal Service facilities to the EOC.	
Coordinate volunteer efforts for HPSA actions.	
Develop an after-action report on ESF 11 matters, as required.	
Request emergency repairs to the Animal Service facility or other ESF 11 support facilities, if damaged.	
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 # 12- ENERGY

PRIMARY AGENCY: Alexander County Maintenance Department

SUPPORTING AGENCIES: Alexander County Emergency Management
Alexander County Public Information
Alexander County Finance Department
Town of Taylorsville- Public Works
State of NC Energy Office- NC ESF-12

PRIVATE RESOURCES: Duke Energy
Energy United EMC
Blue Ridge EMC
Piedmont Natural Gas
PSNC
Propane- local distributors
Private Gas Stations
Commercial Fuel Suppliers

I. PURPOSE

The purpose of this ESF is to provide operational guidance for Alexander 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.

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 winter storms, hurricanes, tropical storms, tornadoes, and earthquakes.
 - Petroleum disruptions: equipment failure including, compressor outages, pump failures, equipment leaks, mechanical failures, and accidents in supply chain. Following equipment failures power failures were the next largest cause of disruptions thus further illustrating the interdependency between petroleum and electrical service.
 - Natural gas asset disruptions were also mainly caused by equipment failure, power failure or were related.
- 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/ Propane Gas: reduction or interruption of natural/ propane gas supplies from the pipelines in quantities that would prevent the provision of service to all customers, the peak day supply of natural/ propane 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.

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- 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 or NC Emergency Management or NC Energy Office staff.
- It is recognized that county governments have very limited capabilities to provide emergency power. Alexander County Emergency Management is equipped with a limited supply of generators to provide emergency power at critical facilities.
- Duke Energy, Energy United EMC, and Blue Ridge EMC are the electrical providers in Alexander County.
- The County EOC has the emergency telephone numbers to reach power providers in the event of a widespread power outage. Power services will be restored in a prioritized and predetermined manner with initial focus on 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 critical infrastructure (medical facilities, schools, pharmacies, etc.), businesses, and 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.
- Alexander County Emergency Services has an MOU with Bumgarner Oil Company to reserve a four day supply or approximately 1000 Gallons of Gasoline and 500 Gallons of diesel fuel to be used during emergencies by all Alexander County emergency response and recovery entities.
- Information sharing and coordination between utility partners and Alexander 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 Alexander County can quickly have local influence; delays in the delivery of fuels to local vendors may occur as the result of a power loss.
- 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.

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

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 a 1 to 14 days.
- **Level 4 Severe**- An event that has occurred that has caused a supply disruption that may last more than 14 days.

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 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. County level data is shared with the State Energy Office via WebEOC entries as needed or required.

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.
- 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, propane, 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.

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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 County Public Information Officer 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 Alexander County Emergency Management to implement emergency fuel supply agreements.

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. 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 Information Officer 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.

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CHECKLIST OF ACTIONS

ENERGY ESF # 12

PRIMARY AGENCY: Alexander County Maintenance Department

SUPPORTING AGENCIES: Alexander County Emergency Management
Alexander County Public Information
Alexander County Finance Department
Town of Taylorsville- Public Works
State of NC Energy Office- NC ESF-12

PRIVATE RESOURCES: Duke Energy
Energy United EMC
Blue Ridge EMC
Piedmont Natural Gas
PSNC
Propane- local distributors
Commercial Fuel Suppliers
Private Gas Stations

EOC STAFFING: Alexander County Maintenance Department
Alexander County Emergency Management
Alexander County Public Information

REFERENCE DOCUMENTS: Emergency Operations Plan
Alexander Fuel Requirements Documentation
Energy providers- Online Portal for energy usage (electrical management software)
Critical Facilities List

PREPAREDNESS	COMMENTS/NOTES
Review, revise and update minimum fuel requirements information.	
Ensure that portable generators are operational and have adequate fuel.	
Review, revise and update generator list.	
Review and update emergency fuel MOU.	
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.	

