

# Town of Carolina Beach

## Emergency Operations Plan



**2018**

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## **PROMULGATION**

THIS PLAN WAS ADOPTED BY CAROLINA BEACH TOWN COUNCIL ON THE 9TH DAY OF FEBRUARY, 2016. THE ADOPTION OF THIS PLAN SUPERCEDES ALL PREVIOUS PLANS.

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Mayor – Town of Carolina Beach  
Dan Wilcox

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Mayor Pro Tem- Town of Carolina Beach  
LeAnn Pierce

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Council Member- Town of Carolina Beach  
Gary Doetsch

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Council Member- Town of Carolina Beach  
Steve Shuttleworth

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Council Member- Town of Carolina Beach  
Tom Bridges

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## CERTIFICATION OF REVIEW

A regular (biennial or sooner) review of the Emergency Operations Plan will be reviewed and is hereby certified by the Town of Carolina Beach.

Date	Signature

## RECORD OF CHANGES/UPDATES

CHANGE NUMBER	DATE OF CHANGE	DATE ENTERED	CHANGE MADE BY (Signature or initials)

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## DISTRIBUTION LIST

The following have received copies of this plan:

COPY #	ORGANIZATION	INDIVIDUAL RECEIVING COPY	DATE
1	Mayor	Joe Benson	8/1/2018
2	Council	LeAnn Pierce	2/19/2016
3	Council	Steve Shuttleworth	2/19/2016
4	Council	JoDan Garza	8/1/2018
5	Council (MPT)	Tom Bridges	2/19/2016
6	Town Manger	Lucky Narain	3/1/2019
7	Assistant Town Manger	Ed Parvin	2/19/2016
8	Fire Chief	Alan Griffin	2/19/2016
9	Police Chief	Chris Spivey	2/19/2016
10	Public Utilities	Mark Meyer	3/1/2019
11	Public Works	Brian Stanberry	2/19/2016
12	Human Resource	Holly Brooks	2/19/2016
13	Town Clerk	Kim Ward	2/19/2016
14	Finance Director	Debbie Hall	2/19/2016
15	Building Inspector	Darrel Johnson	2/19/2016
16	Parks & Rec	Eric Jelinski	2/19/2016
17	Executive	Sheila Nicholson	7/25/2018

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## **I. PURPOSE AND SCOPE**

The purpose of this plan is to prescribe those activities to be taken by the municipal government and other community officials to protect the lives and property of the citizens in the event of a natural or human-caused emergency or disaster, including terrorism. The plan consists of: a Basic Plan, which describes principles and doctrine; a Notification and Resource Manual, which provides listings and means of contacting local and needed resources; and a series of functional checklists which provide detail for the accomplishment of the specifics of the operation.

The scope of the plan includes all activities in the entire emergency management cycle including prevention, preparedness, response, and recovery phases. This plan is applicable to all response organizations acting for or on behalf of the government or citizens of Carolina Beach. Incident specific plans may augment this plan if necessary to more efficiently cope with special requirements presented by specific hazards.

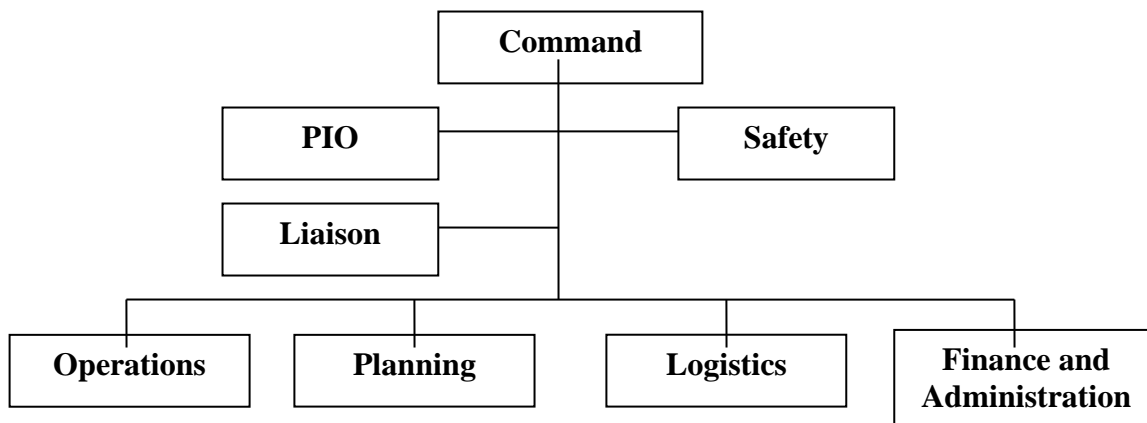
## **II. SITUATION AND ASSUMPTIONS**

- A. The Town of Carolina Beach is located in the southeast section of the State of North Carolina. It is located in New Hanover County which is bounded on the West by Brunswick County and the Cape Fear River, to the East by the Atlantic Ocean, and to the North by Pender County. The current population of Carolina Beach as provided by the State Office of Demographics is 6,211 as of 2016. During the summer peak tourist season, this number can triple according to some estimates. The total square mileage of Carolina Beach is 2.5 miles.
- B. The Town of Carolina Beach is exposed to many hazards, all of which have the potential to disrupt the community, cause damage, and create casualties. The most likely and damaging of these are hurricanes.
- C. Adjacent municipalities and other governments will render assistance in accordance with the provisions of written intergovernmental and mutual aid support agreements in place at the time of the emergency.
- D. When municipal resources are fully committed and mutual aid from surrounding jurisdictions is exhausted, the county Emergency Management Agency (EMA) is available to coordinate assistance and help satisfy unmet needs. Similarly, if the county requires additional assistance, it can call for mutual aid from adjacent counties or from North Carolina State Emergency Management.
- E. In the event of an evacuation of the municipality, or any part thereof, the majority of the evacuees will utilize their own transportation resources. Additionally, those with pets, companion or service animals will transport their own pets and animals.
- F. Emergency shelters will be activated by New Hanover County Emergency Management using public schools or public colleges/universities or other designated shelters. Shelters will be operated by New Hanover County Social Services and New Hanover County Health Department. Shelter operators will provide basic necessities including food, lodging, basic medical care, and maintain a registration of those housed in the shelter.

- G. Any regulated facility, SARA (Superfund Amendments and Re-authorization Act) site, power plant, etc. posing a specific hazard will develop, coordinate and furnish emergency plans and procedures to local, county and state departments and agencies as applicable and required by codes, laws, regulations or requirements.
- H. A portion of the County lies within the ten mile emergency planning zone (EPZ) of the Brunswick Nuclear Power Plant. Response guidelines are outlined in the New Hanover County/Brunswick Nuclear Power Plant Standard Operating Guidelines, which are located in the New Hanover County Emergency Management office.
- I. Whenever warranted, the elected officials will declare an emergency for the municipality in accordance North Carolina General Statute 166A-19.22. In like manner, in the event of any emergency requiring protective actions (evacuation or sheltering), the elected officials will make the recommendation and communicate the information to the populace by appropriate means including press release to media, route alerting, or other technologies available.

### III. CONCEPT OF OPERATIONS

- A. The elected officials are responsible for the protection of the lives and property of the citizens. They exercise primary supervision and control over the four phases (prevention, preparedness, response, and recovery) of emergency management activities within the municipality.
- B. The Town Manager shall serve as the Town Emergency Management Coordinator (EMC) and be responsible for coordinating incident activities. If for any reason the Town Manager is unable to perform the duties of Emergency Management Coordinator, the Assistant Town Manager shall serve as the Emergency Management Coordinator.
- C. An Emergency Operations Center (EOC) has been designated by the municipality, and may be activated by the EMC, his designee, or the elected officials during an emergency.
- D. When an event occurs, a local state of emergency may be declared by the Mayor. The effect of the declaration is to activate the response, recovery, and rehabilitation aspects of this plan.
- E. This plan embraces an “all-hazards” principle that most emergency response functions are similar, regardless of the hazard. The EMC will coordinate the mobilization of resources and personnel as required by the emergency situation.
- F. The EMC and elected officials will develop mutual aid agreements with adjacent municipalities for reciprocal emergency assistance as needed.
- G. The municipality will embrace and utilize the National Incident Management System (NIMS) and the Incident Command System (see below).



- 1. The Incident Commander (IC) at the incident site will be trained according to NIMS requirements. In like manner, the EOC staff will also be trained to NIMS requirements.
- 2. The Incident Command System (ICS) should have:
  - a. A manageable span of control (3 to 7 staff; optimum is 5);
  - b. Personnel accountability (each person reports to only one person in the chain of command); and
  - c. Functional positions staffed only when needed (responsibilities for any positions that are not staffed remain with the next higher filled position).

## **IV. EMERGENCY OPERATIONS CENTER (EOC)**

The EOC utilizes Town officials and volunteers necessary to provide overall direction and control of Emergency Management activities during declared emergencies or at the direction of the Mayor.

### **A. EOC LOCATION**

The Carolina Beach Town Hall is designated as the Emergency Operations Center (EOC) during large scale emergencies or declared events. Once activated, it shall be manned by an adequate number of town officials and volunteers to permit a 24 hour communications operation. It will be equipped with adequate telephone and radio systems and computer links to ensure connectivity with all responding agencies and support networks.

### **B. ALTERNATE EOC**

In the event the Town EOC is required to evacuate, New Hanover County EOC at 230 Government Center Drive Wilmington, is a potential alternate location. Confirmation of this, or any other site, for relocation of the Town EOC must be made through the New Hanover County EOC.

### **C. CONTROL GROUP**

The Control Group will be assembled by the Emergency Management Coordinator when an event or incident is determined to be imminent, and dissemination of information to key individuals is necessary.

The Control Group may consist of, but not limited to the following:

- Mayor and/or Council
- Town Manager - (Emergency Management Coordinator/ EOC Director)
- Fire Chief
- Police Chief
- Public Works Director
- Public Utilities Director
- Finance Director
- Town Clerk
- Chief Building Inspector
- Code Enforcement Officer
- Planning Director
- Public Information Officer
- Subject Matter Expert

The Emergency Management Coordinator may appoint additional personnel to the Control Group as needed. Due to the potential for 24/7 operations, alternate personnel will be designated by position and trained on incident management activities.

## **D. ACTIVATION LEVELS**

The EOC is activated either upon declaration of a local state of emergency by the Mayor, or as directed by the Emergency Management Coordinator.

To facilitate the activation of the emergency management system in response to threats or incidents, graduated levels of activation have been developed to define the overall operating posture of the EOC. Activation levels will be declared as necessary for a given threat or incident, which may or may not evolve sequentially.

### **Level III (Monitoring)**

*Description:* Implemented whenever the EMC becomes aware of a threat or incident which may escalate to threaten the safety of the public.

*Associated Events:* Severe weather watch issuance, Emergency Classification Level (ECL) of Alert declared at Brunswick Nuclear Plant (BNP), large wildfire impacting the county or critical infrastructure, tsunami watch issuance.

*Operations:* Heightened monitoring by EMC and EOC staff, which may or may not include limited EOC staffing and readiness. Communications with New Hanover County Emergency Management should be initiated at this stage through direct means and/or WebEOC.

### **Level II (Partial Activation)**

*Description:* Hazard specific activation of essential emergency support positions necessary in response to a significant threat or incident. Only the essential positions will be activated, as designated by the EMC.

*Associated Events:* Hurricane watch, tsunami warning or advisory, incidents requiring local or limited evacuation (wildfires, hazmat, etc.).

*Operations:* Partial activation of the EOC with designated positions. EOC operations may or may not be conducted on a continuous 24 hour basis based on the needs of the incident.

### **Level I (Full Activation)**

*Description:* Implemented for severe or widespread threats and incidents which significantly impact the safety of the public, and require a full operational response of all staff.

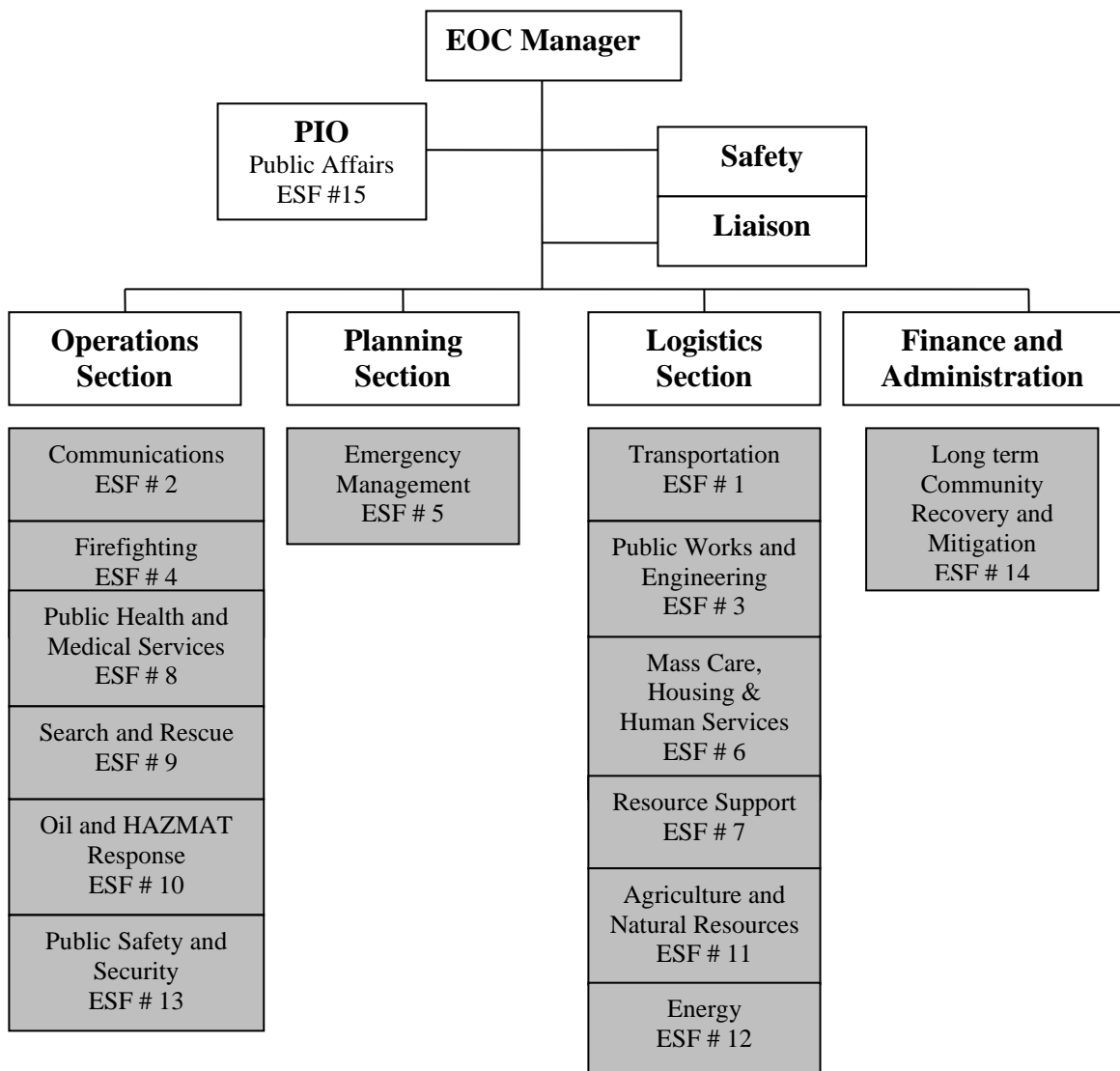
*Associated Events:* Hurricane warning, ECL declaration of Site Area Emergency or General Emergency at BNP, or occurrence of a catastrophic event of a natural, technological, or civil nature (tornado, terrorism, etc.)

*Operations:* Full activation of the EOC on a continuous 24 hour basis by all essential EOC representatives. Additional state, federal, and supplementary agencies may also be requested in the EOC based on the nature of the incident.

EOC Activation Levels Level	Description	Minimum Staffing Requirements
Level 3 (Monitoring)	<ul style="list-style-type: none"> <li>• Small incident or event</li> <li>• One incident location</li> <li>• Two or more agencies involved</li> <li>• Potential threat of: <ul style="list-style-type: none"> <li>○ Severe storm</li> <li>○ Wildland fire</li> <li>○ Escalating incident</li> <li>○ Flood</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• EOC Manager</li> <li>• Public Information Officer</li> <li>• Liaison Officer</li> <li>• Section Chiefs (as required)</li> <li>• Control Group Briefing</li> </ul>
Level 2 (Partial Activation)	<ul style="list-style-type: none"> <li>• Moderate event</li> <li>• Two or more incident locations</li> <li>• Several agencies involved</li> <li>• Limited evacuations</li> <li>• Resource support required</li> </ul>	<ul style="list-style-type: none"> <li>• EOC Manager</li> <li>• Public Information Officer</li> <li>• Liaison Officer</li> <li>• Section Chiefs (as required)</li> <li>• Limited activation of other EOC staff (as required)</li> </ul>
Level 1 (Full Activation)	<ul style="list-style-type: none"> <li>• Major event</li> <li>• Multiple sites</li> <li>• Regional disaster</li> <li>• Multiple agencies involved</li> <li>• Extensive evacuations</li> <li>• Resource support required</li> </ul>	<ul style="list-style-type: none"> <li>• EOC Manager</li> <li>• All EOC functions and positions (as required)</li> </ul>



## E. EOC ORGANIZATION



\* The diagram above aligns Emergency Support Functions (ESFs) with ICS Staff sections

1. When the municipal EOC is activated, the EMC or designee will coordinate between the site IC and the New Hanover County Emergency Management Office. To ensure consistency with operations at the incident site, the EOC will also follow an incident command structure. The EMC will assume the role of EOC Manager (Command) and, initially, all of the remaining roles. As additional staff arrive at the EOC, the EMC may delegate activities to them.
2. Availability of staff and operational needs may allow or require positions to be combined, or positions to not be filled (responsibilities held by the next higher position.)
3. The diagram on page 15 aligns New Hanover County Emergency Support Functions (ESFs) with the Town of Carolina Beach ICS Staff sections. This alignment may be modified as required by the disaster situation or the municipality's political or programmatic needs.
4. During non-emergency times, educational information regarding emergency plans will be provided to the public via municipal newsletters, brochures, publications in telephone directories, municipal web-sites, etc.
5. Emergency workers should complete pre-emergency "family plans" addressing such issues as transportation and evacuation locations for immediate family members (spouse and children).

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

### **A. ORGANIZATION**

1. Most departments/agencies of local government have emergency functions assigned in addition to their normal, day-to-day duties. These emergency functions usually parallel or complement normal functions.
2. The employees and resources of all Town departments, boards, institutions, and councils will participate in emergency management activities. Duties assigned to departments shall be the same as or similar to the normal duties of the departments, where possible.
3. Each department/agency tasked with responsibilities in this EOP shall develop and maintain processes and procedures necessary to support and implement their assigned responsibilities under this EOP.
4. Each department/agency is responsible for taking an active role in the emergency management planning, training, and exercise program as is consistent with their responsibilities, and to the extent resources permit.

### **B. ASSIGNMENT OF RESPONSIBILITIES**

#### **1. ELECTED OFFICIALS (MAYOR & MAYOR PRO TEM)**

- Responsible for policy guidance and key decisions relating to response and recovery efforts.
- Carry out appropriate provisions of State General Statutes, in addition to local ordinances relating to emergencies. Follows incident guidance.
- Establish lines of succession for key positions.
- May activate emergency ordinance procedure.
- Provides policy guidance to the Emergency Operations Center Director during the emergency response for situations that have not previously been addressed in emergency response plans.
- Coordinates with Public Information Officer to ensure a uniform message is distributed regarding emergency situation and any protective actions that are issued.
- Issues proclamations of disaster emergencies and recommend protective actions (evacuation or shelter in-place) if the situation warrants; and
- Apply for State and/or Federal post-disaster funds, as available.

