
Emergency Operations Plan Functional Annex: Mass Care

Mass Care Annex Responder Roles	
Agency Role	Agencies
Primary Agencies	<ul style="list-style-type: none">• Town Manager & Assistant Town Manager/Emergency Management Coordinator (EMC)• Fire & Ocean Rescue• Police Department• Parks and Recreation
Supporting Agencies	<ul style="list-style-type: none">• American Red Cross, Cape Fear Chapter• New Hanover County Schools• New Hanover County Emergency Management• Amateur Radio• United Way of the Cape Fear Area (UWCFA)• Salvation Army
Private Resources	<ul style="list-style-type: none">• Hotels/Motels

Internal Plan Alignment to Mass Care Annex:

- *Volunteer Management Annex*
- *Comfort Station Annex*
- *Masonboro Emergency Services Center Annex*
- *Community Points of Distribution Plan (C-POD) Annex*

External Plan Alignment to Mass Care Annex:

- *New Hanover County Mass Care Annex*
- *Donated Goods/Volunteer Coordination Plan*
- *IC-3 Plan*
- *Community Feeding Plan*
- *Emergency Shelter Guide*
- *North Carolina Memorandum of Understanding with The American Red Cross*

Table of Contents

Internal Plan Alignment to Mass Care Annex.....	1
• <i>Volunteer Management Annex</i>	1
• <i>Comfort Station Annex</i>	1
• <i>Masonboro Emergency Services Center Annex</i>	1
• <i>Community Points of Distribution Plan (C-POD) Annex</i>	1
External Plan Alignment to Mass Care Annex	1
Introduction.....	3
Purpose	3
Scope.....	3
Situation.....	3
Assumptions	4
Concept of Operations	4
General	4
Specific	4
Access and Functional Needs Populations	5
Individual Care Coordination Center (IC-3)	6
Household pets	6
Volunteers	6
Community Feeding.....	6
Organization and Assignment of Responsibilities.....	7
Preparedness Actions Checklist.....	8
Monitoring/ Initial Incident Actions Checklist	9
Response Actions Checklist.....	10
Recovery Actions Checklist.....	13
Direction, Control, and Coordination.....	15
Annex Activation.....	15
Annex Development and Maintenance	15
Acronyms	15

Introduction

Purpose

This *Functional Annex: Mass Care* describes the coordination of activities involved with the provision of temporary shelter, mass care and feeding, disaster welfare information, and in some instances providing services to disaster workers within the Town of Carolina Beach. This annex will coordinate the use of all mass care resources to meet the needs of the citizens as well as the other support functions to accomplish response, recovery, and assistance missions.

Scope

This annex identifies the key policies, concepts of operations, roles and responsibilities, and capabilities associated with mass care 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 provides a framework for the coordinated provision of temporary shelter, mass feeding, disaster welfare information, and in some instances providing services to disaster workers.

- Coordination of sheltering for those displaced from residences.
- Coordination of the establishment of community feeding facilities.
- Coordination of relief efforts provided by private groups.
- Coordination of the establishment of a shelter registration system.
- Coordination provisions for emergency first aid.
- Coordination with other responders to ensure a safe shelter environment.
- Coordination activities of agencies providing shelter and mass care services to prevent 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.
- Based upon the County's Threat and Hazard Identification and Risk Assessment (THIRA), listed below are some of the emergencies which may require sheltering:
 - Severe Winter Storms
 - Tornadoes
 - Floods
 - Hazardous Material Accidents
 - Fires
 - Hurricanes
 - Brunswick Nuclear Power Plant Incidents
 - Earthquakes
 - Terrorist Events
 - Damaged Lifelines (phone, power, water, gas, etc.)
- Several facilities have been designated as hurricane shelters within NHC. The complete list is maintained by New Hanover County Emergency Management (NHC EM) and the Cape Fear Chapter of the American Red Cross (ARC).
- Out-of-county sheltering for residents, excluding those with medical Access and Functional Needs (AFN), will be coordinated through the Eastern Branch Office NC Division of Emergency Management and NHC EM.

- A shelter for those with medical AFN will be established in coordination with Novant Health New Hanover County Regional Medical Center (NHNHRMC). This may be coordinated through the NC medical shelter.

Assumptions

- Local grocery stores, restaurants and other businesses may support initial shelter/mass care operations with donations of emergency supplies.
- A high percentage of evacuees will seek shelter with friends or relatives rather than go to public shelter.
- Many residents and visitors will elect to leave the area before the official order to evacuate is given.
- Churches and other groups may open shelters independently. These shelters will not be supported by NHC or the ARC.
- Evacuees will be provided with public information in the shelter concerning the emergency event.

Concept of Operations

General

- Mass care includes sheltering, evacuation, feeding, care for household pets, donations management, and volunteer management.
- Mass care operations will require extensive coordination with other support functions such as Transportation, Communications, Public Safety and Security, and others.
- The Incident Command Post (ICP) will be the coordination point for mass care operations.
- In a catastrophic disaster, it is likely that long-term mass care sheltering operations will be required until rental units or temporary housing resources become available.
- Mass Care operations 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

The Town of Carolina Beach has limited capabilities for large-scale mass care needs. As such, the Town of Carolina Beach will rely on the following:

- 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

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

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.