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

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. Communicate local energy conditions to SEO via NCEM WebEOC.	
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: Activate ESF-12 Desk in the EOC	<i>Intermediate or Moderate- An event that will likely lead to an imminent supply disruption or a supply constraint</i>
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.	
Communicate local energy conditions to SEO via NCEM WebEOC.	
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 effective 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.	

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

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.	
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.	
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.	
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.	
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.	

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

ESF # 13- PUBLIC SAFETY AND SECURITY

PRIMARY AGENCY:	Alexander County Sheriff's Office Town of Taylorsville –Police Department Alexander County Communications Center
SUPPORTING AGENCIES:	State Highway Patrol NC Department of Public Safety- Corrections & Probation and Parole NC National Guard NC Department of Transportation Amateur Radio Emergency Services (ARES) National Weather Service
PRIVATE RESOURCES:	Private Security Firms Code Red Local Media 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 Alexander County Communications Center is located at 29 West Main Avenue, Taylorsville NC, 28681. This facility is operated by the Alexander County Sheriff's Department and provides service 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:
 - Linneys Mountain - County owned
 - HWY 127 EMS Base- Voting receiving site
 - Fox Mountain Tower (Iredell County)- Voting receiving site
 - Barret's Mountain – Viper Tower
- There are two law enforcement agencies operating within Alexander County: Alexander County Sheriff's Office and Town of Taylorsville Police Department.
- State law enforcement agencies that routinely operate within Alexander County are the NC Highway Patrol, Alcohol Law Enforcement (ALE), NCDPS Probation and Parole, NCDPS Corrections, State Bureau of Investigation, and Wildlife Resources Enforcement.
- Federal law enforcement agencies maybe operating within Alexander County. They are the Federal Bureau of Investigation, Secret Service, Federal Marshals Services, Bureau of Alcohol, Tobacco and Firearms, Drug Enforcement Administration, and Customs and Border Enforcement.

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- Alexander County Communications Center receives and dispatches traffic in accordance with their policies and procedures. The communications network and its associated components are dependent upon services provided by AT&T, Century Link, YadTel (Yadkin Telephone), 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 County has the capability to activate its Code RED opt in system to warn citizens by landline telephone and registered cell phones. The County also has the capability to send messages via IPAWS and NOAA WeatherRadio.
- Individuals with access and functional needs will be identified in the Alexander County Special Needs Registry and a Code RED group will be created from the registry to facilitate warning and communication. During a disaster or emergency Code RED will be the primary means of warning and initial contact to assess all special needs.

B. Assumptions

- During an emergency local law enforcement resources may 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.
- During a period of severe weather traffic control problems will intensify throughout the County. Major roadways which will be affected are Highways 16, 90, 64, and 127. 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.
- Charter Communications is 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.

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 Alexander County Communications 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 Alexander 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:

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- Code Red
 - 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
- The VHF 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 Communications Center personnel will follow their established policies and procedures.
- When any outside law enforcement agency is requested to provide support to the Alexander County Sheriff's Office, a ranking officer from that organization will be present in the County EOC to coordinate operations of their personnel.
- Traffic control will be a joint effort of all law enforcement agencies operating in the County, when required.
- Relocation of prisoners from the Alexander County Detention Facility, if required, is the responsibility of the Alexander County Sheriff's Office.
- Relocation of prisoners from the Alexander Correctional Institution, if required, is the responsibility of the NC Department of Corrections.
- The Sheriff's Office has standard operating procedures in place to utilize during emergencies.
- Town of Taylorsville Police Department 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-

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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
- The following communication systems can be accessed from the Alexander County Communications Center:
 - Alexander Communications VHF Radio System
 - NC State VIPER (800 MHz) System

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PUBLIC SAFETY AND SECURITY ESF # 13

PRIMARY AGENCY: Alexander County Sheriff's Office
Town of Taylorsville –Police Department
Alexander County Communications Center