## **2. EMERGENCY MANAGEMENT COORDINATOR (TOWN MANAGER)**

- Serves as the EOC Director, or appoints the EOC Director position as necessary.
- Under direction of the Carolina Beach Town Council, implement direction and control, coordination, and policy-making functions as necessary to provide for optimum protection of public health and safety.
- Assure that emergency operation plans are up to date and functional for all departments and affected divisions.
- Develop an on-going training program for key staff members to include test(s) and exercises.
- Provide a post-incident summary of event activity and associated costs.
- Be familiar with the FEMA equipment rate schedules.
- Develop a roster of essential employees who must remain during an emergency in the EOC, or return to relieve other key employees.
- Act as liaison to New Hanover County EOC and provide situational updates as necessary via phone or WebEOC.
- Maintains continuity of governmental and emergency procedures and restoration of normal service levels.
- Provide transition from routine operations to emergency operations on short notice.
- Keep the Town Council fully informed on Emergency Management activities.
- Sets priorities for response and recovery in cooperation with the Control Group.
- Establishes an emergency public information system to be implemented by the Public Information Officer (PIO).
- Establishes pre-planned response (IAP) to emergency events.

## **3. PUBLIC INFORMATION OFFICER (PIO)**

- Is appointed by and functions under the direction of the Emergency Management Coordinator or EOC Director.
- Provide emergency public information and disseminate information from EOC Director.
- Act as chief spokesperson and media contact person in an emergency situation.
- Coordinate with the New Hanover County Public Information Officer via EOC Manager and Town Council.
- Responsible for formation and dissemination of emergency public information and news releases to the media.
- Establishes procedures for rumor control and emergency instructions.
- Maintains a media kit for distribution to authorized media personnel to include maps (11" X 17"), ID's (generic "Media"), and procedural information to assist the media in expediting coverage. Meet media at the bridge and escort to locations.

## **4. PLANNING DIRECTOR (ASSISTANT TOWN MANAGER)**

- Serves as the Deputy EOC Director, and fill the role in the absence of the EOC Director.
- Determines/tracks resource that are available and/or needed.
- Updates command on situational awareness via WEBEOC and Town operations.
- Establish information requirements and reporting schedules for ICP and field staff.

- Provide Incident Map(s) for Incident Action Plan (IAP).
- Meet with Operations Section Chief and/or Command, prior to Planning Meetings, to discuss proposed strategy and tactics, and diagram incident organization and resource location.
- Hold Section meetings as necessary to ensure communication and coordination among Section Leaders.
- Ensure damage assessment documentation is complete and submitted.

## **5. ADMINISTRATIVE ASSISTANT TO THE TOWN MANAGER**

- Maintain contracts for offsite Emergency Services Center operation; contact property management to notify of plans to set up center before event.
- Update Town of Carolina Beach website during event.
- Work with IT professionals and software vendors to establish disaster preparedness and recovery plans.
- Prepare backup tapes for file server(s) and store off-site.
- Coordinate volunteer meetings; collect and organize volunteer applications; disburse information packets to volunteers; work with Volunteer Team Administrator.
- Notify stems Technology of impending event and make plans to back up and secure servers and computer equipment within the Finance Department.

## **6. ADMINISTRATION – TOWN CLERK**

- Notify members of council and establish meeting for review of plan and emergency action.
- Prepare Town offices for possible evacuation.
- Prepare and secure vital records.
- Assist with the operations at Masonboro Commons Operations Center when activated.
- Coordinate Board Members' location.
- Maintain communication with Town Manager, Council and staff.
- Assist Town Manager as needed.

## **7. FIRE CHIEF**

- Work under general supervision and assist the EMC.
- Advise, provide, inform, and assist in coordination of emergency operations for planning, development, and activation of the emergency operations system.
- Deploy fire personnel and equipment during emergencies to provide fire suppression, rescue, decontamination, or related services.
- Work on a cooperative basis with Town departments to develop and maintain emergency operations plans and capabilities.
- Collect, maintain, and update the notification and resource manual annually or as needed.
- Assist in the establishment of mutual aid or cooperative assistance to provide services, equipment, or other resources in the event of an emergency.
- Assist in warning affected populations of an existing or impending emergency, as appropriate.
- Maintain fire security in evacuated areas.
- Determine alternate staging areas and emergency operations center based on the emergency situation.
- Assumes primary responsibility for route alerting of the public;
- Assists with evacuation of affected citizens, especially those who are institutionalized, immobilized or injured.
- Provide support personnel to assist in traffic control, clearance of debris, storm water and damage assessment operations.
- Assist in the development of an emergency alert system to notify the public in the event of an emergency.
- Maintain communications of ongoing response operations with New Hanover County Emergency Operations Center and 911 center.
- Maintain, update, and distribute the Towns Emergency Operations Plan as needed, subject to approval by the EMC and/or Town Council.
- Serve as EMC in absence of Assistant Town Manager.

## **8. POLICE CHIEF**

- Develop a plan for conducting traffic control, evacuation/re-entry routes, movement of evacuees to shelters, and general law enforcement operations within the Town.
- During an emergency, maintains communication of ongoing operations with County Sheriff, N.C. Highway Patrol, New Hanover County 911 Dispatch Center, and other appropriate law enforcement agencies.
- Provide security and access control/re-entry to the damaged area(s) and vital facilities during and after an incident.
- Provide for the use of emergency signs and other traffic movement devices.
- Assist in warning affected populations of an existing or impending emergency, as appropriate.
- Assist in the establishment of mutual aid or cooperative assistance to provide services, equipment, or other resources in the event of an emergency.
- Assist Fire Department with route alerting of the public.
- Coordinate with the Fire Department to implement the order for evacuation; responds to emergency protection of property and citizens; and assists the EOC Coordinator with re-entry decisions.
- Assist in the development of an emergency alert system to notify the public in the event of an emergency.
- Assists with the evacuation of affected citizens, especially those who are institutionalized, immobilized, or injured.
- Serves as EMC in absence of the Fire Chief

## **9. ASSISTANT OPERATIONS DIRECTOR**

- Responsible for maintenance and operation of all Town roads, municipal and public buildings, beach accesses, public restroom facilities, and storm water services.
- Coordinates and implements debris management and removal activities.
- Coordinates with NCDOT on emergency repairs and restoration of roads. Performs or identifies resources to assist with emergency repair and restoration of roads, vital facilities, and utilities as necessary.
- Assists with support services for field emergency response units including potable water, food, lights, and tents.
- Emergency clearance and/or restoration of major streets and critical public facilities in support of emergency response operations.
- Maintains a listing of Public Works assets as well as coordinating the assignment of those resources.
- Appraises status of public works areas of responsibilities and takes action to correct and maintain critical services where feasible.
- Provide EOC Director with status reports on emergency conditions.
- Assists the EOC Director as directed.

## **10. OPERATIONS DIRECTOR**

- Responsible for the continuity of emergency services with respect to water and sewer.
- Ensure the security of utility buildings to include the water treatment plant, sewage treatment facility, wells, and lift stations.
- Appraises status of utilities areas of responsibilities and takes action to correct and maintain critical services where feasible.
- Emergency restoration of critical public facilities, including the temporary restoration of water supplies and wastewater treatment systems.
- Provide EOC Director with status reports on emergency conditions.
- Assists the EOC Director as directed.
- Assists with support services for field emergency response units including portable toilets and vehicular refueling.

## **11. CHIEF BUILDING INSPECTOR**

- Develop, review and annually update guidelines for damage reporting and accounting.
- Identify and maintain a list of critical facilities (public buildings, streets, bridges, etc.) requiring priority repairs.
- Train personnel in damage assessment, organization, techniques, and reporting guidelines.
- Maintain a damage assessment team and notification/recall roster.
- Ensure capability and readiness to conduct post event damage assessment.
- Notify builders with construction in progress to secure sites.
- Report to Town Hall upon activation and coordinate damage assessment operations.
- Inform emergency operations officials of hazardous facilities, bridges, roads, etc.
- Determine need and locations for damage assessment.



## **12. FINANCE DIRECTOR**

- Ensure that financial records of expenditures are kept during emergencies.
- Be familiar with the FEMA equipment rate schedules.
- Assists in the preparation of applications and claims for federal and state financial assistance and reimbursement.
- Implement financial accounting record procedures for all town departments to report their emergency expenses.
- Ensure that all essential records are preserved in a safe location. This procedure will include the back-up of all computerized records and information to a hard copy format for safe placement in a secure location.
- Develop procedures for the procurement and delivery of essential supplies, equipment, and other resources.

## **13. PARKS AND RECREATION DIRECTOR**

- Responsible for securing the recreation building for use by emergency workers to provide assistance to the public during and after an emergency event.
- Arrange for feeding operations of emergency workers, EOC staff, and volunteers.
- Provide access to parks and recreation facilities for incident response, including establishment of incident facilities, as requested.
- Arrange housing for military and other emergency personnel as needed.

## **14. HUMAN RESOURCES DIRECTOR**

- Responsible for ensuring the integrity of personnel and payroll throughout the event.
- Responsible for coordinating emergency volunteer efforts and providing assistance to teams throughout the event.
- Ensure that all essential personnel and payroll records are preserved in a safe location. This procedure will include the back-up of all computerized records and the securing of all paper records for placement in a secure location.
- Ensure all personnel related legal documents are protected and preserved in accordance with existing laws, statutes and ordinances.
- Support Finance Director during all phases of operation.
- Serves as Safety Officer.

## **V. ADMINISTRATION AND LOGISTICS**

### **A. ADMINISTRATION**

1. The Town of Carolina Beach will submit situation reports, requests for assistance, and damage assessment reports to the New Hanover County EOC.
2. The County EOC will forward reports and requests for assistance to North Carolina Emergency Management if necessary.
3. Municipal and county governments will utilize pre-established bookkeeping and accounting methods to track and maintain records of expenditures and obligations.
4. Narrative and written log-type records of response actions will be kept by the Town of Carolina Beach. Use of the County WebEOC system will act as a means of record keeping and situational awareness during the event for New Hanover County Emergency Management.
5. The EMC will make reports to the County by the most practical means and in a timely manner.
6. All written records, reports, and other documents will follow the principles of NIMS and the Incident Command System.

### **B. LOGISTICS - Coordination of unmet needs:**

1. When municipal resources are committed and mutual aid is exhausted, the county Emergency Management Agency (EMA) is available to coordinate assistance and satisfy unmet needs. Similarly, if the county requires additional assistance, it will call on mutual aid from adjacent counties, or from North Carolina Emergency Management (NCEM). Ultimately, NCEM will turn to the Federal Emergency Management Agency (FEMA) for assistance in dealing with a major disaster or emergency.

## **VI. TRAINING AND EXERCISES**

For any plan to be functional, it must be evaluated to insure its workability, and to further insure it is understood by those who must use it. Other than periodic review, exercises simulate, in a controlled environment, the situations that may occur in a disaster situation.

### **A. TRAINING AUTHORITY**

For training purposes and exercises, the EMC may activate this plan as required to evaluate and maintain the readiness posture of the municipality.

### **B. EXERCISE REQUIREMENTS**

As a minimum, this plan shall be exercised and demonstrated every two years. This is to provide practical, controlled operations experience for those who have EOC responsibilities.

## **C. TRAINING POLICY**

### **1. Public Officials:**

- a. **Response and Recovery Training:** Training programs will be provided to municipal officials, the emergency management coordinator, EOC staff and emergency services personnel (police and fire) on the procedures and policies for a coordinated response and recovery to a disaster emergency. Training programs are offered by North Carolina Emergency Management and coordinated by the County EMA.
- b. **Professional Development:** Training programs will be provided to the municipal EMA and staff in skills and techniques of writing plans, professional development skills, and national security issues related to municipal emergency preparedness. Training programs are offered by North Carolina Emergency Management and coordinated by the county EMA.
- c. **Damage Assessment and Reporting:** Annual training will be offered in damage reporting procedures, and in damage assessment for those who will work with county damage assessment teams. Training programs are offered by North Carolina Emergency Management and coordinated by the County EMA.

### **2. Emergency Services and Other Responding Agencies:**

Exercises, as indicated above, will be used as a training technique for public officials, county emergency staff and emergency services personnel who are assigned emergency responsibilities in this plan. EMA staff officers responsible for functional annexes are charged with ensuring skills training for personnel who implement the provisions of their respective annexes.

## **VII. PLAN REQUIREMENTS, MAINTENANCE AND DISTRIBUTION**

- A. EMC Responsibilities:** The municipal EOP is the responsibility of the elected officials, but normally the EMC will coordinate development and maintenance of the plan. The plan components will be reviewed and updated by the EMC at a minimum of every two years, or as needed. Some incident specific annexes require an annual review based upon legislation or regulation. Whenever portions of this plan are implemented in an emergency event or exercise, a review will be conducted to determine necessary changes.
- B. Execution:** This plan will be executed upon order of the Carolina Beach Town Council or their authorized representative, the Town Emergency Management Coordinator.

- C. Distribution: This plan and its supporting materials are controlled documents. While distribution of the “Basic Plan” is allowable, the Checklists, Notification and Resource Manual and some Incident Specific Plans contain specific response or personal information and are not considered to be available to the public. Distribution is based upon regulatory or functional “need to know”. Copies of this plan are distributed according to an approved control list. A record of distribution, by copy number, is maintained on file by the EMC. Controlled copies of TOWN OF CAROLINA BEACH, NORTH CAROLINA, Chapter 2, Article IV, Section 2-63

## **VIII. AUTHORITY AND REFERENCES**

- A. NATIONAL RESPONSE FRAMEWORK, 2013
- B. *NORTH CAROLINA GENERAL STATUTES, CHAPTER 14-288 and 166A*
- C. *NEW HANOVER COUNTY STATE OF EMERGENCY ORDINANCE*
- D. *NEW HANOVER COUNTY EMERGENCY MANAGEMENT ORDINANCE*
- E. *NEW HANOVER COUNTY EMERGENCY OPERATIONS PLAN*
- F. *CODE OF ORDINANCES, TOWN OF CAROLINA BEACH, NORTH CAROLINA*

# ATTACHMENTS

## ATTACHMENT 1: ABBREVIATIONS AND GLOSSARY

<b>ARC</b>	American Red Cross
<b>ARES</b>	Amateur Radio Emergency Service
<b>CART</b>	County Animal Response Team
<b>CFR</b>	Code of Federal Regulations
<b>CPCS</b>	Common Program Control Station
<b>CPG</b>	Civil Preparedness Guide
<b>C-POD</b>	Community Point of Distribution
<b>DCI</b>	Division of Criminal Information (Formerly Police Information Network)
<b>EAS</b>	Emergency Alert System
<b>EHS</b>	Extremely Hazardous Substances
<b>EM</b>	Emergency Management
<b>EMC</b>	Emergency Management Coordinator
<b>EMS</b>	Emergency Medical Services
<b>EMT</b>	Emergency Medical Technician
<b>EOC</b>	Emergency Operations Center
<b>EOP</b>	Emergency Operations Plan
<b>ESD</b>	Emergency Services Director
<b>FCC</b>	Federal Communications Commission
<b>FEMA</b>	Federal Emergency Management Agency
<b>GS</b>	General Statute (North Carolina)
<b>HAZMAT</b>	Hazardous Materials
<b>IC</b>	Incident Commander
<b>ICS</b>	Incident Command System
<b>IDLH</b>	Immediately Dangerous to Life and Health
<b>IEMS</b>	Integrated Emergency Management System
<b>JCC</b>	Joint Command Center
<b>LEPC</b>	Local Emergency Planning Committee
<b>MSDS</b>	Material Safety Data Sheet
<b>NAWAS</b>	National Warning System
<b>NCDENR</b>	North Carolina Department of Environment and Natural Resources
<b>NCDOT</b>	North Carolina Department of Transportation
<b>NCEM</b>	North Carolina Division of Emergency Management
<b>NCERC</b>	North Carolina Emergency Response Commission (also see SERC)
<b>NCGS</b>	North Carolina General Statutes
<b>NCP</b>	National Contingency Plan
<b>NFPA</b>	National Fire Protection Association

<b>NIMS</b>	National Incident Management System
<b>NOAA</b>	National Oceanic and Atmospheric Administration
<b>NRC</b>	Nuclear Regulatory Commission
<b>NRT</b>	National Response Team
<b>NWS</b>	National Weather Service
<b>OSHA</b>	Occupational Safety and Health Act
<b>PIO</b>	Public Information Officer
<b>RCC-East</b>	Regional Command Center-East
<b>RRT</b>	Regional Response Team
<b>SARA</b>	Superfund Amendments Reauthorization Act
<b>SERC</b>	State Emergency Response Commission
<b>SERT</b>	State Emergency Response Team
<b>SOP</b>	Standard Operating Procedures
<b>SWP</b>	State Warning Point
<b>TDSRS</b>	Temporary Debris Staging and Reduction Sites
<b>TLV</b>	Threshold Limit Value
<b>TPQ</b>	Threshold Planning Quantity
<b>USCG</b>	United States Coast Guard

1. **Access Control Points (ACP)** - Posts established primarily by State or municipal police and augmented as necessary by the National Guard on roads leading into a disaster area for the purpose of controlling entry during an emergency.
2. **Activate** - To start or place into action an activity or system.
3. **Coordination** - Arranging in order, activities of equal importance to harmonize in a common effort. (For use in context with this document: authorizing and/or providing for coordination of activities relating to emergency disaster prevention, preparedness, response, and recovery by State, local governments and Federal agencies.)
4. **Deploy** - To move to the assigned location in order to start operations.
5. **Direction** - Providing authoritative guidance, supervision and management of activities/operations along a prescribed course to reach an attainable goal.
6. **Disaster** - A natural or human-caused event that has a large-scale adverse effect on individuals, the environment, the economy, or property.
  - A. **Human Caused Disaster** - Any industrial, nuclear or transportation accident, explosion, conflagration, power failure, natural resource shortage, or other condition, resulting from human causes, whether unintended or deliberate. This includes oil spills and other injurious environmental contamination, terrorism acts of vandalism or sabotage and civil unrest which threaten or cause substantial damage to property, human suffering, hardship, or loss of life.

- B. Natural Disaster - Any hurricane, tornado, storm, flood, high water, wind driven water, tidal wave, earthquake, landslide, mudslide, snowstorm, drought, fire, explosion, or other catastrophe which results in substantial damage to property, hardship, suffering, or possible loss of life.
7. Disaster Emergency - Those conditions which upon investigation may be found, actually, or likely to:
- A. Seriously affect the safety, health, or welfare of a substantial number of citizens of the municipality, or preclude the operation or use of essential public facilities.
  - B. Be of such magnitude or severity as to render essential state supplementation of regional, county, and municipal efforts or resources exerted or utilized in alleviating the danger, damage, suffering, or hardship faced.
  - C. Have been caused by forces beyond the control of humans, by reason of civil disorder, riot, natural occurrence, terrorism or disturbance, or by factors not foreseen and not known to exist when appropriation bills were enacted.
8. Emergency Alert System (EAS) - An automatic system where radio station operators voluntarily broadcast emergency information. The system can be activated by county, state or federal emergency management agencies, or the National Weather Service.
9. Emergency Management - The judicious planning, assignment, and coordination of all available resources in an integrated program of prevention, preparedness, response, and recovery for emergencies of all kinds.
10. Emergency Services - The preparation for and the carrying out of functions, other than those for which military forces are primarily responsible, to prevent, minimize, and provide emergency repair of injury and damage resulting from disaster, together with all other activities necessary or incidental to the preparation for and carrying out of those functions. The functions include, without limitation, firefighting services, police services, medical and health services, search, rescue, engineering, disaster warning services, communications, radiological, shelter, chemical and other special weapons defense, evacuation of persons from stricken areas, emergency welfare services, emergency transportation, emergency resources management, existing or properly assigned functions of plant protection, temporary restoration of public utility services, and other functions related to civilian protection.
11. External Affairs – Those emergency activities that deal with the general public and other entities outside the immediate disaster area. This includes public information and media relations activities.
12. Hazardous Materials (HAZMAT) - Any substance or material in a quantity or form which may be harmful or injurious to humans, domestic animals, wildlife, economic crops, or property when released into the environment. Hazardous materials are classified as chemical, biological, radiological, nuclear, or explosive.
13. Hazards Vulnerability Analysis (HVA) - A compilation of natural and human-caused hazards and their predictability, frequency, duration, intensity, and risk to population and property.

