MADISON COUNTY EMERGENCY OPERATIONS PLAN
ANNEX A
DIRECTION AND CONTROL
Updated: January 28, 2009

Primary Agency:	Chairman - County Commissioners
Support Agencies:	Administration
	Emergency Management
	All other County Departments
	Volunteer Organizations

I. PURPOSE

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

II. CONCEPT OF OPERATIONS

A. General

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

2. The Madison County Emergency Management Coordinator is responsible for the activation/management of the EOC. He will activate, organize and operate the EOC in a flexible manner based on the magnitude of the situation.

3. The organizational structure of the EOC will be arranged according to the type of incident, agencies and/or jurisdictions involved, objectives and strategies selected to resolve the situation, and the demands of the emergency. The towns of Hot Springs, Marshall and Mars Hill will provide representation in the County EOC for inter-jurisdictional coordination when the event severely affects the jurisdiction or as requested.

4. The Chairman of the Board of Commissioners will be notified by the County Manager when EOC activation is warranted to direct and control emergency operations.

5. The EOC will be managed in accordance with the County EOC Standard Operating Procedures.

6. On-scene activities of emergency response personnel will be managed utilizing an Incident Command System.

B. Staffing

Personnel assigned to the EOC will operate in one of five functional sections as assigned by the Emergency Management Coordinator:

1. The Command Group, under the direction of the Chairman of County Commissioners, consists of the elected officials, jurisdictional management and liaison officials, jurisdictional Public Information Officer (PIO) and is responsible for the approval of policies and strategies pertinent to the emergency/disaster situation.

2. The Operations Group, under the direction of the Emergency Management Coordinator and consisting of the designated representatives of the agencies conducting emergency operations (law enforcement, EMS, fire, rescue, others as appropriate), is responsible for the direct supervision of operations including the allocation of resources necessary to implement the approved strategies and policies and also conducting briefings of the EOC staff to assure coordination of information.

3. The Planning Group, consisting of the Damage Assessment Officer, Cooperative Extension and other technical advisors pertinent to the type of emergency/disaster, may be established to:

a. collect, evaluate, display and disseminate information regarding the incident and status of resources;

b. maintain a journal, post data and maintain status boards;

c. analyze the predictable, probable course of emergency incident events;

d. develop strategies (action plans) and alternatives to control operations for the incident; and

e. anticipate requirements.

4. The Logistics Group, consisting of the Communications/warning Director, and representatives of emergency support agencies (i.e. shelter and mass care, public works, communications, etc.), may be established to coordinate the acquisition of supplies, equipment and other resources (public and private) necessary and approved to resolve/recover from the emergency or disaster situation.

5. The Finance Group, under the direction of the County Manager, may be established to:

a. compile and maintain documentation of purchases, acquisition and utilization of emergency supplies, equipment and other services;

b. perform financial and cost analysis to develop conclusions on efficient methods of resolving and recovering from the emergency/disaster situation.

III. ORGANIZATION

A. The onset of an emergency adds to the normal day-to-day role of existing agencies and organization within the county in order to protect the population and property. Where possible, the emergency responsibilities in this plan have been assigned similar to the day-to-day responsibilities of the agencies/organizations.

B. Through the Emergency Management Coordinator, the County Board of Commissioners exercises its emergency responsibilities during emergencies and disasters to provide for the health and safety of the public.

C. The Emergency Management Coordinator is appointed in accordance with County personnel policy to manage the County Emergency Management program.

D. When activated, the EOC serves as a central, coordinating point for obtaining, analyzing, reporting and retaining disaster related information.

E. The first arriving emergency official with two-way communications capability will establish the initial Incident Command System (ICS), and will serve as the Incident Commander until relieved by appropriate senior personnel.

F. For long-term emergency/disaster situations, the "Incident Commander" will be designated by the on scene senior officials of the emergency response agencies, or by the County EOC (when activated) based on the type, nature, or location of the incident.

G. In situations where the disaster effects are widespread (many incident sites), the EOC may elect to establish the county fire districts or any other distinguishable boundaries as the "incident site" in order to achieve a manageable span of control.

H. A single "Command Post" will be established near the scene of each emergency/disaster situation by the Incident Commander. Senior officials of the emergency agencies involved in the emergency response will report to this facility to afford optimum coordination. This facility will serve as the central command and control point for all on scene resources, and will disseminate pertinent situation information and resource requests to the County EOC.

IV. DIRECTION AND CONTROL

A. The responsibility for the direction and control of disaster situations vested in the County Board of Commissioners and is routinely exercised through the Emergency Management Coordinator.

B. The EOC is the operational area from which emergency response activities are directed, controlled and coordinated.

C. The mechanics of the EOC operation are contained in the EOC Standard Operating Procedures (SOP).

V. CONTINUITY OF GOVERNMENT

A. Staffing assignments for positions in the EOC will allow for continuous 24-hour operations. Selection and assignment of personnel will be the responsibility of the agency.

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

VI. ADMINISTRATION AND LOGISTICS

A. Facilities to be used as an EOC are provided by Madison County. This includes furnishings, equipment and communications necessary for the operations staff. Expendable supplies and displays will be provided by the Emergency Management Office.

B. The mechanics of activating, arranging and internal functioning of the EOC are contained in the EOC SOP.

Attachment 1
EMERGENCY OPERATIONS CENTER CHECKLIST

Initial Activation

☐ Upon receipt of a confirmed/valid warning message or by being made aware of an incident, emergency, or impending event that may necessitate the activation of the Emergency Operations Center, the Emergency Management Coordinator will gather as much information about the event as possible and determine if he needs to recommend activation.

☐ If the incident or situation warrants it, recommend to the County Manager and/or Chairman of the Board, the issuance of a Proclamation of a State of Emergency.

