
Emergency Operations Plan

Functional Annex: Public Health and Medical Services

Public Health and Medical Annex Responders	
Agency Role	Agencies
Primary Agencies	<ul style="list-style-type: none">• Fire & Ocean Rescue
Supporting Agencies	<ul style="list-style-type: none">• New Hanover County Health and Human Services• Wilmington Health Carolina Beach
Private Resources	<ul style="list-style-type: none">• Urgent Care Offices• Community Clinics

External Plan Alignment to Public Health and Medical Annex:

- *New Hanover County Public Health and Medical Annex*
- *Mass Fatalities Plan*
- *New Hanover County Point-of-Distribution Plan*
- *New Hanover County Special Needs Plan*

Table of Contents

External Plan Alignment to Public Health and Medical Annex	1
Introduction.....	3
Purpose	3
Scope.....	3
Situation.....	3
Planning Assumptions	4
Concept of Operations	4
General	4
Specific	5
NHC Health & Human Services.....	5
Emergency Medical Services	5
Mass Fatalities	5
Organization and Assignment of Responsibilities	6
Preparedness Actions Checklist.....	7
Monitoring/ Initial Incident Actions Checklist	7
Response Actions Checklist.....	8
Recovery Actions Checklist.....	10
Direction, Control, and Coordination	12
Annex Activation.....	12
Annex Development and Maintenance	12
Acronyms	12

Introduction

Purpose

The purpose of *Functional Annex: Public Health and Medical* is to provide general protection of the public's health within the Town of Carolina Beach. This annex will provide general coordination of emergency medical services/mass medical activities to ensure the safety of life and property, as well as provide care, identification, and disposition of those impacted by a mass casualty/fatality.

Scope

This annex identifies the key policies, concepts of operations, roles and responsibilities, and capabilities associated with public health and medical services in the Town of Carolina Beach. This annex is focused solely on the municipal response and recovery operations, as applicable.

The Town of Carolina Beach has limited capabilities, and will rely on New Hanover County and regional partners regarding this annex.

This annex coordinates the following activities:

- The establishment of points of distribution.
- Provisions for medical countermeasures.
- Prevention of duplication of services.

Situation

- The Town of Carolina Beach has limited capabilities, and will rely on New Hanover County and regional partners regarding this annex.
- The NHC Health & Human Services, located in Wilmington, is the principal provider of public health services for the Town of Carolina Beach and New Hanover County (NHC).
- Acute care will be handled by Novant Health New Hanover Regional Emergency Medical Center (NHNHRMC) Mobile Integrated Health which provides Emergency Medical Services as well as Air Ambulance services. Patients will be transported for treatment to the appropriate medical center or hospital.
- NHC has two major medical care facilities: NHNHRMC and NHNHRMC, Cape Fear Campus, Orthopedic Hospital. The following is information regarding these facilities:
 - Both facilities operate emergency departments and offer specialized services in addition to skilled nursing care.
 - Residents requiring care in the hospital setting are typically referred to these facilities. Other specialized care is available from regional medical facilities in Greenville, Durham and Chapel Hill.
 - EMS and rescue services are provided by NHNHRMC Mobile Integrated Health.
 - NHNHRMC is designated as a Level II Trauma Center.
 - NHNHRMC EMS is dispatched by the New Hanover County 911 Communications Center.
 - NHNHRMC EMS has a Mass Casualty Plan (Section 4 MPI/Disaster, Standard 36) for response to mass casualty events.
 - During inclement weather conditions, operations of Mobile Integrated Health assets as well as rescue assets may be suspended to protect the responders. Responding agencies have inclement weather plans in place to guide this response.
 - NHC and NHNHRMC Public Information Officers (PIOs) will serve as the official spokespeople for mass casualty events.
- Home health care is provided by private agencies.

- The Special Needs Registry is maintained by the NHC Senior Resource Center. This list would be available to response personnel through the Individual Care Coordination Center (IC-3) in the event of an emergency.
- A listing of licensed long term care facilities is maintained by NHC Emergency Management (NHC EM).
- The county and/or state Medical Examiner is responsible for the disposition of the deceased.