14. **Joint Information Center (JIC)** - A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media at the scene of the incident. Public information officials from all participating agencies should co-locate at the JIC.
15. **Local Emergency** - The condition declared by the local governing body when, in its judgment, the threat or actual occurrence of a disaster requires focused local government action to prevent or alleviate the damage, loss, hardship, or suffering threatened or caused.
16. **Mass Care Centers** - Fixed facilities that provide emergency lodging and essential social services for victims of disaster left temporarily homeless. Feeding may be done within a mass care center (in suitable dining facilities) or nearby.
17. **National Incident Management System (NIMS)** - A system developed by the federal Department of Homeland Security that provides a consistent, nationwide approach for emergency responders at all levels of government to work together effectively and efficiently. NIMS includes a core set of concepts, principles, and terminology, including ICS (Incident Command Systems), MACS (Multi-Agency Coordination Systems), Training, Identification and Management of Resources, Certification, and the Collection, Tracking, and Reporting of incident information.
18. **Notification** - To make known or inform, to transmit emergency information and instructions: (1) to Emergency Management Agencies, staff, and associated organizations; (2) over the Emergency Alert System to the general public immediately after the sirens have been sounded.
19. **Notification and Resource Manual (NARM)** – One of the three major components of this plan, the NARM contains lists of personnel and equipment, contact information and other data that are most subject to change. Because of the personal and sensitive nature of its data, the NARM is NOT available to the public.
20. **Operational** - Capable of accepting mission assignments at an indicated location with partial staff and resources.
21. **Presidential Proclamation of "Emergency"** - Any occasion or instance for which, in the determination of the President, federal assistance is needed to supplement State and local efforts and capabilities to save lives and to protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States.

*IMPORTANT NOTE* - Before federal assistance can be rendered, the Governor must first determine that the situation is beyond the capabilities of the State and affected municipal governments and that federal assistance is necessary. As a prerequisite to Federal assistance, the Governor shall take appropriate action under law and direct execution of the State Emergency Operations Plan. The Governor's request for proclamation of a major disaster by the President may be accepted, downgraded to emergency, or denied.

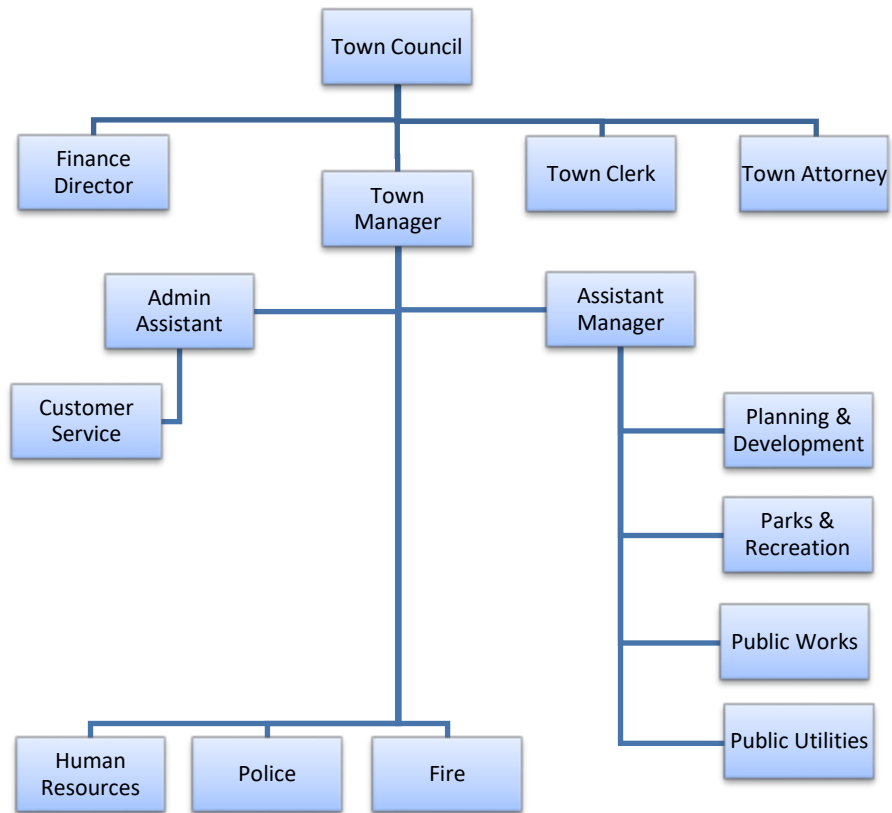
22. **Presidential Proclamation of "Major Disaster"** – “Major Disaster” means any natural catastrophe, or any fire, flood, or explosion, in any part of the United States, which in the determination of the President causes damage of sufficient severity and magnitude to warrant major disaster assistance to supplement the efforts and available resources of States, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.



23. **Protective Action** - Any action taken to eliminate or avoid a hazard or eliminate, avoid, or reduce its risks.
24. **Public Information Officer (PIO)** - That member of the municipal staff or EOC who deals with the media, or who is responsible for informing the public. In this plan, the PIO is responsible for all external affairs activities. If no PIO is appointed, those responsibilities stay with the EOC manager.
25. **Public Information Statements** - Public announcements made by NCEM, county or local official spokespersons via newspapers, radio, or television to explain government actions being taken to protect the public in the event of any public emergency. The purpose of the announcement is to provide accurate information, prevent panic, and counteract misinformation and rumors.
26. **Re-entry** - The return to the normal community dwelling and operating sites by families, individuals, governments, and businesses once the evacuated area has been declared safe for occupancy.
27. **Resource Typing** – A component of the National Incident Management System (NIMS) that standardizes definitions for human and equipment resources. These standardized definitions, certifications, and training will allow resources from other parts of the U.S. to work together. Resources are assigned “Type” number that indicates the size/capacity of the resource i.e. a Type 1 Team will have more people and capabilities than a Type 2 or a Type 3 team.
28. **Route Alerting** - A supplement to siren systems accomplished by pre-designated teams traveling in vehicles along pre-assigned routes delivering an alert/warning message.
29. **Special Needs** – Individuals in the community with physical, mental, or medical care needs who may require assistance before, during, and/or after a disaster or emergency after exhausting their usual resources and support network.
30. **Standby** - To be ready to perform but waiting at home or other location for further instructions.
31. **Support** - To provide a means of maintenance or subsistence to keep the primary activity from failing under stress.
32. **Traffic Control Points (TCP)** - Posts established at critical road junctions for the purpose of controlling or limiting traffic. TCPs are used to control evacuation movement when an emergency situation requires it.
33. **Unmet Needs** - Capabilities and/or resources required to support emergency operations but neither available nor provided for at the respective levels of government.
34. **Weather Warning** - Severe weather is occurring or is about to occur.
35. **Weather Watch** - Conditions and ingredients exist to trigger severe weather.

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## ATTACHMENT 2: TOWN OF CAROLINA BEACH ORGANIZATIONAL CHART



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### **ATTACHMENT 3: STATE OF EMERGENCY PROCLAMATIONS**

Under the authority of North Carolina General Statute 166A-19.22 “Municipal or county declaration of state of emergency, and additionally Pursuant to Chapter 2, Article V, Section 2-351 “Declaration of Emergency” of the Town of Carolina Beach Code of Ordinances governs the procedure for a Proclamation for Declaration of State of Emergency.

The Mayor, after consultation with the EMC and/or EOC Director and deliberation with the Town Council in emergency session, is empowered to proclaim that a civil emergency exists.

The Proclamation for Declaration of State of Emergency form on the following page is the document signed by the Mayor to initiate the State of Emergency at the local level.

Notification should be made immediately to New Hanover County EOC via phone or WebEOC that a declaration has been made.

Once the emergency situation has subsided, the Mayor coordinates with the Town EOC Coordinator and convenes the Town Council in emergency session to discuss the issuance of a proclamation rescinding the Declaration of State of Emergency.



## **PROCLAMATION DECLARING A STATE OF EMERGENCY**

Section 1. Pursuant to Chapter 2, Article IV, Section 2-63 "Declaration of Emergency" of the Town of Carolina Beach code ordinances, and Chapter 166A of the General Statutes and Article 36A, Chapter 14 of the General Statutes, I have determined that a State of Emergency as defined in the Town of Carolina Beach Ordinance exists in the Town of Carolina Beach.

Section 2. I, therefore, proclaim the existence of a State of Emergency in the Town of Carolina Beach.

Section 3. I hereby order all county law enforcement officers and employees and all other emergency management personnel subject to my control to cooperate in the enforcement and implementation of the provisions of the County Emergency Ordinances which are set forth below.

### **(EDIT AS REQUIRED)**

Section 4. Evacuation: I have determined that in the best interest of public safety and protection, it is necessary to evacuate the civilian population from the Town of Carolina Beach. Evacuation is to occur as soon as possible.

Section 5. Curfew: Unless a member of the Town's law enforcement or other public safety agency, every person who is located within a \_\_\_\_\_ radius of \_\_\_\_\_ is to be inside a house dwelling from the hours of \_\_\_\_\_ (am/pm) to \_\_\_\_\_ (am/pm).

Section 6. No Alcoholic Beverages: There shall be no sale, consumption, transportation, or possession of alcoholic beverages during the State of Emergency in the Town of Carolina Beach except that possession or consumption is allowed on a person's own premises.

Section 7. 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.

Section 8. Execution of Emergency Plan. All civilians and emergency management personnel are ordered to comply with the Emergency Operations Plan.

Section 9. This proclamation shall become effective immediately. Proclaimed this the \_\_\_\_ day of \_\_\_\_ 20\_\_, at \_\_\_\_ (a.m.) (p.m.)

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**MAYOR, Town of Carolina Beach**

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**CLERK, Town of Carolina Beach**



## **PROCLAMATION TERMINATING A STATE OF EMERGENCY**

Section 1. On \_\_\_\_\_, at \_\_\_\_\_ (am/pm), I determined and proclaimed a local State of Emergency for the Town of Carolina Beach.

**Section 2. (EDIT AS REQUIRED)**

On \_\_\_\_\_, at \_\_\_\_\_ (am/pm), I ordered the evacuation of all civilians from the area, imposed a curfew, prohibited alcoholic beverages, firearms, ammunition and explosives, and ordered the execution of the Emergency Reaction Plan.

Section 3. I have determined that a State of Emergency no longer exists in the Town of Carolina Beach.

Section 4. I thereby terminate the proclamation of a local State of Emergency and all of the restrictions and orders therein.

Section 5. This proclamation is effective immediately. Proclaimed this the \_\_\_\_\_ day of \_\_\_\_\_, at \_\_\_\_\_ (am/pm).

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**MAYOR, Town of Carolina Beach**

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**CLERK, Town of Carolina Beach**

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## ATTACHMENT 4: EMERGENCY GENERAL SERVICES CONTRACT

### SAMPLE CONTRACT

This Contract, made this the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_ by and between the TOWN OF CAROLINA BEACH, NORTH CAROLINA, a Municipal Corporation (hereinafter called the "TOWN"); and (hereinafter called "CONTRACTOR") with its principal office/s located at:

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#### 1. Purpose

The TOWN hereby employs the CONTRACTOR to furnish labor, materials and equipment to perform all work in manner and form as specified by the attached scope of services, proposal, plans, specifications and/or documents. (See Attachment)

#### 2. Extra Work/Change Orders

In the event there is extra work or change orders not set forth or contemplated in this contract, the CONTRACTOR agrees to faithfully perform all such work under a written change order from the TOWN, setting forth and describing fully the work to be done. The TOWN hereby agrees to pay to the CONTRACTOR, for any such extra work, upon presentation of properly prepared, itemized statements of cost computed as follows:

- a. The CONTRACTOR shall be allowed to charge for labor used at the actual payroll charges during the time actually spent on extra work,
- b. He shall be allowed to add on labor charges the actual payroll changes for Workmen's Compensation Insurance, Social Security and other payroll charges,
- c. The rate for such equipment, this hourly rate to be for operating hours only,
- d. The CONTRACTOR shall be allowed to charge for material purchased by him and used on extra work orders the amount charged to him by the vendor upon presentation of paid invoices,
- e. The CONTRACTOR shall be allowed to add to the costs of said work arrived at enumerated above ten (10%) percent of the total cost for overhead and profit.

#### 3. Payment

- a. The TOWN agrees to pay to the CONTRACTOR for the faithful performance of this contract, subject to any additions or deductions as provided for in the Specifications or Proposal, and in accordance with the prices as set forth, subject to any additions or deletions which may be due under this Agreement, Unit Prices and/or lump sum price, as set forth in the Proposal, the estimated total cost of \_\_\_\_\_ dollars (\$\_\_\_\_\_).
- a. On, or about, the 15th day of each calendar month while work is underway on this contract, the TOWN shall make partial payment to the CONTRACTOR on the basis of a duly certified and approved estimate of the work performed during the preceding calendar month by the CONTRACTOR, less then (10%) percent of the amount of such estimate. which is to be retained by the TOWN until all work has been performed strictly in accordance with this contract and until such work is accepted by the TOWN.

- b. Upon submission by the CONTRACTOR of evidence satisfactory to the TOWN that all payrolls, materials, bills and any other liabilities or costs incurred by the CONTRACTOR in connection with the construction/repair has been paid in full, final payment on account of this contract shall be made within thirty (30) days after completion by the CONTRACTOR of all work covered by this agreement and the acceptance of such work by the TOWN.

#### *4. Performance Bond*

It is agreed that if, at any time after the execution of this contract and the safety and the surety bond attached for its faithful performance, the TOWN shall deem the surety or sureties upon such bond to be unsatisfactory, or if for any reason such bond ceases to be adequate to cover the performance of the work, the CONTRACTOR shall, at his expense, within five days after receipt of notice from the TOWN to do so, furnish an additional bond or bonds in such form and amount, and with such surety, or sureties, as shall be satisfactory to the TOWN.

#### *5. Insurance; Proof of Coverage*

The CONTRACTOR shall take out and maintain, during the life of this contract, all comprehensive insurance coverage's and shall, at execution of this contract, attach to each of the counterparts thereof documentary proof of compliance in the form of a Certificate from his insurer, stating the amount, policy number, and kinds of insurance carried.

#### *6. Guarantee*

The CONTRACTOR hereby agrees to guarantee, for a period of one year after date of final payment, the work accomplished under this Contract. The CONTRACTOR agrees to repair at no cost to the TOWN any defects due to faulty workmanship or materials which may appear in his work during this period.

#### *7. Release and Indemnity*

To the fullest extent permitted by law, the CONTRACTOR shall release, indemnify, keep and save harmless the Town, its agents, officials and employees, from any and all responsibility or liability for any and all damage or injury of any kind of nature whatever (including death resulting there from) to all persons, whether agents, officials or employees of the TOWN or third persons, and to all property approximately caused by, incident to, resulting from, arising out of, or occurring in connection with, directly or indirectly the performance or nonperformance by CONTRACTOR (or by any person acting for the CONTRACTOR or for whom the CONTRACTOR is or is alleged to be in any way responsible), whether such claim may be based in whole or in part upon contractor (including alleged active or passive negligence or participation in the wrong), or upon any alleged breach of any duty or obligation on the part of the CONTRACTOR, its agents, officials and employees or otherwise. The provisions of this section shall include any claims for equitable relief or for damages (compensatory or punitive) against the TOWN, its agents, officials, and employees including alleged injury to the business of any claimant and shall include any and all losses, damages, injuries, settlements, judgments, decrees, awards, fines, penalties, claims costs and expenses. Expenses as used herein shall include without limitation the costs incurred by the Town, its agent, officials and employees, in connection with investigating any claim or defending any action, and shall also include reasonable attorneys' fees by reason of the assertion of any such claim against the Town, its agents, officials, or employees. The CONTRACTOR expressly understands and agrees that any performance bond or insurance protection required by this agreement, or otherwise provided by the CONTRACTOR, shall in no way limit the CONTRACTOR'S responsibility to release, indemnify keep and save harmless and defend the TOWN as herein provided. The intention of the parties is to apply and construe broadly in favor of the TOWN the foregoing provisions subject to the limitations, if any, set forth in N.C.G.S. 22B-1.

#### *8. Personnel*

It is mutually agreed that CONTRACTOR is an independent contractor and not an agent of the TOWN, and as such, the CONTRACTOR shall not be entitled to any TOWN employment benefits, such as, but not limited to, vacation, sick leave, insurance, workmen's compensation, or pension and retirement benefits.

## *9. Conflict of Interest*

No paid employee of the TOWN shall have a personal or financial interest, direct or indirect, as a contracting party or otherwise, in the performance of this agreement.

## *10. Non-Waiver of Rights*

It is agreed that the TOWN'S failure to insist upon the strict performance of any provision of this agreement, or to exercise any right based upon a breach thereof, or the acceptance of any performance during such breach, shall not constitute a waiver of any rights under this agreement.

## *11. Suspension or Termination of Agreement*

- a. In the event that review of the CONTRACTOR'S PERFORMANCE shows nonconformance to the attached Scope of Services or other terms or conditions contained herein as a result of the CONTRACTOR'S errors, omissions, or negligent acts, the CONTRACTOR shall be in breach of this agreement and the TOWN may take corrective actions as it deems necessary, including but not limited to, withholding or reduction of payment.
- b. The TOWN shall also have the right to suspend this agreement upon written notice to the CONTRACTOR. Such written notice shall state the reasons for suspension and allow for a review period of ten (10) days during which the CONTRACTOR shall be provided with an opportunity to respond with an explanation or justification, and/or shall undertake any reasonable remedial action required by the TOWN. If, in the opinion of the TOWN the CONTRACTOR remains in violation of this agreement at the completion of the ten (10) day suspension period, the TOWN shall have the right to terminate this agreement whereupon all obligations of the TOWN to the CONTRACTOR shall cease.
- c. In the event this project is terminated prior to completion of the services by the CONTRACTOR, the CONTRACTOR shall be paid for services performed to the date of termination. (In no event will the amount due CONTRACTOR in the event of termination exceed that amount set forth in this agreement. CONTRACTOR shall be paid for all reimbursable, as defined herein, which are due him.)
- d. Nothing contained herein shall prevent the TOWN from pursuing any other remedy which it may have against CONTRACTOR including claims for damages.

## *12. Assignment of Agreement*

It is mutually agreed by the parties hereto that this agreement is not transferable by either party without the written consent of the other party to this agreement.

## *13. Entire Agreement*

The agreement constitutes the entire understanding of the parties.

## *14. Binding Effect*

The agreement shall be binding upon the heirs, successors, assigns, agents, officials, employees, independent contractors, and subcontractors of the parties.

## *15. Continuing Obligation*

The agreement shall be binding upon the heirs, successors, assigns, agents, officials, employees, independent contractors, and subcontractors of the parties.

16. *Reference*

Use of the masculine includes feminine and neuter, singular includes plural, and captions and headings are inserted for convenience or reference and do not define, describe, extend, or limit the scope of intent of the agreement.

17. *Interpretation*

All of the terms and conditions contained herein shall be interpreted in accordance with the laws of the State of North Carolina. In the event of a conflict between the various terms and conditions contained herein or between these terms and other applicable provisions, then the more particular shall prevail over the general and the more stringent or higher standard shall prevail over the less stringent or lower standard.

18. *Saving Clause*

If any section, subsection, paragraph, sentence, clause, phrase or portion of this contract is for any reason held invalid, unlawful, or unconstitutional by any court of competent jurisdiction such portion shall be deemed severable and such holding shall not affect the validity of the remaining portions hereof.

19. *Other Laws and Regulations*

CONTRACTOR will comply with any and all applicable federal, state and local standards, regulations, laws, statutes, and ordinances regarding toxic, hazardous and solid wastes and any other pollutants; public and private nuisances; health or safety; and zoning, subdivision or other land use controls. CONTRACTOR will take all reasonably necessary proper or required safety, preventative and remedial measures in accordance with any and all relations and directives from the North Carolina Department of Human Resources, the United States Environmental Protection Agency, the North Carolina Department of Environmental Management, Health Departments, and any other federal, state, or local agency having jurisdiction to insure the prompt prevention or cessation (now or in the future) of violations of either the applicable provisions of such standards, regulations, laws, statutes, and ordinances or any permits or conditions issued thereunder.