SUPPORTING AGENCIES: State Highway Patrol
NC Department of Public Safety- Corrections & Probation and Parole
NC National Guard
NC Department of Transportation
Amateur Radio Emergency Services (ARES)
National Weather Service

PRIVATE RESOURCES: Private Security Firms
Code Red
Local Media
Cable Television Providers

EOC STAFFING: Alexander County Sheriff's Office
Town of Taylorsville –Police Department

REFERENCE DOCUMENTS: Alexander County Communications Policy and Procedure Manual

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 key officials and 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.	
Develop situation reports to provide status of law enforcement operations at EOC briefings.	
Develop action plan to overcome law enforcement shortfalls.	

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Plan for alternate means of communicating with field units if normal communications channels are disrupted.	
Identify secondary hazards that may affect responders.	
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 areas 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 County EOC 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 Alexander Communications 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 EOC and county PIO of rumors being called into the Communications 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.	

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Respond to requests for search assistance for missing persons.	
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 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 if necessary.	
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 EOC and PIO on the status of law enforcement	
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.	

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

ESF # 14- LONG TERM COMMUNITY RECOVERY

PRIMARY AGENCY:	Alexander County Emergency Services
SUPPORTING AGENCIES:	Alexander County Volunteer Fire Departments Alexander County Building Inspections Department Alexander County Planning Department Alexander County GIS Department Alexander County Cooperative Extension Service Alexander County Engineering Department Alexander County Information Technology Alexander County Tax Department Alexander County Finance Department Community Nonprofit and Faith Based Organizations NC Department of Agriculture and Consumer Services
PRIVATE RESOURCES:	Consulting Engineers Power, Water, Communications, and Fuel Suppliers

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 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 primarily utilizing local volunteer fire department personnel.
 - Preparation of an Immediate Situation Report for the Control Group/ County EOC and State Emergency Management.
 - Determination of the need for outside assistance and/or resources.
 - Notification and transmittal of an Immediate Situation Report to the Western Branch Office NC Division of Emergency Management.
 - Initiation of detailed damage assessment activities including dispatch of multi-disciplinary 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 Western Branch Office NC Division of Emergency Management.
- Video, still, and digital photography 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.

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- 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
 - 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
 - USDA Disaster Assistance programs
 - Disaster loans for homeowners/businesses
 - Repairs to the federal aided highway system
 - Tax refund/IRS assistance
 - Voluntary agency assistance programs
- The Alexander 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 may 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.
- Alexander 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 may exceed the damage assessment resources of the County and will require additional damage assessment personnel.

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- 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.
- 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 Town of Taylorsville.
- County government is responsible for the coordination and support of recovery operations within Alexander County.
- 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 Alexander County Emergency Manager 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 Western 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, and 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:

ALEXANDER 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, ESF and checklist revisions based on lessons learned, status of unmet needs in the county, training needs of departments, and citizens' concerns.
- The Alexander County Tax Office will be responsible for the following:
 - Assist damage assessment teams (county and municipal) with 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.

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

CHECKLIST OF ACTIONS

LONG TERM COMMUNITY RECOVERY ESF # 14

PRIMARY AGENCY: Alexander County Emergency Services

SUPPORTING AGENCIES: Alexander County Volunteer Fire Departments
Alexander County Building Inspections Department
Alexander County Planning Department
Alexander County GIS Department
Alexander County Cooperative Extension Service
Alexander County Engineering Department
Alexander County Information Technology Department
Alexander County Tax Department
Alexander County Finance Department
Community Nonprofit and Faith Based Organizations
NC Department of Agriculture and Consumer Services

PRIVATE RESOURCES: Consulting Engineers
Power, Water, Communications, and Fuel Suppliers

EOC STAFFING: Alexander County Building Inspections Department
Alexander County Planning Department
Alexander County GIS Department
Alexander County Cooperative Extension Service
Alexander County Information Technology

REFERENCE DOCUMENTS:

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.	
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 Western Branch NCEM & State EOC.	
Notify GIS and Tax office of potential need for information to support damage assessment operations.	
Coordinate damage assessment activities with Town of Taylorsville 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
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.	