Planning Assumptions

- A large scale or prolonged disaster/emergency period will result in increased demands on the personnel and equipment resources of the NHC HHS and other health care providers in the county and on the limited rescue capabilities available.
- During the recovery period following a major disaster, natural or manmade, the NHC HHS will focus on controlling the spread of communicable diseases resulting from contaminated water supplies, failed septic tank systems, spoiled or contaminated food supplies and unsanitary living conditions.
- A catastrophic disaster could result in multiple fatalities resulting in the establishment of temporary morgues and the need for a family assistance center.
- When local resources can no longer meet the demand of the situation, additional resource requirements will be requested through the NHC EM.
- Following a disaster in which rescue facilities are damaged, new bases of operation may have to be established, thus increasing the response time of the rescue squads and EMS units.
- In the event of a mass casualty occurrence, the county medical examiner will provide for care and disposition of remains.
- Refrigerated trucks may have to be utilized to house the bodies of mass casualty victims until identification and release to next of kin can be made.
- Inquiries from family members of victims would strain the ability of the Medical Examiner's office to make timely notification of next of kin. NHHHRMC has a plan in place for a hospital facility Family Reunification Center to relieve that burden.

Concept of Operations

General

- The NHC HHS provides public health services in NHC and the Town of Carolina Beach. They are also responsible to coordinate operations conducted under this annex with emergency partners.
- NHHHRMC provides medical services in NHC. They provide hospital and Mobile Integrated Health services for critical acute care.
- Homebound patients cared for by home health care services and those populations in licensed long term care facilities are the responsibility of the agency/facility rendering services to them at the time of the disaster. Plans must be in place for their care at the facility level.
- The Individual Care Coordination Center (IC-3) may provide assistance to those needing medical shelter assistance when deemed appropriate.
- NHC HHS and NHHHRMC will coordinate with the county PIO or Joint Information Center (JIC) concerning the distribution of disaster related health procedures and advisories.
- Public Health and Medical Services may require additional modifications and have specific information needs for segments of the population with Access and Functional Needs (AFN) such as:



Source: US HHS/ASPR Functional Needs Factsheet¹

Specific

NHC Health & Human Services

Public health services in NHC are directed, operated, and coordinated by the Director of NHC HHS. NHC HHS will do the following:

- The HHS Director will coordinate with Trillium Health Resources to provide Critical Incident Stress Management (CISM) teams in shelters.
- The Strategic National Stockpile (SNS) is available from the Centers for Disease Control (CDC) via NC Emergency Management. HHS will request, manage, and distribute this asset as needed.
- Coordinate healthcare operations in emergency shelters with ARC, Salvation Army, etc.
- Provide health inspections, emergency immunizations, and control communicable diseases.
- Provide inspections of damaged areas and shelters in order to monitor food preparation, restroom facilities, pest control, sanitation, immunizations, and water purification needs.
- Inspections of mass care facilities, when requested.
- Assist in establishing temporary morgue when needed.
- Ensure crisis counselors are available to provide services to the public and responders.
- Assist ARC with disaster welfare inquiries.
- Ensure that care facilities have plans in place to care for their populations.
- Inspect food and water supplies, sanitation, and mass feeding locations in NHC.
- Provide a representative to the NHC EOC when required.
- Implement effective environmental health, nursing, and health education practices to minimize the incidence of disease and illness.
- In cooperation with state and private labs, oversee testing of water supplies.

Emergency Medical Services

- Paramedics will make house calls.
- Local transport resources are not available to manage the movement of all non ambulatory persons within the community.

Mass Fatalities

Operations for mass fatality events will be coordinated by NHC EM. Temporary morgue(s) will be organized and administered by the NHC Medical Examiner and supported by funeral home staff available in NHC.

¹ <https://www.phe.gov/Preparedness/planning/abc/Pages/AFN-FactSheet.aspx>

Organization and Assignment of Responsibilities

All agencies charged with a response in this annex are expected to collaborate and coordinate with emergency partners to respond to and recover from emergencies in Town of Carolina Beach. This annex is not a substitute for local/departmental response plans and does not usurp local policies and procedures. This annex may be activated to support any response in the Town of Carolina Beach for which the EOP is activated.