20. *Amendments*

This agreement shall not be modified or otherwise amended except in writing signed by the parties.

21. *Non-Discrimination*

CONTRACTOR will take affirmative action not be discriminate against any employee or applicant for employment or otherwise illegally deny any person participation in or the benefits of the program which is the subject of this agreement because of race, creed, color, sex, age, disability, or national origin. To the extent applicable, CONTRACTOR will comply with all provisions of Executive Order No. 11246, the Civil Rights Act of 1964, (P.L. 88-352) and 1968 (P.L.-284), and all applicable federal, state and local laws, ordinances, rules, regulations, orders, instructions, designations, and other directives promulgated to prohibit discrimination. Violation of this provision after notice, shall be a material breach of this agreement and may result, at TOWN'S option, in a termination or suspension of this agreement in whole or in part.

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**TOWN OF CAROLINA BEACH**

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**Date**

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**CONTRACTOR**

---

**Date**

## **ATTACHMENT 5: EMERGENCY OPERATIONS TIMELINE (BATTLE RHYTHM)**

### **Operational Periods: 0700-1900**

#### **Day Operations**

0700 Shift Change  
0730 Carolina Beach Sit-Rep due to NHC EOC  
0800 Objectives Briefing with Command Staff  
NWS Intermediate advisory issued  
0900 Elected Officials Briefing  
1000 Tactics Meeting with Command Staff  
1100 EOC Update  
NWS Hurricane Advisory issued  
1200 Planning Meeting  
1300 Deadline for Mission Request for next ops period  
1330 Carolina Beach Sit-Rep due to NHC EOC  
1500 Update NCEM's County Summary Board  
1600 EOC Update  
1700 NWS Hurricane advisory issued  
1730 Elected Officials Briefing  
1800 Operational Briefing  
Conference call w/EBO  
1830 Operational Period Paperwork Due  
1900 Shift Change

### **Operational Periods: 1900-0700**

#### **Night Operations**

1900 Shift Change  
1930 Carolina Beach Sit-Rep due to NHC EOC  
2000 Objectives Briefing with Command Staff  
2100 Elected Officials Briefing  
2200 Tactics Meeting with Command Staff  
2300 EOC Update  
NWS Hurricane Advisory issued  
0000 Planning Meeting  
0100 Deadline for Mission Request for next ops period  
0130 Carolina Beach Sit-Rep due to NHC EOC  
NWS Intermediate advisory issued  
0300 Update NCEM's County Summary Board  
0400 EOC Update  
0500 NWS Hurricane advisory issued  
0530 Elected Officials Briefing  
0600 Operational Briefing  
Conference call w/EBO  
0630 Operational Period Paperwork Due  
0700 Shift Change

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## **ATTACHMENT 6: EMERGENCY PLANNING ZONES**

### **I. Purpose:**

The purpose of the Emergency Planning Zones are establish to create divisional zones with-in the corporate limits for the Town of Carolina Beach. The need for divisional zones are to assist with a unified and systematic approach to managing a disaster.

### **Overview:**

The Town of Carolina Beach recognizes the need for a systematic approach to managing various task during a disaster. The importance of dividing the town into manageable zones based off travel paths and risk analysis is essential to an effective emergency operation. The following tasks are, but not limited to, examples of the maps application:

1. Specific evacuation areas
2. Damage Assessment
3. Debris Management
4. Emergency Call Routing
5. After Disaster Reentry

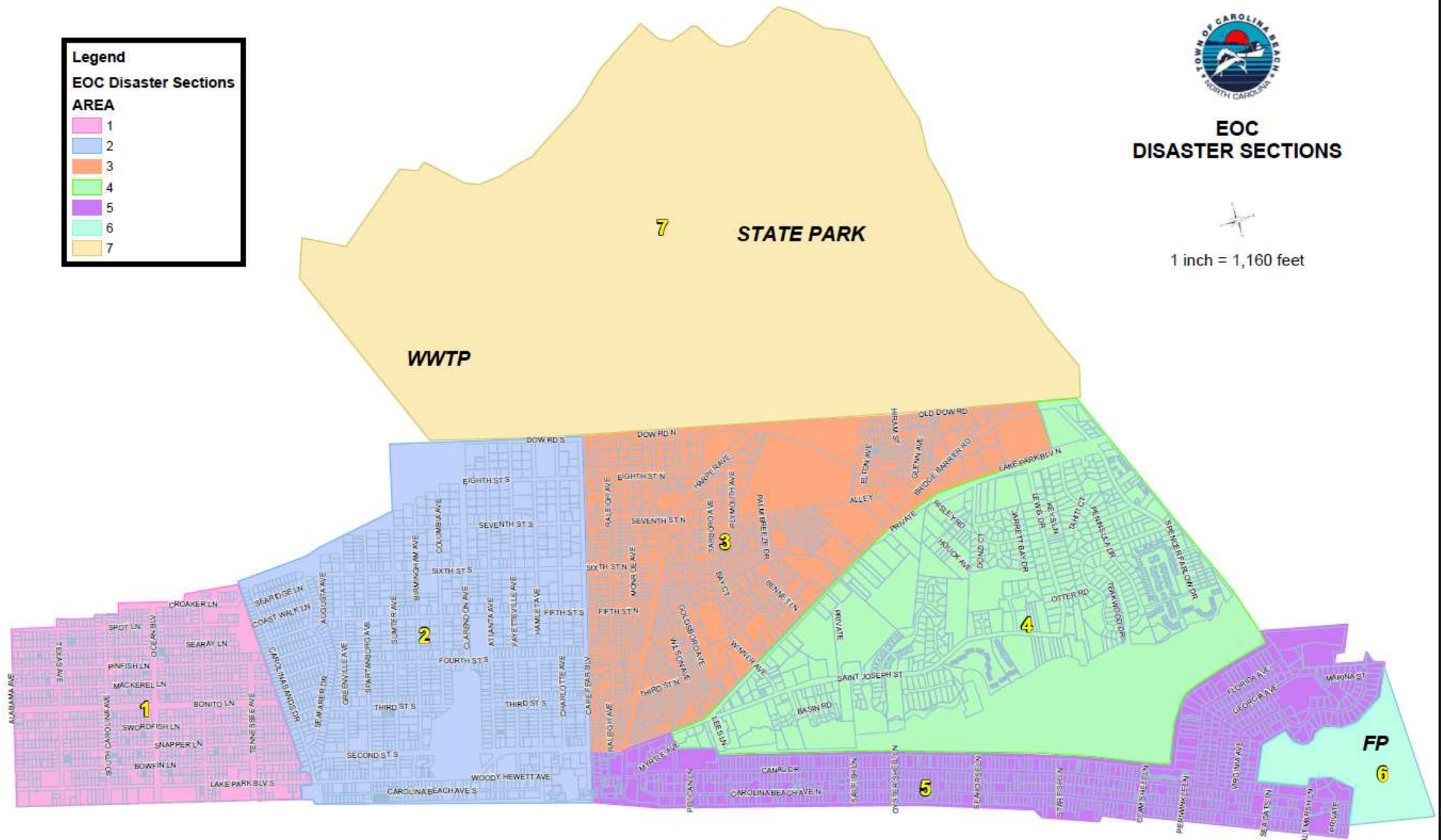


# EOC DISASTER SECTIONS



1 inch = 1,160 feet

Legend	
EOC Disaster Sections	
AREA	
1	
2	
3	
4	
5	
6	
7	



October 2015 Brenda Butler





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# ANNEXES

**Annex A:** Hurricane/Tropical Storm

**Annex B:** Nuclear

**Annex C:** Tsunami

**Annex D:** Tornado/Water Spout

**Annex E:** Earthquake

**Annex F:** Flood

**Annex G:** Civil Unrest

**Annex H:** Winter Storm

**Annex I:** Emergency Evacuation Plan

**Annex J:** Re-Entry Plan

**Annex K:** Bridge Closing

**Annex L:** Community Point of Distribution Plan (C-POD)

**Annex M:** Masonboro Commons Emergency Center

**Annex N:** Comfort Station

**Annex O:** Debris Management

**Annex P:** Damage Assessment

**Annex Q:** Volunteer Teams

**Annex R:** Continuity of Operations Plan (COOP)

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## **ANNEX A: HURRICANE/TROPICAL STORM**

### **I. Purpose:**

The purpose of this Hurricane Response Annex is to provide information necessary for an effective and safe response to hurricanes that could potentially affect the Town of Carolina Beach. The occurrence of a hurricane could result in damage to facilities from water and wind, utility failures, personal injury, and other incidents that vary in severity from minimal to catastrophic depending on the intensity of the hurricane.

### **I. Overview:**

The Town of Carolina Beach management will monitor National and Regional Weather Services bulletins on current weather conditions and forecasts, while also maintaining communication with New Hanover County Emergency Operations Center. Emergency actions will be appropriately escalated, as conditions warrant. The intent of this plan is to give Town of Carolina Beach residents and visitors advance warning, and to allow the town staff adequate time to prepare in the event of a hurricane. Hurricanes occur primarily during a distinct season that runs from June 1 to November 30.

### **III. Planning**

- A. Ensure the public is well informed regarding Hurricane/Tropical Storm watches and warnings.
- B. Coordinate with the National Weather Service for timely watches and warnings affecting local jurisdictions.
- C. Coordinate with New Hanover County Emergency Management to ensure timely and accurate Emergency Action System activation.
- D. Coordinate with schools, daycare centers, etc. in proper precautions and emergency actions prior to a Hurricane/Tropical Storm.
- E. Coordinate with code enforcement officials, departments regarding building codes, town ordinances, and fire code enforcement to minimize damages.
- F. Conduct hazard analysis of vital facilities (water distribution systems, schools, daycares, sewer plants, large hotels and multi-family facilities, electrical distributions) and the impact of a Hurricane/Tropical Storm on one or more of those facilities.
- G. Coordinate with electric utilities to share information concerning power outages.

### **IV. Response**

- A. Develop an incident action plan.
- B. Establish Emergency Operations Center.
- C. Immediately carry out those action requirements necessary to preserve life and/or property, including the deployment of required resources.
- D. Establish communications with New Hanover Emergency Operations Center.
- E. Establish traffic control and security with law enforcement.
- F. Through communications with responding agencies determine as quickly as possible:
  - 1) Number of injured or casualties (if any)
  - 2) General boundary of the affected area
  - 3) The general extent of damages
  - 4) The general extent of power or other utility disruption
  - 5) Immediate needs of response forces
- G. Activate or establish rumor control through the local Public Information Officer (PIO).

- H. Coordinate all resource requests being forwarded to New Hanover EOC.
- I. Activate financial tracking plan coordinated by the Finance Officer.
- J. Activate damage assessment and follow damage assessment procedure.

## **V. Recovery**

- A. Gather damage assessment information (public, housing, business) from damage assessment teams.
- B. Assess citizen/community needs for individual assistance and/or public assistance.
- C. Obtain information from utilities regarding outages, length of repair, safety, etc.
- D. Gather financial information from the Finance Officer.
  - Personnel that responded and the time involved in the response.
  - Time sheets or time logs.
  - Supplies used.
- 1) Contracts issued.
- 2) Purchase orders issued.
- 3) Any other expenditures.
- 4) Damages to public buildings, equipment, utilities, etc.
- 5) Loss of life of any public servant.
- 6) Documents regarding economic impact.
- E. Coordinate recovery organizations including federal and state agencies and private or volunteer relief organizations.
- F. Establish donated goods management based on policy and procedure.
- G. If a Presidential declaration of disaster is made, file "Request for Public Assistance" to apply for assistance as soon as possible with the proper state or federal agency.
- H. Ensure public officials are made aware of the assistance application process, if applicable.
- I. Ensure the general public is made aware, through the public information officer, of the assistance application process, if applicable.
- J. Perform an incident critique as soon as possible with all possible response organizations.
  - 1) Review agency and self-performance.
  - 2) Review the weaknesses of the plan.
  - 3) Correct weaknesses.
  - 4) Implement hazard mitigation or modify hazard mitigation plan accordingly.
  - 5) Brief elected officials with updated information and disaster recovery progress.

Category	Sustained Winds	Types of Damage Due to Hurricane Winds
1	74-95 mph 64-82 kt 119-153 km/h	<b>Very dangerous winds will produce some damage:</b> Well-constructed frame homes could have damage to roof, shingles, vinyl siding and gutters. Large branches of trees will snap and shallowly rooted trees may be toppled. Extensive damage to power lines and poles likely will result in power outages that could last a few to several days.
2	96-110 mph 83-95 kt 154-177 km/h	<b>Extremely dangerous winds will cause extensive damage:</b> Well-constructed frame homes could sustain major roof and siding damage. Many shallowly rooted trees will be snapped or uprooted and block numerous roads. Near-total power loss is expected with outages that could last from several days to weeks.
3 (major)	111-129 mph 96-112 kt 178-208 km/h	<b>Devastating damage will occur:</b> Well-built framed homes may incur major damage or removal of roof decking and gable ends. Many trees will be snapped or uprooted, blocking numerous roads. Electricity and water will be unavailable for several days to weeks after the storm passes.
4 (major)	130-156 mph 113-136 kt 209-251 km/h	<b>Catastrophic damage will occur:</b> Well-built framed homes can sustain severe damage with loss of most of the roof structure and/or some exterior walls. Most trees will be snapped or uprooted, and power poles downed. Fallen trees and power poles will isolate residential areas. Power outages will last weeks to possibly months. Most of the area will be uninhabitable for weeks or months.
5 (major)	157 mph or higher 137 kt or higher 252 km/h or higher	<b>Catastrophic damage will occur:</b> A high percentage of framed homes will be destroyed, with total roof failure and wall collapse. Fallen trees and power poles will isolate residential areas. Power outages will last for weeks to possibly months. Most of the area will be uninhabitable for weeks or months.

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## **ANNEX B: Nuclear**

### **I. Purpose:**

The purpose of this annex is to define the roles and responsibilities of response agencies in the New Hanover County 10 mile EPZ of the Brunswick Nuclear Power Plant. Carolina Beach Fire Department and Police Department have a defined role in the notification of citizens and visitors of Carolina Beach in the event of a radiological event at Brunswick Nuclear Power Plant.

### **II. Overview:**

The purpose of the annex is to provide guidelines for notification, coordination, and evacuation of Carolina Beach. Because there are several zones throughout the impacted area, this annex identifies which agencies will notify which areas and the scripted message that is to be read.

### **III. Planning**

- A. Work in conjunction with New Hanover County Emergency Management to ensure the following is accomplished:
  - 1) Ensure the public living in the area is kept well informed regarding potential hazards associated with a nuclear facility or nuclear materials.
  - 2) Coordinate with the nuclear facility owner or the Nuclear Regulatory Commission as appropriate for timely information affecting local jurisdictions.
  - 3) Coordinate with schools, daycare centers, hospitals, etc. in proper precautions and emergency actions prior to a potential nuclear accident if it is likely to affect such a facility.
  - 4) Ensure evacuation routes are clearly established and well-marked.
- B. Procure or produce information pamphlets for distribution to the public if appropriate.
- C. Attend response training and/or attend at least one exercise (table top or practical) bi-annually.
- D. Conduct training in radiological monitoring for responding personnel.
  - 1) Ensure appropriate equipment such as dosimetry, radiation detection instruments, etc., are procured, checked and kept calibrated.

### **IV. Response**

- A. Upon notification, activate nuclear event evacuation per New Hanover County Emergency Management Standard Operating Guidelines.
  - 1) Fire Department and Law Enforcement with effective sound systems, sirens, and/or public address systems will be dispatched in the event of siren failure system.
  - 2) Emergency vehicles will follow pre-assigned routes stopping each quarter mile in populated areas and make the following announcement:  
**ATTENTION. ATTENTION. AN EMERGENCY SITUATION HAS DEVELOPED IN THE AREA THAT CAN AFFECT YOUR SAFETY. PLEASE TURN ON YOUR RADIO AND OR TELEVISION FOR INFORMATION AND INSTRUCTIONS.**
  - 3) If necessary, door to door alerting for the hearing impaired or special needs persons, when instructed by EOC.
- B. Establish communications with New Hanover County Emergency Management.
- C. Establish incident command.
- D. Establish communications with responding agencies.
- E. Ensure that all actions are coordinated through New Hanover County Emergency Management.

- F. Activate or establish rumor control through the public information officer (PIO).
  - 1) Develop and post any required maps or diagrams.
  - 2) Establish a schedule for briefings.
  - 3) Activate an events log.
- E. Activate financial tracking plan coordinated by the Finance Officer.
- F. Ensure that appropriate established procedures are followed as appropriate to the current facility condition.
  - 1) Ensure appropriate radiation procedures are followed.
  - 2) Assist the Radiological Officer to assess initial potential for radiation exposure to the general population in the immediate or affected area.

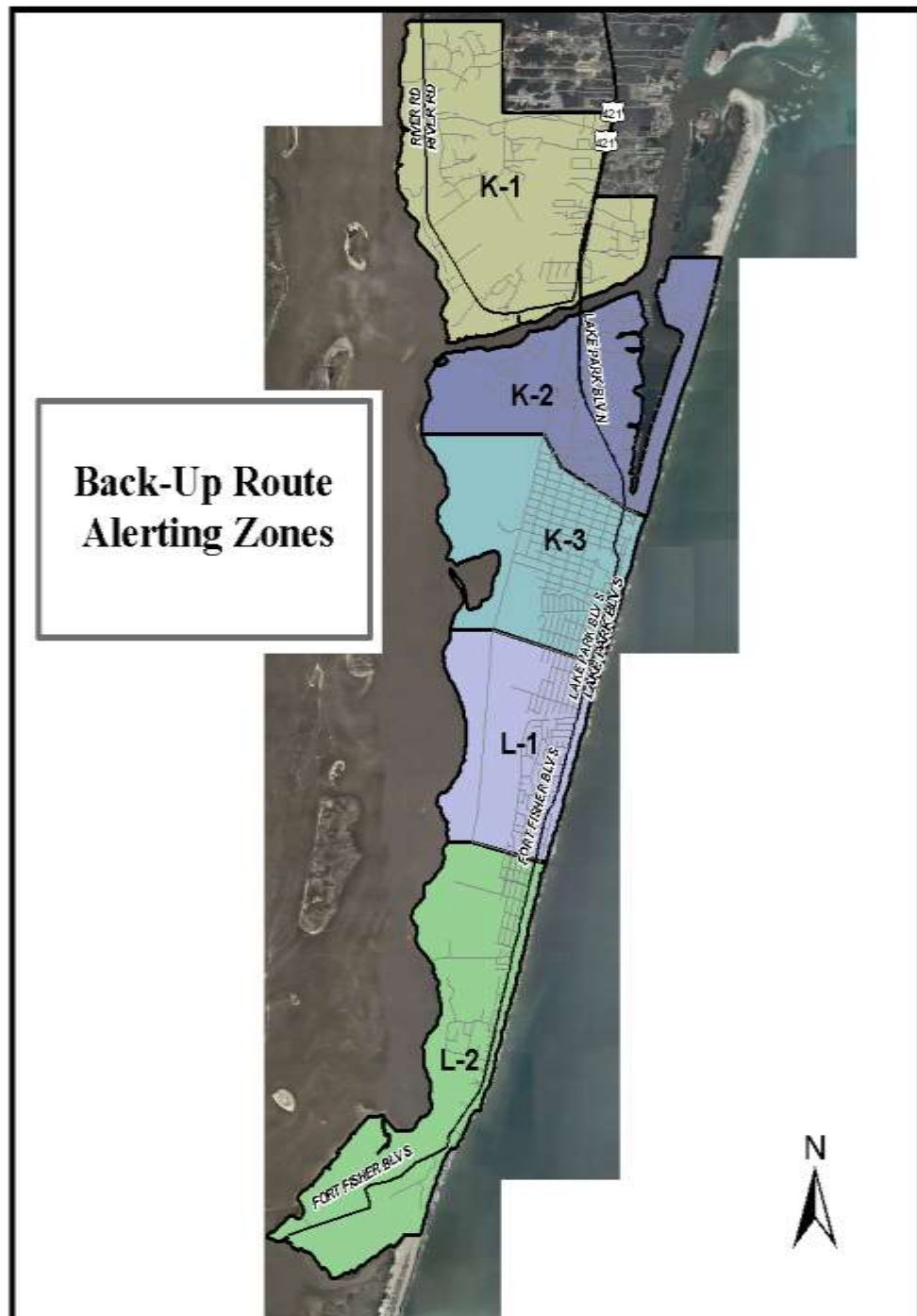
## **V. Recovery**

- A. Coordinate emergency worker decon and ensure all returning equipment is properly decontaminated.
- A. Obtain information from the facility owner regarding length of repair, safety, etc.
- B. Gather damage assessment information (public, housing, business) from damage assessment teams.
- C. Obtain information from technical sources regarding health effects duration.
- D. Assess citizen/community needs for individual assistance and/or public assistance.
- E. Gather financial information from the Finance Officer.
  - 1) Personnel that responded and the time involved in the response.
  - 2) Time sheets or time logs.
  - 3) Supplies used.
  - 4) Contracts issued.
  - 5) Purchase orders issued.
  - 6) Any other expenditures.
  - 7) Documents regarding economic impact.
- F. Establish donated goods management based on policy and procedure.
- G. If a Presidential declaration of disaster is made, file "Request for Public Assistance" to apply for assistance as soon as possible with the proper state or federal agency.
- H. Ensure public officials are made aware of the assistance application process, if applicable.
- I. Ensure the general public is made aware, through the public information officer, of the assistance application process, if applicable.
- J. Perform an incident critique as soon as possible with all possible response organizations.
  - 1) Personnel that responded and the time involved in the response.
  - 2) Time sheets or time logs.
  - 3) Review agency and self-performance evaluation.
  - 4) Review the weaknesses of the plan.
  - 5) Correct weaknesses.