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Assign damage assessment teams to specific areas or sectors of the County.	
Advise EOC agencies of any hazards observed by damage assessment teams.	
Assist Town of Taylorsville 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 Town of Taylorsville 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 NCDA&CS and 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 if 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.	
Work with the County PIO to publicize the disaster recovery process.	
Review the list of County vital facilities to determine damage, if any.	

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

ESF # 15- EXTERNAL AFFAIRS

PRIMARY AGENCY:	Alexander County Emergency Management
SUPPORTING AGENCIES:	Alexander County Public Information Officer Alexander County Department PIO Liaisons New Alexander County Public Schools Town of Taylorsville Greenway Transportation State and Federal Agencies: North Carolina Emergency Management North Carolina State Highway Patrol North Carolina Department of Transportation National Weather Service – Greenville/Spartanburg Field Office Federal Emergency Management Agency Non-governmental Agencies

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 Alexander County.

B. Scope

This section identifies the key policies, concepts of operations, roles and responsibilities, and capabilities associated with public information in Alexander 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 Alexander 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.
- Governmental Affairs includes establishing contact with members of the Alexander 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 Alexander 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 these activities on a regular basis.
- There are a variety of tools and systems available to assist with notifying and disseminating information to

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the public. These include the Code Red, Emergency Alert System (EAS), NOAA All-hazards Weather Radios, media outlets, emergency notification systems (phone, text, email, etc.), websites, and social media forums.

- Alexander 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 local, 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.
- 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.

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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 and 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/ Code Red utilizing (phone, text, email, TTY/TTD, etc.), fliers, posters, brochures, information kiosks, social media, and the Alexander County 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 or communications 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, central public areas, and faith based organizations.
- 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.
- Alexander County government will coordinate 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 Alexander 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 Alexander County. The PIO will lead the Joint Information System Team in the JIC and support the EOC Director.

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- 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 Alexander 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:
 - 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.
 - 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, 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

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- 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 Directors 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 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

ESF # 15 -EXTERNAL AFFAIRS

PRIMARY AGENCY:	Alexander County Emergency Management
SUPPORTING AGENCIES:	Alexander County Public Information Officer Alexander County Manager Alexander County Department PIO Liaisons Alexander County Public Schools Town of Taylorsville Greenway Transportation State and Federal Agencies: North Carolina Emergency Management North Carolina State Highway Patrol North Carolina Department of Transportation National Weather Service – Greenville/Spartanburg Field Office Federal Emergency Management Agency Non-governmental Agencies
EOC STAFFING:	Alexander County Public Information Officer Alexander County – Agency Public Information Officers Alexander County Manager
REFERENCE DOCUMENTS:	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).	
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 by initiating emergency staffing plans, notification to municipal officials and their JIC liaisons.	

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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.	
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.	

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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.	

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

APPENDICES

Appendix A- State of Emergency- Sample Resolution

- Attachment 1 - Template -Proclamation of a County State of Emergency
- Attachment 2 – Template -Proclamation Terminating a County State of Emergency
- Attachment 3 – Template -Proclamation of a Town of Taylorsville State of Emergency
- Attachment 4 – Template -Proclamation Terminating a Town of Taylorsville State of Emergency

APPENDIX B – List of supporting Plans, Ordinances, Laws, and References for Alexander County

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

APPENDIX A- STATE OF EMERGENCY -SAMPLE RESOLUTIONS

Attachment 1 -Template -Proclamation of a County State of Emergency

PROCLAMATION OF A COUNTY STATE OF EMERGENCY



ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

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

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

I hereby order all County law enforcement officers, County employees and all other Emergency Management personnel subject to my control to cooperate in the enforcement and implementation of provisions of the County Emergency Ordinance which have been deemed necessary as indicated below.