Key actions which should be implemented by all those responding under this annex are as follows:

- The lead and supporting agencies should be involved with health and medical planning, training, and exercises when appropriate.
- Organizations will maintain a call back list of staff, updated memorandums of understanding, mutual aid agreements with supporting agencies, and facility checklists.
- Organizations responsible for providing emergency health and medical services are responsible for maintaining the capability to do so. Specific planning efforts may include developing and maintaining the plans, procedures, checklists, contact lists, and other materials needed to implement the health and medical function.
- All individuals/organizations involved in disaster response should collect and record information on the utilization of labor, materials, equipment, and disaster related costs.

The following pages are checklists of actions to be coordinated by those listed in this annex as primary and support agencies. The primary agencies will coordinate the overall response under the functions covered by this annex and supporting agencies will assist in the response as needed. The primary agencies will collaborate to identify and activate supporting agencies as appropriate.

Preparedness Actions Checklist

These actions may be taken during normal operations in preparation for an event. All primary and support agencies should consider these actions.

Preparedness Actions	Notes	Responsible Party	Status
Plan for alternate means of communication if primary means of communications is disrupted.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Identify secondary hazards that may threaten responders and plan to overcome these hazards.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>

Monitoring/ Initial Incident Actions Checklist

The following actions may be taken during the initial phases of incident response, including during a “Monitoring” phase activation. Not all actions will be necessary during every event. Complete those actions necessary for the incident.

Monitoring/Initial Incident Actions	Notes	Responsible Party	Status
Ensure communications have been/will be established with field units, command posts, etc.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Prepare staffing plan to adequately support operations over the required number of operational periods.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Report rumors to the PIO, if detected.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>

Monitoring/Initial Incident Actions	Notes	Responsible Party	Status
Assess the needs of special care groups in cooperation with the NHC EOC, which will work with Individual Care Coordination Center (IC-3), home healthcare agencies, long term care facilities, and other groups providing care to special needs individuals.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Respond to requests for information on public health concerns, and coordinate with NHC EOC.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Prepare to release public health advisories in conjunction with the county PIO or NHC JIC.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Respond to requests for rescue/mass casualty assistance, and coordinate with NHC EOC.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Begin to assess situation and develop report to be delivered at the Incident Command Post (ICP) briefing outlining operational status.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Coordinate with the other Incident Command Post (ICP) functions for restrictions on search/disaster areas, transportation needs, resource needs, etc.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Determine the need for specialized equipment/resources and request suppliers of this equipment.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>

Response Actions Checklist

The following actions may be taken during the response, including during partial or full phase activations. Not all actions will be necessary during every event. Complete those actions necessary for the incident.

Response Actions	Notes	Responsible Party	Status
Maintain responsibility for the coordination of services, equipment, and personnel to meet the health and medical needs of the disaster victims.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>

Response Actions	Notes	Responsible Party	Status
Monitor food/drug safety, radiological hazards, chemical hazards, water quality, wastewater disposal, solid waste disposal and vector control items in coordination with the NHC EOC.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Coordinate release of health advisories with the county PIO.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Monitor requirements of those with AFN in cooperation with the Individual Care Coordination Center (IC-3) and NHC EOC.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Continue to respond to emergency medical calls as conditions permit.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Determine any need for additional health and medical resources.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Coordinate and direct the activation and deployment of voluntary resources of health, medical, personnel, supplies, and equipment.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Warn the public of contaminated water supplies and methods to purify water via PIO or JIC.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Provide coordination of NHHNHRMC, medical equipment, supplies, nurses, pharmacy services, environmental HHS, staff, nutritional services, mental health workers, crisis mental health workers in shelters, volunteer health workers, dental services, emergency immunizations and public information releases.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Track daily costs and develop expense reports.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Establish response criteria when major hazards pose threat to responders.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>

Response Actions	Notes	Responsible Party	Status
Coordinate activities with other Incident Command Post (ICP) functions to obtain support for operations.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Request air evacuation of severely injured victims, when required.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Assist with notification of next-of-kin, if requested, for mass casualty events in coordination with the NHC EOC.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Continue to update the PIO on the status of operations. Continue to provide briefings to the Incident Command Post (ICP) staff.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
If mass casualty events occur on waterways, coordinate activities with the appropriate agencies.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Request divers when needed for body recovery if safe driving conditions exist.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>

Recovery Actions Checklist

The following actions may be taken during recovery, including during partial or full phase activations. Not all actions will be necessary during every event. Complete those actions necessary for the incident.