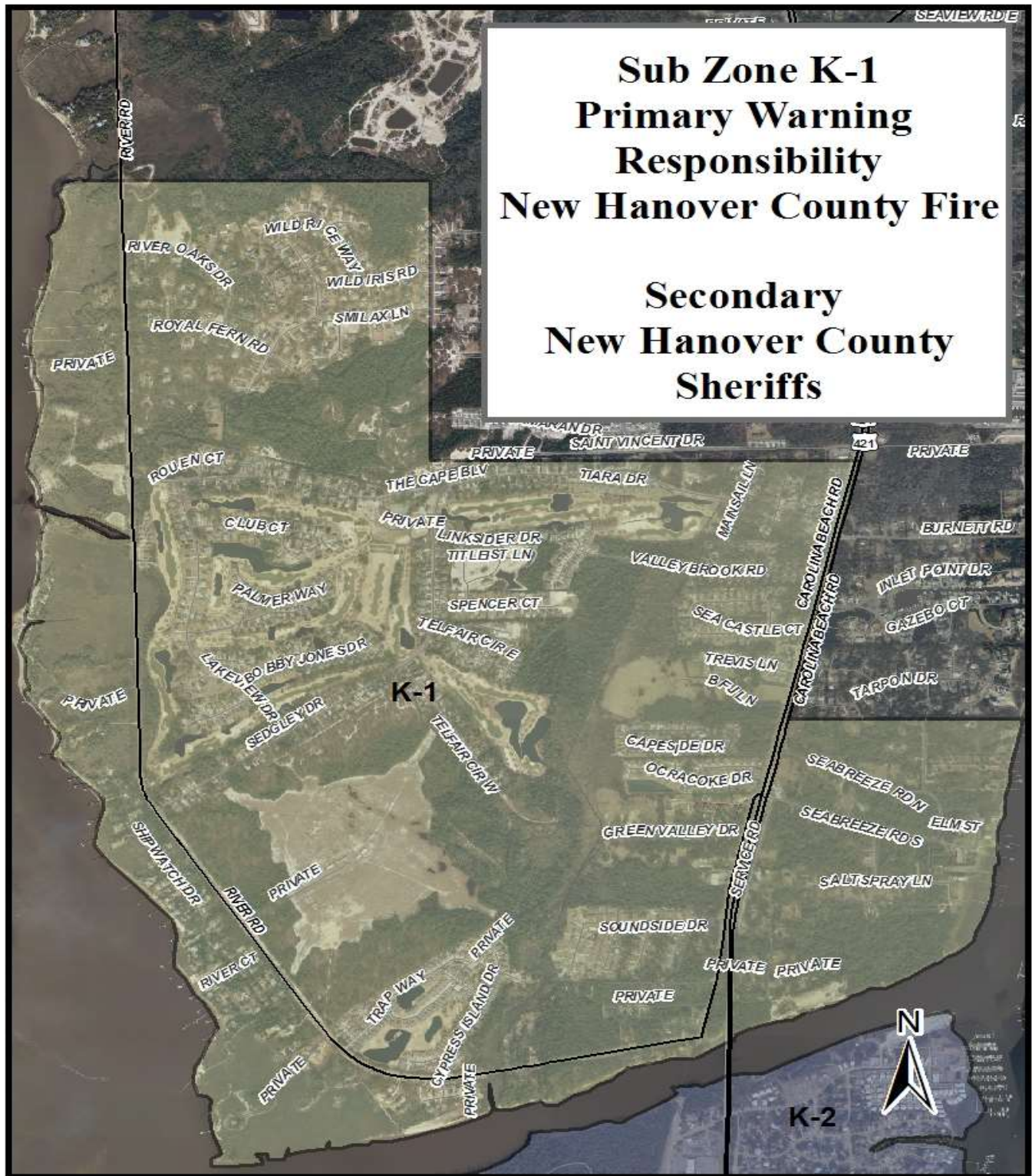
**ATTENTION.  
ATTENTION.  
An emergency  
situation has  
developed in this area  
that can affect your  
safety. Turn on your  
radio or television for  
more information and  
instructions.**

**Each route will be  
ran twice.**

**Notify Emergency  
Management once  
both routes are  
completed.**

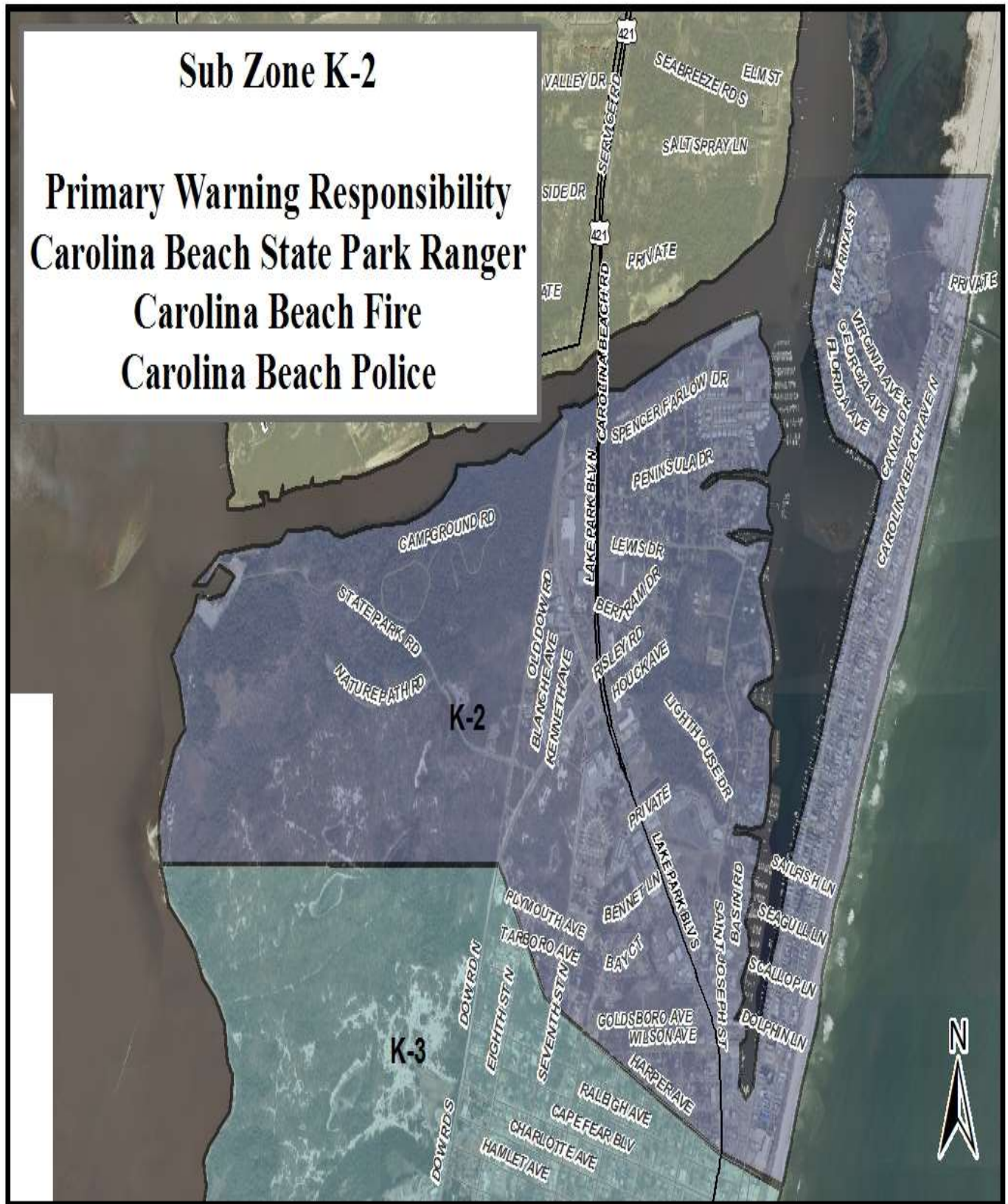


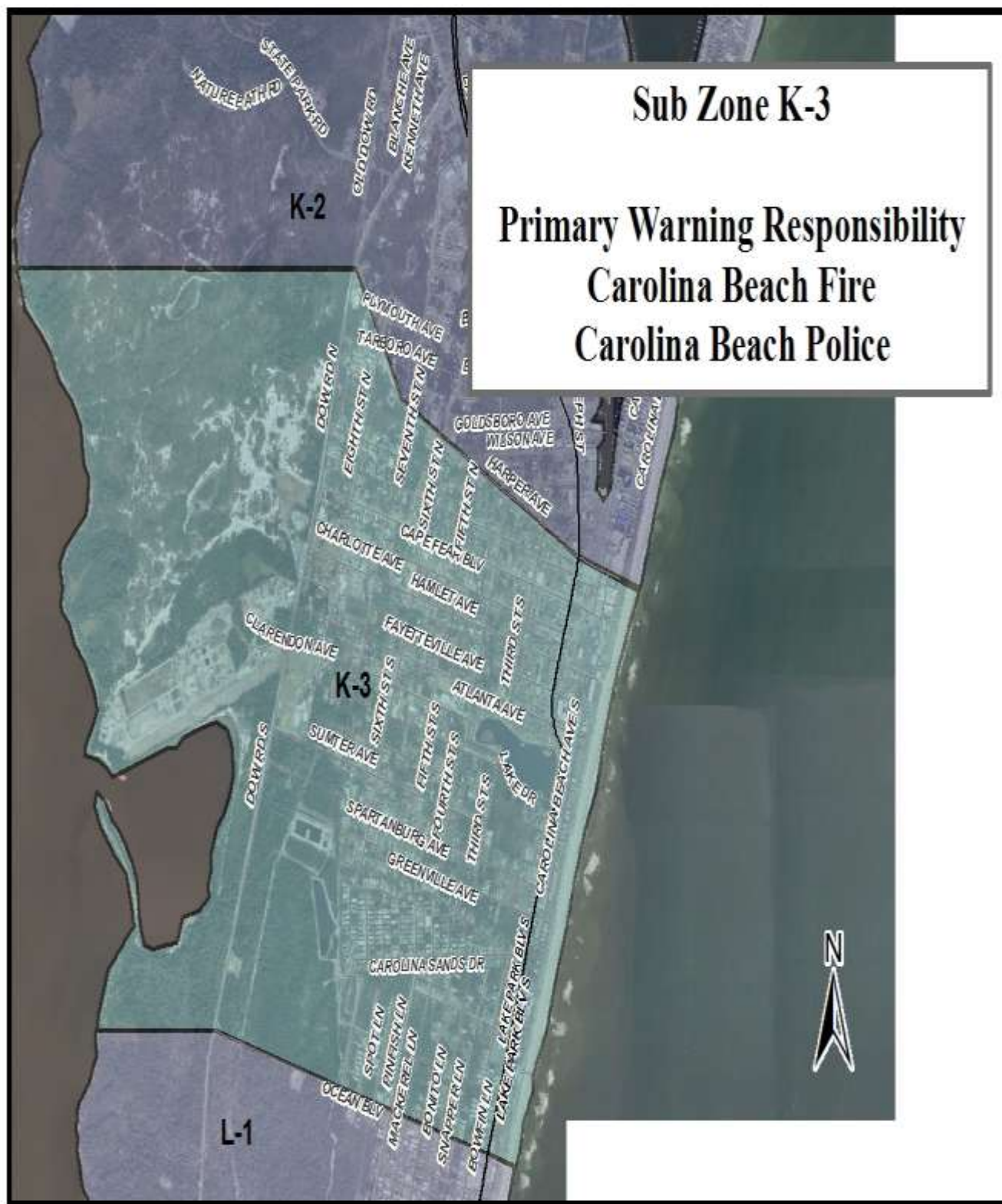
**Secondary  
New Hanover County  
Sheriffs**





**Primary Warning Responsibility**  
**Carolina Beach State Park Ranger**  
**Carolina Beach Fire**  
**Carolina Beach Police**



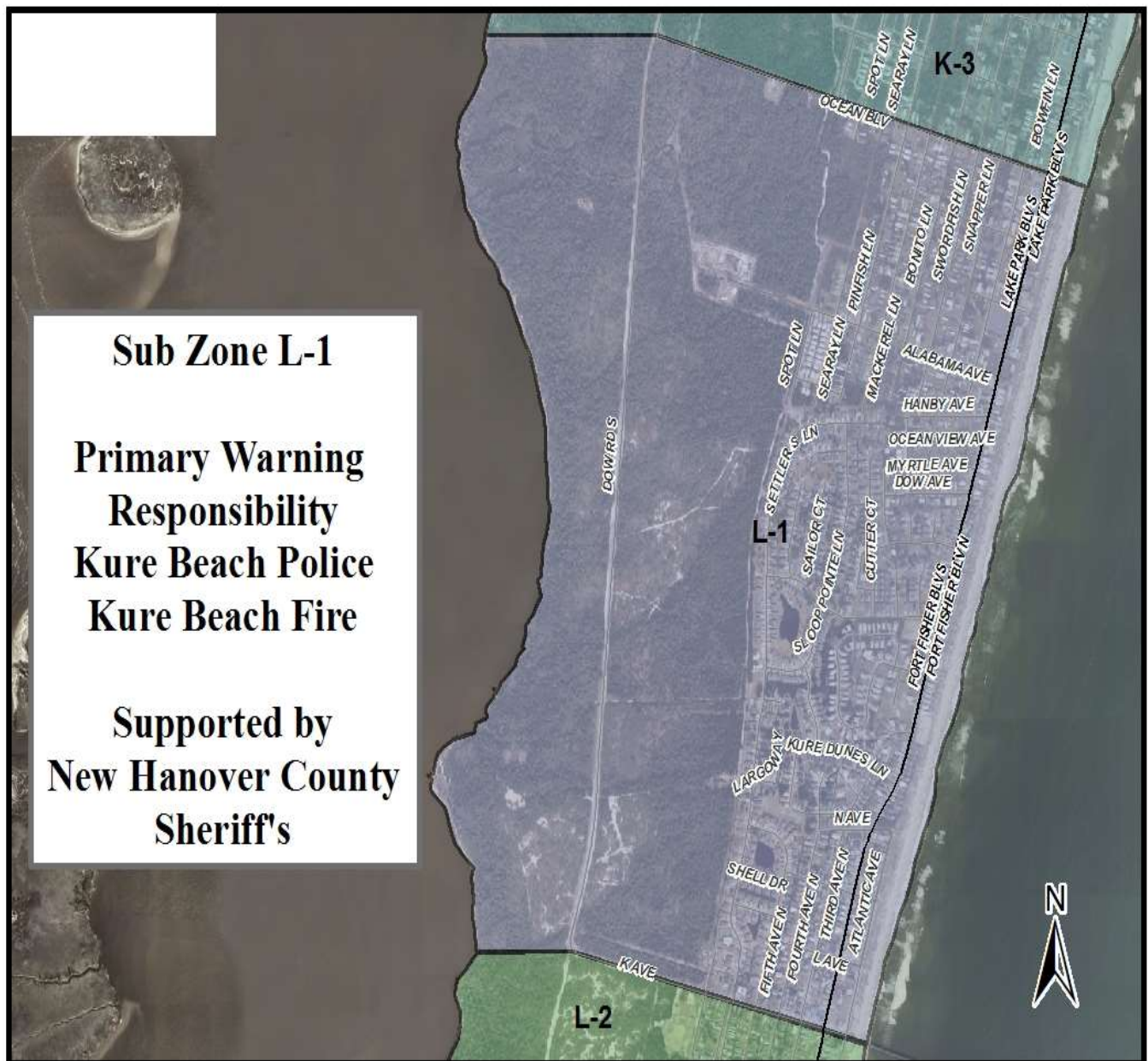


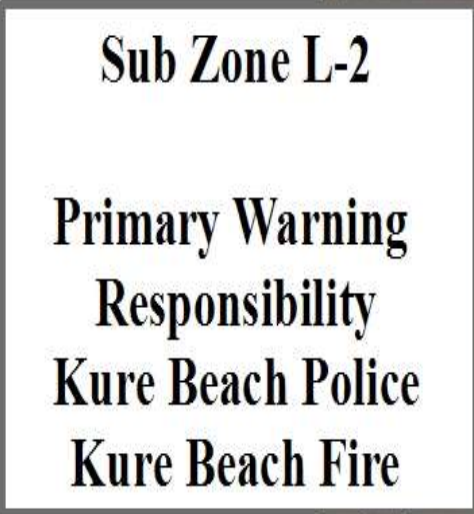


## Sub Zone L-1

Primary Warning  
Responsibility  
Kure Beach Police  
Kure Beach Fire

Supported by  
New Hanover County  
Sheriff's







# Tsunami Ready Plan for New Hanover County

2015



# **New Hanover County Tsunami Plan**

## **I. Introduction**

This plan is subordinate to the New Hanover County Emergency Operations Plan and is to be used in conjunction with each relative section of the Emergency Operations Plan. This plan establishes specific procedures to be followed in the event of a tsunami incident in New Hanover County.

A Tsunami Warning System has been put into place to help minimize loss of life and property. The NOAA National Tsunami Warning Center in Palmer, Alaska monitors for earthquakes and subsequent tsunami events in both the Pacific and Atlantic Oceans. If a tsunami is generated, the National Tsunami Warning Center issues tsunami watches, warnings, and advisories. They also issue Tsunami Information bulletins.

## **II. Situation and Assumptions**

- A. There is a very low risk of a Tsunami in New Hanover County. However, high resolution bathymetry studies off the southeast NC coast show that submarine landslides have likely caused tsunamis before. Tsunamis are a series of sea waves produced by an undersea earthquake, submarine landslide, volcanic activity, or extreme meteorological event (meteo-tsunami) that causes large scale water disruption in or around the Atlantic Basin.
- B. The best information available indicates New Hanover County's greatest risk of a tsunami is from a submarine landslide occurring along the continental shelf offshore. In addition, a magnitude 9.0 earthquake along the Puerto Rico Trench can trigger a tsunami. A tsunami from the Puerto Rico Trench could cause a rapid 4-6 ft. rise in 4 hours.
- C. The New Hanover County population significantly increases during the summer season especially along the "risk area".
- D. New Hanover County's "risk area" during a tsunami is the immediate coastline, especially the beaches. During the summer months, over 100,000 people may be on the beaches of New Hanover County at any time during day time hours. During the off-season, there could be several thousand people on the beach.
- E. A default evacuation zone has been established, and people in the "risk area" will need to evacuate at least 300 feet inland and/or 15 feet vertically prior to the arrival of tsunami waves. This zone may be modified for expected conditions depending on the characteristics of the tsunami. At the very least, the beaches need to be evacuated during a tsunami event.
- F. The prompt and effective evacuation of high-risk areas requires coordination between New Hanover County and local jurisdictions, including municipal administration and public safety providers. Local utility providers will also have a role in response. New Hanover County Emergency Management will assist in coordinating this effort.