_____ (Initial & Date <u>or</u> N/A)	Evacuation. I have determined that, in the best interest of public safety and protection, it is necessary to evacuate the civilian population from _____ (Area). Citizens are free to use any type of transportation, but they are to use only _____ (Route) in leaving the area. Evacuation is to occur as soon as possible. Further proclamations concerning evacuation will be issued as needed.
_____ (Initial & Date <u>or</u> N/A)	Curfew. Unless a member of the County's law enforcement agency or the Emergency Management program, every person who is located within a _____ radius of _____ is to be inside a house dwelling from the hours of _____ to _____.
_____ (Initial & Date <u>or</u> N/A)	No Alcoholic Beverages. There shall be no sale, consumption, transportation, or possession of alcoholic beverages during the State of Emergency in the County of Alexander, except possession or consumption is allowed on a person's own premises.
_____ (Initial & Date <u>or</u> N/A)	No Firearms, Ammunition, or Explosives. During the State of Emergency, there shall be no sale or purchase of any type of firearm or ammunition, or any possession of such items along with any type of explosive off owner's own premises.

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

This proclamation shall become effective immediately.

Proclaimed this the _____ day of _____, 20____, at _____AM/PM.

CHAIRMAN, ALEXANDER COUNTY
BOARD OF COMMISSIONERS

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

Attachment 2 – Template -Proclamation Terminating a County State of Emergency

PROCLAMATION TERMINATING A COUNTY STATE OF EMERGENCY



ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

On _____, at _____AM/PM, I determined and proclaimed a local State of Emergency for the County of Alexander

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

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

This proclamation is effective immediately.

Proclaimed this the _____ day of _____, 20____, at _____ AM/PM.

CHAIRMAN, ALEXANDER COUNTY
BOARD OF COMMISSIONERS

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

Attachment 3 – Template -Proclamation of a Town of Taylorsville State of Emergency

PROCLAMATION OF A TOWN STATE OF EMERGENCY



TOWN OF TAYLORSVILLE NC EMERGENCY OPERATIONS PLAN

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

I, therefore, proclaim the existence of a State of Emergency in the Town of Taylorsville.

I hereby order all Town law enforcement officers, Town employees and all other Emergency Management personnel subject to my control to cooperate in the enforcement and implementation of provisions of the Town Emergency Ordinance which have been deemed necessary as indicated below.

_____ (Initial & Date <u>or</u> N/A)	Evacuation. I have determined that, in the best interest of public safety and protection, it is necessary to evacuate the civilian population from _____ (Area). Citizens are free to use any type of transportation, but they are to use only _____ (Route) in leaving the area. Evacuation is to occur as soon as possible. Further proclamations concerning evacuation will be issued as needed.
_____ (Initial & Date <u>or</u> N/A)	Curfew. Unless a member of the Town's law enforcement agency or the Emergency Management program, every person who is located within a _____ radius of _____ is to be inside a house dwelling from the hours of _____ to _____.
_____ (Initial & Date <u>or</u> N/A)	No Alcoholic Beverages. There shall be no sale, consumption, transportation, or possession of alcoholic beverages during the State of Emergency in the Town of Taylorsville, except possession or consumption is allowed on a person's own premises.
_____ (Initial & Date <u>or</u> N/A)	No Firearms, Ammunition, or Explosives. During the State of Emergency, there shall be no sale or purchase of any type of firearm or ammunition, or any possession of such items along with any type of explosive off owner's own premises.

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

This proclamation shall become effective immediately.

Proclaimed this the ____ day of _____ 20__, at ____ (a.m.) (p.m.).

Mayor of the Town of Taylorsville

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

Attachment 4 – Template -Proclamation Terminating a Town of Taylorsville State of Emergency

PROCLAMATION TERMINATING A TOWN STATE OF EMERGENCY



TOWN OF TAYLORSVILLE EMERGENCY OPERATIONS PLAN

On _____, at _____AM/PM, I determined and proclaimed a local State of Emergency for the Town of Taylorsville, NC.

I have determined that a State of Emergency no longer exists in the Town of Taylorsville, NC.