Recovery Actions	Notes	Responsible Party	Status
Monitor conditions for health and medical concerns.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
If emergency purchase of critical items is required, work with Incident Command Post (ICP) to procure.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Release advisories on water, wastewater, etc.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>

Recovery Actions	Notes	Responsible Party	Status
Assist in identifying locations and obtaining potable water and portable toilets.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Assist with victim identification and mortuary services. Notify next of kin, when requested, and coordinate with NHC EOC.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Ensure that deaths are investigated and scenes secure.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Continue to ensure security for mass casualty sites.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Compile reports of damages to facilities, equipment, injuries to responders, etc.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Begin process to ensure re-supply to expended supplies consumed during responses.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Plan for orderly shut-down of emergency operations and return to normal operations. Release responders to return to base.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Ensure that disaster victims evacuated from the disaster area have been returned to their place of residence (to include bedridden, homebound, etc.)			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Participate in the review of operations during county-led after-action review. Develop plan of action to improve response during future events.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>

Direction, Control, and Coordination

Annex Activation

This annex will be activated in the event of a disaster or emergency impacting the Town of Carolina Beach in coordination with the Town of Carolina Beach's EOP, as outlined in the Base Plan. These procedures consist of processes and systems to communicate timely, accurate, and accessible information to the public, responders and stakeholders- the whole community. Any event requiring activation of the EOP may necessitate the activation of this annex.

Annex Development and Maintenance

This annex is developed by the Town of Carolina Beach in conjunction with emergency partners charged with a role in this annex. It is a functional annex supporting the Town of Carolina Beach's EOP. This document will be reviewed, maintained, and updated annually by the Town of Carolina Beach and any changes necessary will be made and forwarded to emergency partners. This annex may also be updated following exercises or real-world activations of this annex to modify policies, procedures, and incorporate lessons learned.

Acronyms

AFN	Access and Functional Needs
APIO	Assistant Public Information Officer
ARC	American Red Cross
ARES	Amateur Radio Emergency Services
ASU	Animal Services Unit
BNP	Brunswick Nuclear Plan
CDC	Centers for Disease Control
CISM	Critical Incident Stress Management
EAS	Emergency Alert System
EMS	Emergency Medical Services
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
EPCRA	Emergency Planning and Community Right to Know Act
EPIC	Emergency Public Information Center
ERG	Emergency Response Guidebook
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
GIS	Geographic Information Systems

IC	Incident Command
IC-3	Individual Care Coordination Center
ICP	Incident Command Post
ICS	Incident Command System
IPAWS	Integrated Public Alert and Warning System
JIC	Joint Information Center
JIS	Joint Information System
LEPC	Local Emergency Planning Commission
NAWAS	National Warning System
NC OEMS	North Carolina Office of Emergency Medical Services
NC	North Carolina
NFPA	National Fire Protection Administration
NHC EM	New Hanover County Emergency Management
NHC EOC	New Hanover County Emergency Operations Center
NHC EOP	New Hanover County Emergency Operations Plan
NHC HHS	New Hanover County Health and Human Services
NHC	New Hanover County
NHCFR	New Hanover County Fire Rescue
NHCHD	New Hanover County Health Department
NNHRMC	Novant New Hanover Regional Medical Center
NOAA	National Oceanic and Atmospheric Administration
NWS	National Weather Service
OSC	On-Scene Coordinator
PETS	Pets Evacuation and Transportation Standards Act
PIO	Public Information Officer
PSAP	Public Safety Answering Point
RRT	Regional Response Team
SAR	Search and Rescue
SARA	Superfund Amendments and Reauthorization Act
SERC	State Emergency Response Commission
SMAT	State Medical Assistance Team
SMORT	State Mortuary Operations Team
SNS	Strategic National Stockpile
SPCA	Society for the Prevention of Cruelty to Animals
TTY	Teletypewriter
USAR	Urban Search and Rescue
USCG	United States Coast Guard

UWCFA	United Way of the Cape Fear Area
VIPR	Volunteer Intervention Prevention Response
WEA	Wireless Emergency Alerts