### **III. Concept of Operations**

#### **A. General**

1. Response and coordination of actions will be in accordance with the New Hanover County Emergency Operations Plan.
2. Coordination for protective actions, including evacuation recommendations and notifications, will be done through New Hanover County Emergency Management, New Hanover County Public Safety Communications Center, National Weather Service Wilmington Office, New Hanover County Sheriff's Office, and local municipal governments.
3. New Hanover County Emergency Management will coordinate evacuation with beach communities through the County Emergency Operations Center (EOC), working directly with all stakeholders to include Federal, State, and Local partners.

#### **B. Operational Issues**

1. When a tsunami watch, warning, or advisory has been issued for the region by the NOAA National Tsunami Warning Center, the National Weather Service in Wilmington will activate the Emergency Alert System with a Tsunami Watch, Warning, or Advisory code. In addition, the local NWS office will contact Emergency Management and/or the Public Safety Communications Center by phone at the onset of a tsunami event, and issue a Special Weather Statement every 30 minutes through the duration of an event.
2. The New Hanover County Public Safety Communications Center will notify Emergency Management and the municipal law enforcement and fire/rescue units along the beach of the tsunami warning. The municipal law enforcement and fire/rescue units will then work to evacuate the beaches, as necessary. Each beach community has a procedure for evacuating their beaches.
3. The Emergency Management Department will activate the reverse 911 notification system (landline) and IPAWS (cellphone) to contact each coastal property in the evacuation zone (300 feet from the shoreline).
4. In the event of an observation of severe water draw-back by first responders, an activation order may be given by the officer in charge. The Public Safety Communications Center will be notified immediately. The Public Safety Communications Center will in turn contact the National Weather Service in Wilmington, who will make the determination of whether to activate both the calling system and the EAS system. Note that not all tsunamis are preceded by a significant drop in water level; it depends on the distance from the source location of the tsunami.

5. Once an evacuation becomes necessary, the New Hanover County Public Information Officer will broadcast warning and evacuation instructions through the local media outlets and social media.
6. Any sheltering or other emergency operations as a result of a Tsunami will be in accordance with the New Hanover County Emergency Operations Plan.

#### **IV. Warnings and Watches**

- A. **Tsunami Warning-** A tsunami warning is issued when a tsunami with the potential to generate widespread inundation is imminent, expected, or occurring. Warnings alert the public that dangerous coastal flooding accompanied by powerful currents is possible and may continue for several hours after initial arrival. Warnings alert emergency management officials to take action for the entire tsunami hazard zone. Appropriate actions to be taken by local officials may include the evacuation of low-lying coastal areas, and the repositioning of ships to deep waters when there is time to safely do so. Warnings may be updated, adjusted geographically, downgraded, or canceled. To provide the earliest possible alert, initial warnings are normally based only on seismic information.
- B. **Tsunami Advisory-** A tsunami advisory is issued when a tsunami with the potential to generate strong currents or waves dangerous to those in or very near the water is imminent, expected, or occurring. The threat may continue for several hours after initial arrival, but significant inundation is not expected for areas under an advisory. Appropriate actions to be taken by local officials may include closing beaches, evacuating harbors and marinas, and the repositioning of ships to deep waters when there is time to safely do so. Advisories are normally updated to continue the advisory, expand/contract affected areas, upgrade to a warning, or cancel the advisory.
- C. **Tsunami Watch-** A tsunami watch is issued to alert emergency management officials and the public of an event which may later impact the watch area. The watch area may be upgraded to a warning or advisory - or canceled - based on updated information and analysis. Therefore, emergency management officials and the public should prepare to take action. Watches are normally issued based on seismic information without confirmation that a destructive tsunami is underway.
- D. **Tsunami Information Statement-** A tsunami information statement is issued to inform emergency management officials and the public that an earthquake has occurred, or that a tsunami warning, watch, or advisory has been issued for another section of the ocean. In most cases, information statements are issued to indicate there is no threat of a destructive tsunami and to prevent unnecessary evacuations as the earthquake may have been felt in coastal areas. An information statement may, in appropriate situations, caution about the possibility of destructive local tsunamis. Information statements may be re-issued with additional information, though normally these messages are not updated. However, a watch, advisory, or warning may be issued for the area, if necessary, after analysis and/or updated information becomes available.

## **V. Plan Development and Maintenance**

This plan addresses specific procedures to follow in the event of a tsunami impacting the coastline of New Hanover County. The New Hanover County Emergency Management Department and partner agencies will review and update the plan as needed.

## **VI. Tsunami Travel Time Chart**

Puerto Rico Trench 9.0 M earthquake generated Tsunami travel time and landfall height based on recent model output from NOAA Tsunami Warning Center.

Note: The tsunami arrival time from a submarine landslide will depend on its location relative to New Hanover County. If it occurs just offshore then the arrival is expected to be within 1 to 2 hours at most.

## Tsunami Model Output of Puerto Rico Trench M9.0 Earthquake

Location	Region	Travel Time (hr-min)	Height (cm)	Initial Motion	Period (hr-min)
<b><u>SE US Coast</u></b>					
Flagler FL	Atlantic	4 hours 15 min	116	elevation	1 hour 1 min
Fernandina FL	Atlantic	5 hours 13 min	23	elevation	xxx
St Simons GA	Atlantic	5 hours 15 min	43	elevation	1 hour 18 min
Altamaha GA	Atlantic	5 hours 17 min	52	elevation	1 hour 1 min
Charleston SC	Atlantic	4 hours 45 min	51	elevation	1 hour 28 min
South Santee SC	Atlantic	4 hours 22 min	<i>about 3 ft</i> 86	elevation	1 hour 15 min
Myrtle Beach SC	Atlantic	4 hours 42 min	<i>about 4.5 ft</i> 138	elevation	38 min
<i>Wrightsville Bch NC</i>	<i>Atlantic</i>	<i>4 hours 18 min</i>	<i>133</i>	<i>elevation</i>	<i>42 min</i>
Surf City NC	Atlantic	4 hours 17 min	<i>about 4 ft</i> 116	elevation	1 hour 5 min
Beaufort NC	Atlantic	3 hours 48 min	125	elevation	47 min
<b><u>DART Buoys</u></b>					
D41420 (North)	Atlantic	22 min	128	elevation	xxx
D42407 (South)	Caribbean	22 min	-48	depression	xxx
<b><u>Islands</u></b>					
Bermuda	Atlantic	1 hour 52 min	458	elevation	15 min
Limetree StCroix	Caribbean	0 min	227	depression	15 min

## **ANNEX D: Tornado/Water Spout**

### **I. Purpose**

The following annex has been developed to enhance personal safety, develop awareness and give emergency operation managers guidance in the event of a tornado emergency.

### **II. Overview**

Tornados/water spouts can occur with little or no warning. It is through public education, early warnings, and notification that injuries and casualties can be minimized.

### **III. Planning**

- A. Ensure the public is well informed regarding tornado watches and warnings.
- B. Coordinate with the National Weather Service for timely watches and warnings affecting local jurisdictions.
- C. Coordinate with New Hanover County Emergency Management to ensure timely and accurate Emergency Action System activation.
- D. Coordinate with schools, daycare centers, hospitals, etc., in proper precautions and emergency actions prior to a tornado.
- E. Coordinate with local planning boards and inspections departments regarding building codes and code enforcement to minimize damages.
- F. Conduct hazard analysis of vital facilities (water distribution systems, schools, daycares and assisted living homes, sewer plants, large hotels and multi-family facilities, electrical distributions) and the impact of a tornado on one or more of those facilities.
- G. Coordinate with electric utilities to share information concerning power outages.

### **IV. Response**

- A. Identify immediate action or response requirements.
- B. Immediately carry out those action requirements necessary to preserve life and/or property, including the deployment of required resources.
- C. Establish incident command.
- D. Establish command post(s) as needed.
- E. Establish communications with responding agencies.
- F. Establish traffic control and security with law enforcement.
- G. Through communications with responding agencies, determine as quickly as possible:
  - 1) Number of killed or injured (if any)
  - 2) General boundary of the affected area
  - 3) The general extent of damages
  - 4) The general extent of power or other utility disruption
  - 5) Immediate needs of response forces
- H. Activate the EOC as appropriate.
  - 1) Evaluate overall town situation.
  - 2) Establish communications with the NHCEM.
  - 3) Establish communications with the National Weather Service.
  - 4) Establish communications with and request a liaison from electric and gas utilities as necessary.
- I. Activate or establish rumor control through the local Public Information Officer (PIO).
- J. Coordinate all resource requests being forwarded to the State.
- K. Activate financial tracking plan coordinated by the Finance Officer.
- L. Activate damage assessment and follow damage assessment procedure.

## V. Recovery

- A. Gather damage assessment information (public, housing, business) from damage assessment teams.
- B. Assess citizen/community needs for individual assistance and/or public assistance.
- C. Obtain information from utilities regarding outages, length of repair, safety, etc.
- D. Gather financial information from the Finance Officer.
  - 1) Personnel that responded and the time involved in the response.
  - 2) Time sheets or time logs.
  - 3) Supplies used.
  - 4) Contracts issued.
  - 5) Purchase orders issued.
  - 6) Any other expenditures.
  - 7) Damages to public buildings, equipment, utilities, etc.
  - 8) Loss of life of any public servant.
  - 9) Documents regarding economic impact.
- E. Coordinate recovery organizations including federal and state agencies and private or volunteer relief organizations.
- F. Establish donated goods management based on policy and procedure.
- G. If a Presidential declaration of disaster is made, file "Request for Public Assistance" to apply for assistance as soon as possible with the proper state or federal agency.
- H. Ensure public officials are made aware of the assistance application process, if applicable.
- I. Ensure the general public is made aware, through the public information officer, of the assistance application process, if applicable.
- J. Perform an incident critique as soon as possible with all possible response organizations.
  - 1) Review agency and self-performance.
  - 2) Review the weaknesses of the plan.
  - 3) Correct weaknesses.
  - 4) Implement hazard mitigation or modify hazard mitigation plan accordingly.
  - 5) Brief elected officials with updated information and disaster recovery progress.



## **ANNEX E: Earthquake**

### **I. Purpose**

The purpose of this annex is to minimize, to the degree possible, human suffering and property damage from an earthquake.

### **II. Overview**

By providing guidelines for the effective management and coordination of involved agencies in response to an earthquake that occurs in, or significantly affects North Carolina, all of which could have devastating effects on Town of Carolina Beach.

### **III. Planning**

- A. Ensure the public is well informed regarding earthquake potential.
- B. Coordinate with the National Weather Service for timely watches and warnings affecting local jurisdictions.
- C. Coordinate with New Hanover County Emergency Management to ensure timely and accurate Emergency Action System activation.
- D. Coordinate with schools, daycare centers, hospitals, etc., in proper precautions and emergency actions prior to an earthquake.
- E. Coordinate with local planning boards and inspections departments regarding building codes and code enforcement to minimize damages.
- F. Conduct hazard analysis of vital facilities (water distribution systems, schools, daycares and assisted living homes, sewer plants, large hotels and multi-family facilities, electrical distributions) and the impact of an earthquake on one or more of those facilities.
- G. Coordinate with the US Geological Survey for timely information affecting local jurisdictions.

### **IV. Response**

- A. Identify immediate action or response requirements.
- B. Immediately carry out those action requirements necessary to preserve life and/or property, including the deployment of required resources.
- C. Establish incident command.
- D. Establish command post(s) as needed.
- E. Establish communications with responding agencies.
- F. Establish traffic control and security with law enforcement.
- G. Through communications with responding agencies, determine as quickly as possible:
  - 1) Number of killed or injured (if any)
  - 2) General boundary of the affected area
  - 3) The general extent of damages
  - 4) The general extent of power or other utility disruption
  - 5) Immediate needs of response forces
- H. Activate the EOC as appropriate.
  - 1) Evaluate overall town situation.
  - 2) Establish communications with the NHCEM.
  - 3) Establish communications with the National Weather Service.
  - 4) Establish communications with and request a liaison from electric and gas utilities as necessary.

- I. Activate or establish rumor control through the local Public Information Officer (PIO).
- J. Coordinate all resource requests being forwarded to the State.
- K. Activate financial tracking plan coordinated by the Finance Officer.
- L. Activate damage assessment and follow damage assessment procedure.

## **V. Recovery**

- A. Gather damage assessment information (public, housing, business) from damage assessment teams.
- B. Assess citizen/community needs for individual assistance and/or public assistance.
- C. Obtain information from utilities regarding outages, length of repair, safety, etc.
- D. Gather financial information from the Finance Officer.
  - 1) Personnel that responded and the time involved in the response.
  - 2) Time sheets or time logs.
  - 3) Supplies used.
  - 4) Contracts issued.
  - 5) Purchase orders issued.
  - 6) Any other expenditures.
  - 7) Damages to public buildings, equipment, utilities, etc.
  - 8) Loss of life of any public servant.
  - 9) Documents regarding economic impact.
- E. Coordinate recovery organizations including federal and state agencies, and private or volunteer relief organizations.
- F. Establish donated goods management based on policy and procedure.
- G. If a Presidential declaration of disaster is made, file "Request for Public Assistance" to apply for assistance as soon as possible with the proper state or federal agency.
- H. Ensure public officials are made aware of the assistance application process, if applicable.
- I. Ensure the general public is made aware, through the public information officer, of the assistance application process, if applicable.
- J. Perform an incident critique as soon as possible with all possible response organizations.
  - 1) Review agency and self-performance.
  - 2) Review the weaknesses of the plan.
  - 3) Correct weaknesses.
  - 4) Implement hazard mitigation or modify hazard mitigation plan accordingly.
  - 5) Brief elected officials with updated information and disaster recovery progress.

## **ANNEX F: Flood**

### **I. Purpose**

Flood incidents can endanger human life, cause extensive property damage, and result in significant harm to the environment. The goals of the annex are to prevent injury and loss of life due to flooding and flood related causes, to initiate post flood actions, to develop community awareness of the flood hazard, and to prepare for the accurate and timely provision of information during flood emergencies.

### **II. Overview**

This flood plan was developed to assist this community in dealing with flood hazards that exist locally. Federal Emergency Management Agency (FEMA) flood insurance rate maps have been used to identify flood prone areas within Carolina Beach Cooperate limits.

### **III. Planning**

- A. Ensure the public is well informed regarding flood watches and warnings.
- B. Coordinate with the National Weather Service for timely watches and warnings affecting local jurisdictions.
- C. Coordinate with local broadcast media to ensure timely and accurate Emergency Action System activation.
- D. Coordinate with schools, daycare centers, hospitals, etc., in proper precautions and emergency actions prior to a flooding event.
- E. Ensure the community is a participant in the National Flood Insurance Program (NFIP).
- F. Coordinate the establishment of local laws to prohibit or minimize construction in the flood plain.
- G. Coordinate with New Hanover County Emergency Management to ensure timely and accurate Emergency Action System activation.
- H. Coordinate with local planning boards and inspections departments regarding building codes and code enforcement to minimize damages.
- I. Conduct hazard analysis of vital facilities (water distribution systems, schools, daycares and assisted living homes, sewer plants, large hotels and multi-family facilities, electrical distributions) and the impact of a flood on one or more of those facilities.

### **IV. Response**

- A. Identify immediate action or response requirements.
- B. Immediately carry out those action requirements necessary to preserve life and/or property, including the deployment of required resources.
- C. Establish incident command.
- D. Establish command post(s) as needed.
- E. Establish communications with responding agencies.
- F. Establish traffic control and security with law enforcement.
- G. Through communications with responding agencies, determine as quickly as possible:
  - 1) Number of killed or injured (if any)
  - 2) General boundary of the affected area
  - 3) The general extent of damages

- 4) The general extent of power or other utility disruption
  - 5) Immediate needs of response forces
- H. Activate the EOC as appropriate.
  - 1) Evaluate overall town situation.
  - 2) Establish communications with the NHCEM.
  - 3) Establish communications with the National Weather Service.
  - 4) Establish communications with and request a liaison from electric and gas utilities as necessary.
- I. Activate or establish rumor control through the local Public Information Officer (PIO).
- J. Coordinate all resource requests being forwarded to the State.
- K. Activate financial tracking plan coordinated by the Finance Officer.
- L. Activate damage assessment and follow damage assessment procedure.

## **V. Recovery**

- A. Gather damage assessment information (public, housing, business) from damage assessment teams.
- B. Assess citizen/community needs for individual assistance and/or public assistance.
- C. Obtain information from utilities regarding outages, length of repair, safety, etc.
- D. Gather financial information from the Finance Officer.
  - 1) Personnel that responded and the time involved in the response.
  - 2) Time sheets or time logs.
  - 3) Supplies used.
  - 4) Contracts issued.
  - 5) Purchase orders issued.
  - 6) Any other expenditures.
  - 7) Damages to public buildings, equipment, utilities, etc.
  - 8) Loss of life of any public servant.
  - 9) Documents regarding economic impact.
- E. Coordinate recovery organizations including federal and state agencies, and private or volunteer relief organizations.
- F. Establish donated goods management based on policy and procedure.
- G. If a Presidential declaration of disaster is made, file a "Request for Public Assistance" to apply for assistance as soon as possible with the proper state or federal agency.
- H. Ensure public officials are made aware of the assistance application process, if applicable.
- I. Ensure the general public is made aware, through the public information officer, of the assistance application process, if applicable.
- J. Perform an incident critique as soon as possible with all possible response organizations.
  - 1) Review agency and self-performance.
  - 2) Review the weaknesses of the plan.
  - 3) Correct weaknesses.
  - 4) Implement hazard mitigation or modify hazard mitigation plan accordingly.
  - 5) Brief elected officials with updated information and disaster recovery progress.

## **ANNEX G: Civil Unrest**

### **I. Purpose**

To establish procedures necessary to effectively deal with crowds engaged in or posing a significant threat of engaging in violence.

### **II. Overview**

To protect the public from breaches of the peace, to protect property from damage or to reduce and minimize the loss of property. To reduce the threat to persons in areas of civil unrest, to assist in the restoration of order, and a return to normal activity after such disturbances.

### **III. Planning**

- A. Ensure public officials are well informed regarding the potential for civil unrest. (contact Town Manager/PIO)
- B. Confer with local, state and federal law enforcement to monitor the potential for civil unrest or disturbance.
- C. Coordinate with NHCEM to ensure the appropriate information network is in place to inform officials of potential civil unrest prior to an occurrence with local broadcast media to ensure timely and accurate Emergency Action System activation, if such an activation becomes necessary.
- D. Negotiate mutual aid agreements. Obtain agreements with those jurisdictions, including reimbursement costs, if any.
- E. Prepare to assist law enforcement with support resources.
- F. Maintain resource listings such as CBFD, KBPD, NHCSO, WPD, SHP, EMS.
- G. Conduct hazard analysis of vital facilities (water distribution systems, schools, daycares and assisted living homes, sewer plants, large hotels and multi-family facilities, electrical distributions) and the impact of a civil unrest or riot incident on one or more of those facilities.

### **IV. Response**

- A. Identify immediate action or response requirements.
- B. Immediately carry out those action requirements necessary to preserve life and/or property, including the deployment of required resources.
- C. Establish incident command.
- D. Establish command post(s) as needed.
- E. Establish communications with responding agencies.
- F. Establish traffic control and security with law enforcement.
- G. Through communications with responding agencies determine as quickly as possible:
  - 1) Number of killed or injured (if any)
  - 2) General boundary of the affected area
  - 3) The general extent of damages
  - 4) The general extent of power or other utility disruption
  - 5) Immediate needs of response forces
- H. Activate the EOC as appropriate.
  - 1) Evaluate overall town situation.