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

This proclamation is effective immediately.

Proclaimed this the _____ day of _____, 20____, at _____ AM/PM.

Mayor of the Town of Taylorsville

ALEXANDER COUNTY EMERGENCY OPERATIONS PLAN

APPENDIX B - LIST OF SUPPORTING PLANS, ORDINANCES, LAWS, and REFERENCES

Plans:

Emergency Management:

- Hazard Mitigation Plan- https://www.alexandercountync.gov/pdf/unifour-rj-hmp_draft-to-fema.pdf
- Hazardous Materials Containment Plan- <https://alexandercountync.gov/pdf/ordinances/hazardous-materials-containment-plan.pdf>
- Continuity of Operations Plan- On file at ACES
- NC Mutual Aid Agreement – On file at ACES and WebEOC at www.ncsparta.net
- Emergency Fuel Supply MOU - On file at ACES
- Public Health/ Emergency Services Responder Health MOU- On file at ACES
- Response Specific MOU's and MOA's- On file at ACES

Alexander County Public Health: On File at ACHD

- Medical Counter Measures Plan
- Public Health Continuity of Operations Plan
- Responder Health and Safety Plan
- Respiratory Protection Plan
- Infection and Quarantine Plan
- High Consequence Pathogen/Ebola Virus Plan
- Pandemic Influenza Plan
- Multi Year Training and Exercise Plan

Policies:

Alexander County Human Resources:

- Alexander County Policies- <https://alexandercountync.gov/employee-information/>
 - Safety, Travel, Purchasing

Ordinances:

- Animal Control Ordinance- <https://alexandercountync.gov/pdf/ordinances/animal-control-ordinance.pdf>
- Fire Ordinance- <https://alexandercountync.gov/pdf/ordinances/fire-ordinance.pdf>
- Flood Damage Prevention Ordinance- <https://alexandercountync.gov/pdf/ordinances/flood-damage-prevention-ordinance.pdf>
- Solid Waste Ordinance- <https://alexandercountync.gov/pdf/ordinances/solid-waste-ordinance.pdf>
- State of Emergency- <https://alexandercountync.gov/pdf/ordinances/state-of-emergency.pdf>

Laws:

- North Carolina Emergency Management Act – NC GS 166
https://www.ncleg.net/EnactedLegislation/Statutes/HTML/ByChapter/Chapter_166A.html
- NC Identification of Toxic or Hazardous Substance- NC GS 95 Article 18
https://www.ncleg.net/EnactedLegislation/Statutes/PDF/ByArticle/Chapter_95/Article_18.pdf
- Emergency Planning and Community Right-to-Know Act <https://www.govinfo.gov/content/pkg/CFR-2017-title40-vol30/pdf/CFR-2017-title40-vol30-part370.pdf>
- US Department of Homeland Security Laws and Regulations- <https://www.dhs.gov/laws-regulations>
- PETS Act- <https://www.gpo.gov/fdsys/pkg/PLAW-109publ308/pdf/PLAW-109publ308.pdf>
- OSHA- <https://www.osha.gov/law-regs.html>

References:

- Incident Command System Forms- <https://training.fema.gov/icsresource/icsforms.aspx>
- National Incident Management System- <https://training.fema.gov/nims/>
- National Mass Care Strategy- <https://nationalmasscarestrategy.org/>
- ADA Checklist for Emergency Shelters- <https://www.ada.gov/pcatoolkit/chap7shelterchk.htm>
- Medical Aid Resources
 - Triad Health Care Preparedness Coalition- <https://triadpreparedness.org/>
 - Mountain Area Health Care Preparedness Coalition- <http://matrac.com/>
- US Census Bureau- https://factfinder.census.gov/faces/nav/jsf/pages/community_facts.xhtml?src=bkml
- NCDA&CS- Agriculture Statistics- <http://www.ncagr.gov/stats/> & Emergency Programs <http://www.ncagr.gov/oep/>
- USDA Ag Census-
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