☐ Make or cause to make contact with all appropriate EOC staff and/or all persons that should report to the EOC.

☐ Prepare an initial briefing to include, but not be limited to:

- The scope and known specifics of the incident that has caused the EOC to be activated.
- The names and locations of Incident Commanders and Incident Command Posts.
- Location of the incident(s) (i.e. countywide, area, specific location, etc.).
- Number of units or personnel currently assigned or dispatched to the incident(s).
- Number of currently known injured or dead.
- Weather conditions.
- Initial personnel that will man the EOC.
- The expected time period of activation.
- Security / Safety
- Sign in and sign out process.
- Messaging
- Communications (i.e. telephone number assignments, radio assignments, etc.).

☐ Establish EOC Incident Command.

- ☐ Ensure that personnel are assigned to and understand their assignment to one or more of the five groups.

  - Command (Executive)
  - Operations
  - Logistics
  - Planning
  - Finance

- ☐ Turn on all electronic displays.

- ☐ Turn on and ensure operation of all computer equipment and software.

- ☐ Activate all telephones and place telephone books at work areas.

- ☐ Ensure sufficient workspace and work equipment is on hand and in good working condition.

  - Pens
  - Paper
  - Computers
  - Forms
  - Other materials

- ☐ Start an EOC event/incident log (major events).

- ☐ Prepare an Incident Action Plan (IAP).

- ☐ Contact the State EOC or State Operations and submit initial Situation Report or SitRep to the State.

- ☐ Appropriate/authorized personnel log in to State WebEOC.

Full / Partial continued activation

- ☐ Conduct a full briefing when EOC staff have arrived.

- ☐ The briefing should include but not be limited to:

  - The scope and known specifics of the incident that has caused the EOC to be activated.
  - The names and locations of Incident Commanders and Incident Command Posts.
  - Location of the incident(s) (i.e. countywide, area, specific location, etc.).
  - Number of units or personnel currently assigned or dispatched to the incident(s).
  - Number of currently known injured or dead.
  - Weather conditions.
  - The expected time period of activation.
  - Security / Safety.
  - Sign in and sign out process.
  - Messaging.
  - Communications (i.e. telephone number assignments, radio assignments, etc.).
  - "House keeping".
  - Maps.
  - Group assignments.
  - Likelihood of a "second shift" requirement.

- ☐ Continue briefings as often as necessary, but at least every two hours to update staff on new information and to be updated by them on their activity.

- ☐ Establish and maintain contact with State Emergency Management, either the Branch Office, or the State EOC, whichever is appropriate or dictated by NCDEM.

- ☐ Receive and process resource requests.

- ☐ Establish and maintain communications with:

  - On scene incident commanders / command posts.
  - State / federal agencies as appropriate.
  - Communications Center.
  - Utilities / NCDOT as appropriate.
  - Media (through the Public Information Officer)

- ☐ Maintain the level of EOC activation as appropriate or until the incident is terminated.

- ☐ Prepare IAP for each shift.

- ☐ Submit follow up reports (Situation Reports or SitReps) to the State in a timely manner.

- ☐ As necessitated by the incident as it progresses, contact additional personnel for activation or possible activation. Such as:

  - Damage Assessment
  - Shelter and mass care
  - Debris Management
  - Animal Control
  - Transportation

Closing or deactivating the EOC

- ☐ When it is determined that closure of the EOC is imminent, prepare and hold a final briefing / debriefing. This debriefing should allow each EOC staff member to make comments, suggestions and offer a "thumbnail" critique of specific actions or inactions.

  During the debriefing you may wish to include:

  - Return of equipment.
  - Reports that are due or need to be collected.
  - Final reminders of safety or security.
  - Overall EOC performance.
  - Success stories (or not so successful stories).
  - Lessons learned.
  - Date and time of the incident/emergency/disaster response critique.

- ☐ Only close or deactivate the EOC if the incident or incidents that caused it to open have been terminated or all actions have successfully been concluded.

- ☐ If a Proclamation of a State of Emergency has been issued, ensure that a Proclamation to Terminate the emergency is also issued. It is recommended that such a proclamation terminating the emergency not be issued until all activity regarding the incident(s)/emergency/disaster have concluded, including debris management. You may wish to consult with State Emergency Management prior to formally terminating an emergency.

- ☐ Make backups or archives of all computer records.

- ☐ Print copies of reports or other documents that will be necessary to present to state/federal agencies.

- ☐ Collect all damage assessment reports or reports from other agencies relative to the incident(s)/emergency/disaster.

- ☐ Gather and return all rented or borrowed equipment.

- ☐ Turn off displays.

- ☐ Return telephones and telephone books and other supplies to their storage locations.

- ☐ Clean or have the EOC cleaned and ready for the next event.

COMMAND GROUP

| Mayors / Chairman, County Commissioners | City / County Manager | | Public Information Officer | Safety Officer |

| Liaison Officer | Emergency Management |

OPERATIONS GROUP

- Operations Manager
- Fire Representative
- EMS Representative
- Law Enforcement Representative
- Facility Services/ Public Works
- Communications
- S.E.R.T.
- Others

PLANNING GROUP

- Damage Assessment
- Technical Specialists
- Solid Waste
- Mental Health
- Cooperative Extension
- Animal Control
- Radiological
- Utilities Representative
- Planning/Inspections
- Others

LOGISTICS GROUP

- Red Cross
- Schools
- Public Health
- Donations Management
- Transportation
- Receiving & Distribution
- Social Services
- Information Technology
- Salvation Army
- Volunteer Coordinator
- A.R.E.S.
- Others

FINANCE GROUP

- Finance
- Purchasing