- 2) Establish communications with the NHCEM.
- 3) Activate or establish rumor control through the local Public Information Officer (PIO).
- I. Coordinate all resource requests being forwarded to the State.
- J. Activate financial tracking plan coordinated by the Finance Officer.
- K. Activate damage assessment and follow damage assessment procedure.

## **V. Recovery**

- A. Gather damage assessment information (public, housing, business) from damage assessment teams.
- B. Assess citizen/community needs for individual assistance and/or public assistance.
- C. Obtain information from utilities regarding outages, length of repair, safety, etc.
- D. Gather financial information from the Finance Officer.
  - 1) Personnel that responded and the time involved in the response.
  - 2) Time sheets or time logs.
  - 3) Supplies used.
  - 4) Contracts issued.
  - 5) Purchase orders issued.
  - 6) Any other expenditures.
  - 7) Damages to public buildings, equipment, utilities, etc.
  - 8) Loss of life of any public servant.
  - 9) Documents regarding economic impact.
- E. Coordinate recovery organizations including federal and state agencies, and private or volunteer relief organizations.
- F. Establish donated goods management based on policy and procedure.
- G. If a Presidential declaration of disaster is made, file a "Request for Public Assistance" to apply for assistance as soon as possible with the proper state or federal agency.
- H. Ensure public officials are made aware of the assistance application process, if applicable.
- I. Ensure the general public is made aware, through the public information officer, of the assistance application process, if applicable.
- J. Perform an incident critique as soon as possible with all possible response organizations.
  - 1) Review agency and self-performance.
  - 2) Review the weaknesses of the plan.
  - 3) Correct weaknesses.
  - 4) Implement hazard mitigation or modify hazard mitigation plan accordingly.
- K. Brief elected officials with updated information and disaster recovery progress

## **ANNEX H: Winter Storm**

### **I. Purpose**

The Town of Carolina Beach is susceptible to major winter storms. These types of emergencies could be in the form of snow, ice, or sleet. These events can create travel issues, power outages, and delay emergency response.

### **II. Overview**

Heavy precipitation will bog down travelers and cause wide spread power outages. This creates emergency demands on the departments of Fire, Police, and public works to clear transportation routes. It is at this time that plans should be activated for auxiliary and special response to accommodate identified needs. The demands will be met in a timely fashion if all agencies are aware of the resources available to them and are coordinated appropriately.

### **III. Planning**

- A. Ensure the public is well informed regarding winter storm watches and warnings.
- B. Coordinate with the National Weather Service for timely watches and warnings affecting local jurisdictions.
- C. Coordinate with NHCEM to ensure timely and accurate Emergency Action System activation.
- D. Coordinate with schools, daycare centers, hospitals, etc., in proper precautions and emergency actions prior to winter storms.
- E. Coordinate with local planning boards and inspections departments regarding building codes and code enforcement to minimize damages.
- F. Conduct hazard analysis of vital facilities (water distribution systems, schools, daycares and assisted living homes, sewer plants, large hotels and multi-family facilities, electrical distributions) and the impact of a major winter storm on one or more of those facilities.
- G. Procure or produce information pamphlets for distribution to the public, as applicable.
- H. Coordinate with Department of Transportation officials for information regarding roads and bridges likely to ice or be closed.
- I. Coordinate transportation for persons that may be stranded or otherwise isolated.
- J. Coordinate with electric utilities to share information concerning power outages.

### **IV. Response**

- A. Identify immediate action or response requirements.
- B. Immediately carry out those action requirements necessary to preserve life and/or property, including the deployment of required resources.
- C. Establish incident command.
- D. Establish command post(s) as needed.
- E. Establish communications with responding agencies.
- F. Establish traffic control and security with law enforcement.
- G. Through communications with responding agencies, determine as quickly as possible:
  - 1) The general extent of damages
  - 2) The general extent of power or other utility disruption
  - 3) Immediate needs of response forces
- H. Activate the EOC as appropriate.
  - 1) Evaluate overall town situation.
  - 2) Establish communications with the NHCEM.

- 3) Establish communications with the National Weather Service.
- 4) Establish communications with and request a liaison from electric and gas utilities as necessary.
- I. Activate or establish rumor control through the local Public Information Officer (PIO).
- J. Coordinate all resource requests being forwarded to the State.
- K. Activate financial tracking plan coordinated by the Finance Officer.
- L. Activate damage assessment and follow damage assessment procedure.

## **V. Recovery**

- A. Gather damage assessment information (public, housing, business) from damage assessment teams.
- B. Assess citizen/community needs for individual assistance and/or public assistance.
- C. Obtain information from utilities regarding outages, length of repair, safety, etc.
- D. Gather financial information from the Finance Officer.
  - 1) Personnel that responded and the time involved in the response.
  - 2) Time sheets or time logs.
  - 3) Supplies used.
  - 4) Contracts issued.
  - 5) Purchase orders issued.
  - 6) Any other expenditures.
  - 7) Damages to public buildings, equipment, utilities, etc.
  - 8) Loss of life of any public servant.
  - 9) Documents regarding economic impact.
- E. Coordinate recovery organizations including federal and state agencies, and private or volunteer relief organizations.
- F. Establish donated goods management based on policy and procedure.
- G. If a Presidential declaration of disaster is made, file a "Request for Public Assistance" to apply for assistance as soon as possible with the proper state or federal agency.
- H. Ensure public officials are made aware of the assistance application process, if applicable.
- I. Ensure the general public is made aware, through the public information officer, of the assistance application process, if applicable.
- J. Perform an incident critique as soon as possible with all possible response organizations.
  - 1) Review agency and self-performance.
  - 2) Review the weaknesses of the plan.
  - 3) Correct weaknesses.
  - 4) Implement hazard mitigation or modify hazard mitigation plan accordingly.
- K. Brief elected officials with updated information and disaster recovery progress



## **ANNEX I: EMERGENCY EVACUATION PLAN**

### **I. Purpose**

During major storms or nuclear events there may be a need to evacuate Carolina Beach in a systematic and controlled manner. This operation is vital to ensure lifesaving information and instructions are delivered to citizens and visitors of Carolina Beach.

### **II. Overview**

Evacuation is one means of protecting the public from the effects of a hazard; protection is achieved by moving people away from the hazard. In planning for evacuation, the characteristics of the hazard and its magnitude, intensity, speed of onset, and anticipated duration are all significant factors. These will determine the number of people to be evacuated, the distance people must be moved to ensure their safety, the need for reception facilities, and the extent of traffic control and security required.

### **EVACUATION ORDER**

Subsequent to the issuance of the proclamation declaring a State of Emergency by the Mayor, the Town EOC Director, Police Chief, and Fire Chief, in coordination with the New Hanover County EOC, initiates an evacuation, if appropriate. If an evacuation is required, the Town EOC Director, Police Chief, and Fire Chief in consultation with the Mayor and Town Council, issues an evacuation order which is implemented by the Fire Department and the Police Department.

### **RESTRICTIONS ON RETURNING TO THE ISLAND**

Once the island has been evacuated, no one will be allowed to return until the Mayor of the Town of Carolina Beach has declared that a State of Emergency no longer exists. This is to prevent looting of homes and businesses, and to protect people from fallen power lines, flood waters, etc.

The enforcement of the restriction relating to all island residents will be accomplished by placing Law Enforcement representatives of all three agencies concerned at a designated roadblock when such restrictions are ordered.

No sightseers will be allowed on the island until all electrical power has been restored. This is to keep sightseers from interfering with Emergency Response personnel, damage assessment teams, and Duke Energy employees while in the process of restoring power and overall clean-up efforts throughout the Town.

### **EVACUATION PLAN**

The Evacuation Plan divides the Town into sectors. Reasons for evacuation are for foreseen disasters. Refer to the Sector Map for sector boundaries.

## **EMERGENCY EVACUATION ROUTE PLAN**

**\*See Emergency Planning Zones (Attachment 6)**

## **ANNEX J: RE-ENTRY PLAN**

### **I. Purpose:**

The need to systematically allow re-entry to the island is essential to health and safety due to hazard associated with post storm damages.

### **II. Overview:**

The decision to open Snow's Cut Bridge for re-entry onto Pleasure Island is a joint decision between Kure Beach, Carolina Beach, and New Hanover County. To initiate the joint decision-making process, Carolina Beach and Kure Beach need to communicate and decide to start procedural steps #1 and #2 on the following page titled Re-Entry Plan. The role played by both Carolina Beach and Kure Beach Police and Fire Departments, and Operations/Utilities Departments are critical in deciding the access and utilities questions related to the risk to public health and safety. Working with Department Heads, both Town EOC Coordinators consider the risks to public health and safety and jointly decide if the risk is at an acceptable level to allow re-entry. Should Kure Beach and Carolina Beach decide that the risks to public health and safety are acceptable, step #4 of the Re-Entry Plan is implemented so a multi-jurisdictional discussion can occur over the joint decision to open Snow's Cut Bridge to residents, property owners, and business owners. The decision to allow the general public to re-enter the Pleasure Island area is a joint decision between Kure Beach and Carolina Beach.

### **RE-ENTRY PLAN**

#### **Tier 1 Tactical Assessment Team (TAT)**

The TAT includes local, state and federal agencies with specialized skills that can be utilized to identify, assess, and respond to any life safety issues or risks on the island. Communicating through the ICP, the TAT will gather data necessary for a decision to be made on when Tier 2 personnel can come on the island. Personnel identified as Tier 1 includes but is not limited to specified members of the following departments/agencies:

- Local/state/federal Police, Fire, Public Works, and Utilities personnel
- Local Power Company/Electrician
- Federal response agencies (FEMA, USCG, National Guard, etc.)
- Sheriff's Department
- Emergency Management
- Emergency Medical Services

#### **Tier 2 Critical Services Personnel (CSP)**

The CSP includes government employees/officials and contractors identified as able to help restore the island's public infrastructure. Communicating through the ICP, CSP will utilize available resources to restore public services (i.e. roads, water, sewer, electrical, cable, phone, etc). The CSP will communicate with the ICP to determine what services need to be restored or secured (i.e. block off certain sections of road) prior to allowing Tier 3 personnel on the island. Personnel identified as Tier 2 includes but is not limited to specified members of the following departments/agencies:

- Government employees/officials
- Damage Assessment Teams
- Contractors needed to restore and maintain public infrastructure (i.e. gas, telephone, debris removal, cable, utility support contractors, etc.)

### Tier 3 Passholders and Essential Services (PES)

PES includes residents, property owners, business owners, and private contractors conducting services to restore private infrastructure/facilities/homes. The IC will evaluate when private property evaluations and sufficient security measures have been implemented prior to allowing Tier 4 personnel on the island.

Personnel identified as Tier 3 include but are not limited to:

- Passholders
- News media
- Insurance Adjusters
- Contractors needed to restore and maintain private property

Passes will be issued to persons from the checkpoint at Masonboro Commons Shopping Center if adjusters and contractors can demonstrate they have specific clients or specific work locations to service. Demonstrated evidence shall consist of a *letter or document from the property owner confirming the work site for contractor. Adjusters must show documentation which shows policy holder names/addresses/current policy number. News media shall have identification and shall disclose locations they plan to visit and film so*

Tier 4 The island will be opened to the general public

### Issuance of Passes

All decisions of the IC concerning re-entry timing, public information, traffic management, citizen accountability, safety, damage assessment, fire services, public health, search and rescue, and emergency medical care shall be closely coordinated with the New Hanover County EOC. Neither this plan nor the re-entry check-point at the base of Snow's Cut Bridge shall bypass or pre-empt the role, function, or decisions made by the New Hanover County EOC.

### **Incident Management**

- 1.) An Emergency Services Center shall be established immediately after the storm/emergency incident at Masonboro Commons Shopping Center. In addition, a 400 sq. ft. tent will be erected to provide Carolina Beach residents with accommodations to view storm damage videos (when available), and within which to conduct media briefings.
- 2.) The Emergency Services Center will serve the following functions:
  - Provide a central location to provide the public with the most current information available on the status of Carolina Beach.
  - Issuance of Re-Entry Passes to critical and/or essential services personnel or agencies as described in the Re-Entry Plan.
  - Sale of Town Identification Decals to residents and property owners with proper documentation verified.
  - Issuance of Re-Entry Passes and Privilege Licenses to insurance adjusters who can demonstrate they are performing work for current policy holders, and to contractors with specific clients and work sites as described in the Re-Entry Plan.

- Provide a safe location for Town Staff and volunteers to confirm the identity and residency status of persons returning to Carolina Beach.
- Provide a briefing location for local and national news media.
- Serve as a check-in point for mutual aid resources provided by, or through, the New Hanover County EOC.

### **UNIFIED COMMAND**

1. Activation of the Re-Entry Plan shall occur under the concept of a unified multi-jurisdictional command comprised of Carolina Beach, Kure Beach, and New Hanover County. Joint decisions are agreed upon as described in the Re-Entry Plan text and approved by the New Hanover County EOC.
2. The decision to activate the Re-entry Plan will take place within hours following the passage of the eye of the hurricane or when wind, weather, time of day, and travel conditions allow emergency response agencies to make preliminary assessments of the Pleasure Island Community. Activation of the Re-Entry Plan will be in concurrence with the IC and the County Emergency Operations Center. The magnitude of the disaster event will dictate the level of staffing and length of operations.
3. All decisions concerning re-entry timing, public information, traffic management, citizen accountability, safety, damage assessment, fire services, public health, search and rescue, and emergency medical care shall be closely coordinated with the New Hanover County EOC. Neither this plan nor the re-entry check-point at the base of Snow's Cut Bridge shall bypass or pre-empt the role, function, or decisions made by the New Hanover County EOC.

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## **ANNEX K: BRIDGE CLOSURE PLAN**

### **I. Purpose:**

The Town of Carolina Beach realizes that the closure of the Snow's Cut Bridge can create minor or major inconveniences to those that may wish to leave or enter the island. However, in some instances, travel on the bridge can be extremely dangerous and life threatening.

### **II. Overview:**

This policy was created to help insure the safety of the general public. The Town of Carolina Beach is not responsible for any secondary effects or problems related to closing or not closing the Snow's Cut Bridge and motorists wishing to use the bridge should do so at their own caution.

#### **Natural weather or atmospheric conditions**

Dangerous travel on Snow's Cut Bridge can be caused by the following but may not be limited to:

- Sustained winds in excess of 45 mph or wind gusts that exceed 45 mph (Hurricane, Tropical Storm, and violent Thunderstorm).
- Following a Hurricane event and during Storm Recovery
- Strong, driving rain
- Dense fog or smoke
- Snow
- Frozen precipitation
- Slick or icy bridge conditions
- Tornado
- Earthquake
- Other events on a case by case basis
- Any combination of the above

#### **Non-weather related conditions**

Dangerous travel on Snow's Cut Bridge can be caused by the following but may not be limited to:

- Vehicle accident on the bridge or on the approach to the bridge
- Structural failure due to some incident (marine vessel hitting the bridge, vehicle hitting the bridge)
- Bridge structural concerns
- Terrorist attack
- Major crime incident
- Hazardous spill
- Downed or broken utilities
- Other events on a case by case basis
- Any combination of the above

### **Snow's Cut Bridge Closure Policy**

The Town of Carolina Beach will work closely in conjunction with the Town of Kure Beach to make an informed decision on closing the bridge and may seek assistance from the Town of Kure Beach in the event that the Snow's Cut Bridge must be closed. Other agencies that the Town will work with include, but are not limited to;

1. New Hanover County Emergency Management
2. Weather Services
3. New Hanover County Sheriff's Office
4. NC Highway Patrol
5. Media Outlets
6. NCDOT
7. Other State and Federal Agencies that may be involved
8. Any combination of the above

The Town of Carolina Beach will ensure that the Town of Kure Beach has been notified of the need to close the Snow's Cut Bridge. The Town will notify the Kure Beach Mayor and Police Chief immediately upon a pending bridge closure. Notification will also be made to New Hanover County Emergency Management as well as New Hanover County Emergency Dispatch to coordinate the closing of the bridge. In some instances, closure of the Snow's Cut Bridge could be requested by the Town of Kure Beach or other Local, State and Federal agencies. This request would be treated in a similar fashion.

### **Bridge Opening Policy Following an Incident**

The Town of Carolina Beach will make all reasonable effort to reopen the bridge in a timely manner once the safety of the general public is secured and/or the conditions that required the bridge closure have subsided. All decisions to reopen bridge will be made in concert with the agencies listed in the Bridge Closure Policy above.



## **ANNEX L: COMMUNITY POINTS OF DISTRIBUTION PLAN (C-POD)**

### **I. Purpose**

A Community Points of Distribution (C-POD) is for establishing initial points where the general public will obtain life sustaining emergency relief supplies until such time as power is restored, retail establishments reopen, or social relief services are in place.

### **II. Overview**

The type and quantity of supplies that the public will need in the aftermath of a hurricane will vary due to many factors and no one storm will be just like another. Emergency response experience over the years suggests some common necessities that the public will require to meet health, safety, and lifesaving needs. They include potable water (usually bottled), packaged ice, Meals Ready to Eat (MRE), and in some cases, tarps. These commodities are often supplied by state and local governments, donation from industry, and volunteer agencies. Commodities and supplies are most often delivered in trucks some as long as 50+ feet long, the need for a large paved parking lot to accommodate the delivery is essential to the operation. In addition, the area needed for the large trucks planning must include an area for unloading, dumpsters, proper traffic flow, and stock piles or lay down areas.

### **III. Planning**

- A. Town of Carolina Beach Community Points of Distribution (C-POD) should be planned as an Un-Typed C-POD varying on people per day based off of need.
- B. Consideration for operation should be made 12-24 hours prior to initial distribution.
- C. Initial distribution should be based on 72 hours of supplies due to limited space and resources.
  - 1. 1 gallon of water per person, per day.
  - 2. 8lbs or 1 bag of ice per person, per day.
  - 3. 2 MRE's per person, per day.
  - 4. 1 Tarp 20' X 25' per household.
- D. Assumptions are based on each car represents a family of three.
- E. Each vehicle passing through could receive the following supplies if available:
  - 1. 2 or 3 bags of Ice
  - 2. 1 Case of Water
  - 3. 6 MRE's
  - 4. 1 Tarp 20' X 25' (Per Request)
- F. Operational Periods should be no more than 12 hours per day; actual hours will be designated based on needs and resources.
- G. Re-Supply of C-POD's should be coordinated after hours (while closed to public), if possible
- H. Most supplies will be palletized and a minimum of a pallet jack will be needed; fork lifts would be preferred.

#### IV. Response

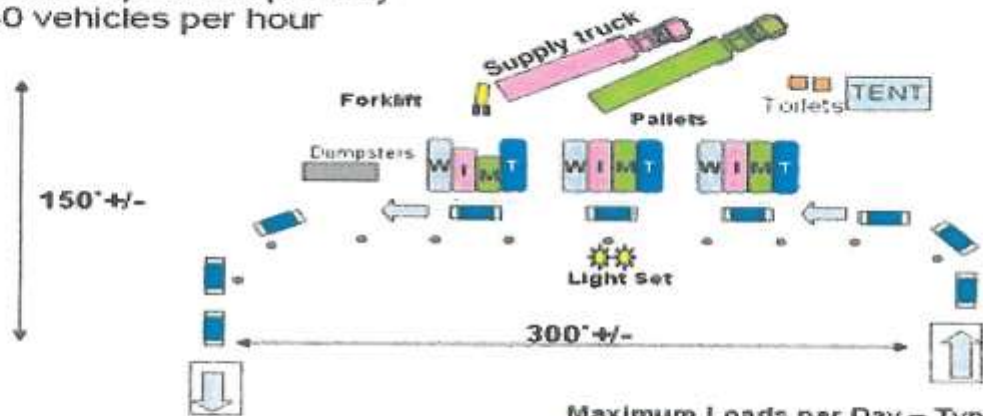
- A. The decision to open a C-POD will come from the Town of Carolina Beach EOC.
- B. All request for resources and supplies will go through the Town of Carolina Beach EOC, then to the New Hanover County EOC.
- C. Operational Periods should be no more than 12 hours per day; actual hours will be designated based on needs and resources.
- D. Initial distribution should be based on 72 hours of supplies due to limited space and resources.
  - 1. 1 gallon of water per person, per day.
  - 2. 8lbs or 1 bag of ice per person, per day.
  - 3. 2 MRE's per person, per day.
  - 4. 1 Tarp 20' X 25' per household.
- E. Assumptions are based on each car represents a family of three.
- F. Each vehicle passing through could receive the following supplies if available:
  - 1. 2 or 3 bags of Ice
  - 2. 1 Case of Water
  - 3. 6 MRE's
  - 4. 1 Tarp 20' X 25' (Per Request)
- G. Check list for C-POD should include but not limited to the following:
  - 1. Staffing (Town Employees, Community Volunteers, Civic/Non-Profit groups.
  - 2. C-POD Workers should be able to stand for long periods of time, lift 25 lbs. over several hours, and work 12 hours shifts.
  - 3. Forklifts
  - 4. Pallet Jacks
  - 5. Communications (cell phones, radios, etc.)
  - 6. Flashlights
  - 7. Traffic Cones (20)
  - 8. Work Gloves
  - 9. Barricade Tape (1000')
  - 10. 10x10 Shade Tents
  - 11. Portable Lights
  - 12. Dumpster
  - 13. Safety Vest
  - 14. Documentation Supplies (Pens, markers, paper)
  - 15. Box Cutters
  - 16. Tables and Chairs
- H. POD Unit Log should be completed each operational period.
- I. POD Manager will make resupply request through the Logistic Chief in the Town of Carolina Beach EOC.
- J. POD Manager is responsible for financial tracking and documentation, and reports to the Logistics Chief with the Town of Carolina Beach EOC.

## **V. Recovery**

- A. Assess citizen/community needs for individual assistance and/or public assistance.
- B. Obtain information from utilities regarding outages, length of repair, safety, etc.
- C. Reports responsible for and turned into the Logistic Chief:
  - 1) Personnel that are assigned to C-POD.
  - 2) Time sheets or time logs.
  - 3) Supplies used.
  - 4) Contracts issued.
  - 5) Purchase orders issued.
  - 6) Any other expenditures.
  - 7) Damages to public buildings, property, equipment, utilities, etc.
- D. Establish donated goods management based on Donation Management Plan.
- E. Ensure the general public is made aware, through the public information officer, of the assistance process, if applicable.
- F. Establish a demobilization plan.
- G. Implement demobilization plan and return facility to previous conditions.

### TYPE III - DISTRIBUTION POINT

Serves 5,000 persons per day  
140 vehicles per hour



Note: Individual vehicles drive through and ice & water is loaded into their trunks. Recommend One case water, 2 or 3 bags of ice per vehicle and 6 MRE's

Supply trucks for Ice, Water, MRE's and Tarps are to be off-loaded promptly and returned for re-supply.

#### Maximum Loads per Day – Type III

Water	1
Ice	1
MRE	1/2
Tarp	1/2

Figure 7



## **ANNEX M: MASONBORO EMERGENCY SERVICES CENTER**

### **I. Purpose**

The Masonboro Commons Emergency Services Center is established for the purpose of providing emergency information and services to residents and the general public after the passage of a hurricane.

### **II. Overview**

Services provided by the Emergency Services Center include the following: Periodic damage reports for the public, emergency entry passes for Critical Services Personnel and agencies as defined in the Re-Entry Plan, emergency entry passes for Essential Services personnel and agencies as defined in the Re-Entry Plan, check point for news media, emergency relief providers, and residents purchasing vehicle identification decals prior to re-entry.

### **Procedural Steps to Establish Emergency Services Center**

Immediately after passage of a hurricane, and at the discretion of the EOC Manager, the EOC Manager shall direct the Planning and Development Department to establish the Emergency Services Center by implementing the following steps:

- Contact vendors or Town personnel to deliver and set up two (2) 20' X 20" aluminum frame tents in the area north of the entryway to Masonboro Commons. This order should include 70 folding chairs and 10 tables.
- Contact vendor or Town staff to have delivered an air conditioned trailer for the purpose of providing an office space in the area noted in #1 above.
- Contact Operations to acquire a 6 KW generator and an electrical extension cord to operate the trailer and other electrical devices.
- Acquire four (4) portable toilets to be site delivered to the area noted in #1 above.
- Obtain solar powered, programmable variable traffic signs, if desired, and place on road in supportive locations.

## **VEHICLE IDENTIFICATION DECALS AND OTHER RE-ENTRY PASSES**

The issuance of Vehicle Identification Decals will be made available to the Public at Masonboro Commons Emergency Services Center. In order to purchase a decal, residents/property owners must provide the following information:

- Full Time Resident: must present current vehicle registration that reflects a Carolina Beach address.
- Out of Town Property Owner: current vehicle registration, and a copy of a deed or tax bill showing Carolina Beach address referenced.
- Resident Driving Company Owned Vehicle: current vehicle registration, and a memorandum on company letterhead stating the person in question is an employee and resides in Carolina Beach at referenced address.

Cost of Decals: \$5 if the person has just moved to Carolina Beach limits within the past 60 days, \$15 for all others

### **Hours of Operation:**

6:00a.m. – 8:00p.m.

Shifts: 6:00am – 1:00pm and 1:00pm – 8:00pm

### **Staffing Requirements:**

- Billing Clerks
- W&S Administrative Support
- Finance Director
- Assistant Finance Director
- Town Clerk
- Administrative Support to the Town Clerk
- Planning Permit Technician
- Town Manager's Administrative Assistant

## **EMERGENCY ENTRY PASSES FOR CRITICAL AND ESSENTIAL SERVICES PERSONNEL**

### **Tier 1 - Tactical Assessment Team (TAT)**

The TAT includes local, state and federal agencies with specialized skills that can be utilized to identify, assess, and respond to any life safety issues or risks on the island. Communicating through the ICP, the TAT will gather data necessary for a decision to be made on when Tier 2 personnel can come on the island. Personnel identified as Tier 1 include but are not limited to specified members of the following departments/agencies:

- Local/state/federal Police, Fire, Public Works, and Utilities personnel
- Local Power Company/Electrician
- Federal response agencies (FEMA, USCG, National Guard, etc.)
- Sheriff's Department
- Emergency Management
- Emergency Medical Services

### **Tier 2 - Critical Services Personnel (CSP)**

The CSP includes government employees/officials and contractors identified as able to help restore the island's public infrastructure. Communicating through the ICP, CSP will utilize available resources to restore public services (i.e. roads, water, sewer, electrical, cable, phone, etc). The CSP will communicate with the ICP to determine what services need to be restored or secured (i.e. block off certain sections of road) prior to allowing Tier 3 personnel on the island. Personnel identified as Tier 2 include but are not limited to specified members of the following departments/agencies:

- Government employees/officials
- Damage Assessment Teams
- Contractors needed to restore and maintain public infrastructure (i.e. gas, telephone, debris removal, cable, utility support contractors, etc.)

### **Tier 3 - Pass Holders and Essential Services (PES)**

PES includes residents, property owners, business owners, and private contractors conducting services to restore private infrastructure/facilities/homes. The IC will evaluate when private property evaluations and sufficient security measures have been implemented prior to allowing Tier 4 personnel on the island. Personnel identified as Tier 3 include but are not limited to:

- Pass Holders
- Insurance Adjusters
- News media
- Contractors needed to restore and maintain private property

### **Issuance of Passes during Tier 3**

Passes will be issued to persons from a designated checkpoint. If adjusters and contractors can demonstrate they have specific clients or specific work locations to service. Demonstrated evidence shall consist of a letter or document from property owner confirming the work site for contractor. Adjusters must show policy holder names/addresses/current policy number

### **Tier 4 - General public**

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## **ANNEX N: Comfort Station**

### **I. Purpose**

A Comfort Station is designed to aid emergency managers in the accounting of personnel and individual needs. This could be done by providing temporary relief from an extreme weather phenomenon such as extreme cold or heat, or in determining the provision of basic life support requirements to individuals forced to relocate during a disaster or other emergent situations.

### **II. Overview**

The use of a Comfort Station can assist the town's emergency operations center in "bridging the gap" between evacuation of affected areas and the opening of a shelter, as well as in smaller scale emergencies where temporary assistance is needed. The Comfort Station will give emergency managers a controlled environment to assess the survivor's needs (which could consist of temporary relief or relocation to more permanent lodging). As a result, local emergency managers will be able to provide more accurate sheltering needs to county officials and volunteer organizations. Comfort Stations will be managed by the town's Emergency Operations Center.

### **III. Planning**

A. Suggested requirements for Comfort Station facilities are as follows:

- 1) Life Safety/Support Requirement – The facility should be secure, safe, and sanitary; and of such size that allows survivors to safely and orderly assemble.
- 2) Communication – The facility should be equipped with "land-line" and/or cellular telephones.
- 3) Food/Water – The facility should have adequate food and water.
- 4) Length of Operation – The facility should operate for a limited time in order to assess the need for sheltering. The hours of operation are dependent upon the situation.

### **IV. Response**

A. Determining to open a comfort station is never an easy decision. Some key items that may be considered when making a decision are:

- 1) What geographical area is affected and the approximate number of citizens that could be impacted.
- 2) Current and forecasted weather conditions.
- 3) Road conditions and future changes that may impact the accessibility of the comfort station.
- 4) Resource availability to include the availability of a facility near the affected area, ease of getting to the facility, capacity, staffing, hours of operation, backup power source availability and any needed resources not already available.

### **V. Recovery**

A. Prior to closing a comfort station, the Emergency Management Director or designee should assess the status of the remaining occupants in the comfort station and determine if they need to be transported to a New Hanover County approved shelter.

B. Once the Comfort Station is no longer necessary, emergency management personnel should return the Comfort Station to its original state based on agreement with the facility owner/operator.

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## **ANNEX O: DEBRIS MANAGEMENT**

### **I. Purpose**

To establish procedures necessary to effectively deal with debris that has been created through some type of emergency situation.

### **II. Overview**

To remove various forms of debris in the Town right of way that were either deposited into the right of way during the course of the event, or placed therein by property owners following the event. To reduce the length of time that such debris creates a nuisance upon property owners, citizens, emergency services, staff and through traffic. To remove debris in a manner that is acceptable by regulatory agencies.

### **III. Planning**

- H. Confer with state(NCDENR) and federal law agencies(MOTSU) to ensure approved parcels of land are available to stage all debris.
- I. Annually advertise, bid and award Vegetative, C&D and Sand Removal Contracts. Primary and secondary contracts should be in position.
- J. Ensure contractors are on standby prior to event and confirm contact information.
- K. Negotiate mutual aid agreements. Obtain agreements with those jurisdictions, including reimbursement costs, if any.
- L. Have a Town wide map that is divided into zones of response for improved efficiency of debris removal response teams.
- M. Ensure all Operations Staff are prepared and scheduled.
- N. Ensure all viable equipment is fueled, operable and available.

### **IV. Response**

- L. Evaluate overall condition of Town and the extent of the debris generated by the event.
- M. If amount of debris is relatively minor, then communicate with Management for support of internal debris removal operation.
- N. If debris generated is large enough, communicate with Management and activate the prepositioned Emergency Debris Management Contracts, giving the contractor Notice to Proceed.
- O. Work with Finance Department to implement tracking plan coordinated by the Finance Officer.
- P. Activate debris removal operations and follow debris removal procedure.
- Q. Provide feedback to Management on status of debris removal operations, as requested or necessary.

## **V. Recovery**

- L. Record all debris removal actions, quantities and provide documentation to Federal agencies for fund reimbursement.
- M. If a Presidential declaration of disaster is made, and a "Request for Public Assistance" is applied for, ensure that FEMA supports the removal of the debris from the staging area prior to removal/disposal.
- N. Provide financial information to the Finance Officer.
  - 4) Personnel that responded and the time involved in the response.
  - 5) Time sheets or time logs.
  - 6) Supplies used.
  - 10) Contracts issued.
  - 11) Purchase orders issued.
  - 12) Any other expenditures.
  - 13) Damages to public buildings, equipment, utilities, etc.
- O. Ensure public officials and Management are made aware of the status of the debris removal operation.
- P. Ensure the general public is made aware, through proper advertising methods, of the details of the debris removal program.
- Q. Perform an incident critique as soon as possible with all possible response organizations.
  - 1) Review agency and self-performance.
  - 2) Review the weaknesses of the plan.
  - 3) Correct weaknesses.

## **ANNEX P: DAMAGE ASSESSMENT**

### **I. Purpose**

This section describes the damage assessment and recovery process, and outlines the criteria for individual assistance and public assistance programs. Individual Assistance Programs and Public Assistance Programs are considered to be recovery related.

### **II. Situation and Assumptions**

#### **A. Situation**

- Most hazardous events which may affect the Carolina Beach have the potential for causing damage. A planned damage assessment program is essential for effective response and recovery operations.
- If a significant emergency or disaster occurs, the following damage assessment activities will be conducted by local government:
  - Conduct an initial impact assessment by field services.
  - Preparation of an Immediate Situation Report for New Hanover County Emergency Management.
  - Determine the need for outside assistance and / or resources.
  - Initiation of detailed damage assessment activities including dispatch of teams to the field.
  - Preparation of a summary of field information gathered by damage assessment teams for the Control Group.
  - Submission of detailed damage assessment information by the Town of Carolina Beach Planning Department.
  - Video, still, and digital photography should be made available as soon as possible after the disaster event.
- The Town 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.
- Following a disaster, independent damage assessment activities will be conducted by a variety of organizations including, but not limited to:
  - Local, state and federal damage assessment teams
  - American Red Cross
  - Insurance
  - Utility companies

#### **B. Assumptions**

- A catastrophic disaster will exceed the damage assessment resources of the County and will require additional damage assessment personnel.
- State, county, and municipal personnel not impacted by the emergency or disaster may be available to assist with impact assessment.
- A catastrophic disaster may impede the ability of Emergency Management to provide immediate situation reports.

- The demand for information by the media may interfere with the Town's ability to conduct damage assessment.
- Damage to the utility and communication systems may hamper the impact assessment process.
- The thoroughness and accuracy of damage assessment can affect the receipt of recovery assistance.
- During the damage assessment process, individuals lacking the means of adequate insurance to recover from the long-term effects of the disaster will be identified.

### **III. Concept of Operations**

#### **A. General**

- Responsibility for preliminary and detailed damage assessment lies with Carolina Beach.
- Damage assessment and recovery operations will be coordinated from the Town 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**

Damage assessment and recovery activities will be coordinated from the Town EOC.

- The Damage Assessment/Recovery team from the Town Planning Department will coordinate the compilation of damage assessment information, the plotting of damaged areas on local maps, and the preparation of damage assessment reports for the EOC.
- Damage assessment reports will include, but are not limited to, information on persons affected, private property, infrastructure survival, damage to vital facilities, and economic impact.
- Damage assessment reports will be forwarded to New Hanover County EOC.
- Damage assessment reports will be reviewed to determine if any outside assistance will be necessary to recover from the event.

### **CHECKLIST OF ACTIONS-DAMAGE ASSESSMENT/ RECOVERY**

#### **PRIMARY AGENCIES:**

-Town of Carolina Beach Planning Dept., Chief Building Inspector, Code Enforcement Officer

#### **PRIVATE RESOURCES:**

-Consulting Engineers, Volunteers

#### **EOC STAFFING:**

-Planning Department

#### **REFERENCE DOCUMENTS:**

-NHC Damage Assessment Plan -N.C. Division of Damage Assessment Training Program

### **Chief Building Inspector and Code Enforcement Officer**

- Develop, review and annually update guidelines for damage reporting and accounting.
- Train personnel in damage assessment, organization, techniques, and reporting guidelines.
- Maintain a damage assessment team and notification/recall roster.
- Ensure capability and readiness to conduct post event damage assessment.
- Coordinate with County on post event permit reviews for plumbing, electrical, and mechanical
- Coordinate with County Electrical Inspections and Duke Power on post event reintroduction of electrical power.
- Notify builders with construction in progress to secure sites prior to the event.
- Report to Town Hall upon activation and coordinate damage assessment operations.
- Inform emergency operations officials of hazardous facilities, bridges, roads, etc.
- Determine need and locations for damage assessment.
- Develop standard operation guidelines for Damage Assessment Team Members to function under during emergency or disaster assessment listed in the Emergency Operations Plan. Staff will designate two person teams based on the category of storm. When possible, Town Staff will be utilized as team leaders with volunteers as assistants.

<b>Level of Response</b>		
<b>Category</b>	<b># of Teams</b>	<b>Team Staffing</b>
<b>1</b>	<b>1</b>	<b>BI/CO/OP</b>
<b>2</b>	<b>2</b>	<b>BI/CO/OP/2volunteers</b>
<b>3</b>	<b>4</b>	<b>BI/CO/OP/PM/SP/4 volunteers</b>
<b>4</b>	<b>8</b>	<b>BI/CO/OP/PM/SP/2 FD/10 volunteers</b>
<b>5 &amp; up</b>	<b>12</b>	<b>BI/CO/OP/PM/SP/2 FD/18 volunteers</b>

- BI = Building Inspector
- CO = Code Enforcement Officer
- OP = Operations Staff
- PM = Project Manager
- SP = Senior Planner
- FD = Fire Department staff

- Assign damage assessment teams and deploy as appropriate. Ensure each team has communications with the IC.
- Obtain cell phones and/or hand held radios for communications.
- Coordinates preliminary damage assessment for housing and business losses.
- Ensure damage assessment is conducted and damage information is summarized in support of any disaster declaration request.
- Collect and compile incoming damage reports from teams in the field IAW FEMA/NHC standards and report the data to NHC.

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## **ANNEX Q: VOLUNTEER MANAGEMENT**

### **I. Purpose:**

Volunteers play an important role in supporting the Emergency Operations of the Town. The need to supplement town staff during a disaster is crucial to a successful recovery from a devastating storm.

### **II. Overview:**

The decisions to activate various volunteer teams are decisions that will be made by the Town of Carolina Beach Emergency Operations Center. The immediate need for a particular volunteer team during an event will be accessed during the planning phase for an operation period. The Human Resources Director, through direction of the Emergency Operation Center will contact the Volunteer Team Chairperson in order for that Chairperson to notify the existing disaster committees' Captains to contact their staffs and stand-by for further instructions from their respective Team Captain.

### **VOLUNTEER TEAM GUIDELINES**

Generally the Volunteer Teams fall under the following categories:

1. Phone Bank – this team is responsible for manning phone lines coming into the Emergency Operations Center. This team will field questions from the public and answer general questions utilizing information provided through the EOC.
2. Damage Assessment – responsible for assisting the Town representative in preparing the preliminary damage assessment report provided to the Federal Emergency Management Agency and the New Hanover County Building Inspection Division for the purpose of estimating hurricane damage for the Town of Carolina Beach.
3. Food Bank – responsible for assisting the Town representative in making arrangements, preparing, serving, and delivering meals and snacks for volunteers, National Guard, and Town employees. The Food Bank will be setup in the Recreation Center gymnasium.
4. Distribution – responsible for distributing water, ice, tarps, cleaning supplies, etc. at predetermined emergency supply distribution points.
5. Public Information – This team will assist the Public Information Officer in the dissemination of information to the press, media, and other outlets.
6. Special Needs – This team will assist as needed in checking on citizens with special needs.
7. Masonboro Commons – This team will assist at Masonboro Commons as needed in the dissemination of information regarding status updates on the island, and assist Town Staff in the sale of stickers and decals needed to gain access to the island.
8. General Volunteer Pool – This team of volunteers are able to assist in almost any capacity needed. This is the pool that would serve as the secondary or reserve personnel for volunteers that are no longer able to serve, or are taking a break away from their primary volunteer capacity.

All Volunteers must complete an application and beneficiary insurance form to become a Volunteer. Also, all volunteers must have their picture taken for a Volunteer ID Badge. All Volunteers must wear a photo ID badge, which will be issued to them by the Emergency Operations Center at the time the Volunteer checks-in at the assigned EOC centralized check-in location.

Volunteers will be released from duty by their respective Team Captain when no longer needed to assist at the Emergency Operations Center. Volunteers will turn their ID badge into the EOC when signing out at the centralized location.

## **ANNEX R: Continuity of Operations Plan (COOP)**

**To Be Inserted**