- New Hanover County Health & Human Services (NHC HHS)
 - Provide/coordinate healthcare operations in emergency shelters with the ARC, Salvation Army, etc.
 - Provide health inspections, emergency immunizations and control of communicable diseases.
 - Provide crisis counselors to the public and emergency responders if available.
 - Coordinate temporary restrooms and dumpsters, when requested.
 - Provide staff to shelters.
 - Coordinate with HHS and Home Health Care agencies on those with AFN.
 - Provide liaison to assist with donated goods/volunteer coordination operations and Individual Care Coordination Center (IC-3).
 - Assist with registration of evacuees.
 - Assist with disaster welfare inquiries from separated family members.

- American Red Cross, Cape Fear Chapter
 - Provide shelter supplies for evacuees in the shelters.
 - Coordinate activities with NHC HHS.
 - Coordinate with other community partners for the emergency feeding of disaster victims not utilizing public shelter space.
 - Handle disaster welfare inquiries.
 - Provide information on conditions in the disaster area for shelterees.
 - Support post-disaster donated goods coordination activities with the United Way of the Cape Fear Area, Salvation Army, the New Hanover County Disaster Coalition, and other organizations providing disaster relief services.
 - Provide staff to the Volunteer Reception Center (VRC) in accordance with *Donated Goods/Volunteer Coordination Plan*, when requested.
 - Provide manpower for general facilities oversight including shelter set up and tear down.
 - Assume control of shelters from NHC HHS as soon as appropriate (typically within 72 hours) after an event.
 - Provide an after-action report within 24 hours following shelter closing.

Access and Functional Needs Populations

Children and Resident Encounters Program

C.A.R.E. (Children and Resident Encounters Program) is a registry program established by the Carolina Beach Police Department to assist citizens who have special needs and is designed to promote communication while providing first responders with quick access to critical information about a person with special needs (Autism Spectrum Disorder, Alzheimer's Disease, Dementia, etc.).

C.A.R.E. can provide first responders with emergency contact information, detailed physical descriptors, known routines, favorite attractions/activities, and/or any other specific characteristics of an individual they may encounter. <https://www.carolinabeach.org/government/departments/police/c-a-r-e-children-and-resident-encounters-program>

Voluntary Special Needs Registry

Residents with AFN have been provided the opportunity to register with the Voluntary Special Needs Registry maintained by the NHC Senior Resource Center and NHC EM. Those registered receive targeted notifications and are asked to provide potential needs during a response. During a disaster, the Individual Care Coordination Center (IC-3) is the lead for case management for those with medical AFN. The care of those with AFN is fundamental to the response and considered throughout all functions.

To the extent possible, Functional Needs Support Services (FNSS) will be provided to anyone with a need. These are services that enable children and adults to maintain their usual level of independence in a general population shelter. FNSS includes reasonable modifications to policies, practices, and procedures, the provision of durable and consumable medical equipment, personal assistance services, and other goods and services as needed.

NHC has access to members of the Functional Access Support Team (FAST) to assist those with AFN to remain in general population shelters through the use of aids and advocates. NHC HHS has staff trained to perform this function on the local level.

Individual Care Coordination Center (IC-3)

The Individual Care Coordination Center (IC-3) is a case management system for providing assistance to members of the community who cannot be sheltered in a general population shelter. They also serve as the liaison between the citizens and the state medical facilities. These case managers may also assist with evacuation assistance and other medical issues as needed. The plan is intended to provide direction for those who are assigned/or volunteer to support the activities of the IC-3. The IC-3 addresses the needs of those in the community with AFN during emergency situations. The IC-3 is activated and led by NHC EM alongside numerous supporting agencies. Personnel responding through the IC-3 will also provide case management services for those needing additional services.

Household pets

In accordance with H.R.3858 Pets Evacuation and Transportation Standards Act of 2006, NHC has developed a Pet Co-location Shelter. This shelter is designed specifically for evacuees who have household pets needing shelter. This shelter is designed with an area for household pets separate from the area for their owners. The NHC Sheriff's Office Animal Services Unit (ASU) is responsible for operation of this shelter. An additional shelter can also be opened on a case-by-case basis. If the incident requires decontamination of humans prior to the entry to a shelter, pets will be required to follow the same decontamination guidelines. These guidelines can be found in the *NHC Radiological Plan*.

Only pets defined by law will be sheltered: a domesticated animal, such as a dog or cat, bird, rabbit, rodent, or turtle that is traditionally kept in the home for pleasure rather than for commercial purposes, which can travel in commercial carriers and be housed in temporary facilities. Household pets do not include reptiles (except turtles), amphibians, fish, insects/arachnids, farm animals (including horses), and animals kept for racing purposes. Aggressive animals will be housed at ASU. Although many exotic animals are present in NHC, they will not be housed in the Pet Co-location Shelter. Dogs and cats will be housed at the Pet Co-location shelter. All other pets will be housed at the ASU facility.

Volunteers

The Town of Carolina Beach has a Hurricane Volunteer Program. Each year, the Town of Carolina Beach recruits volunteers to help in making sure that the Town is prepared and recovers from a hurricane event. <https://www.carolinabeach.org/services/emergency-preparedness/hurricane-volunteers>

Community Feeding

The purpose of the NHC Community Feeding Plan is to define the framework for local support of a coordinated, timely, and efficient feeding response in NHC. It also defines the full spectrum of services required from initiation until community services are restored. This multi-agency feeding plan has been developed as an integrated strategy and process for implementing coordinated feeding operations at the local level. This plan will help to limit duplication of efforts and maximize use of available resources.

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 the Town of Carolina Beach. This annex is not a substitute for local/departamental 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:

- All responders should maintain professional relationships with partner agencies.
- All responders should participate in training and exercises as appropriate.
- Agencies will maintain current rosters with points of contact and resources.
- Organizations responsible are expected to maintain the capability to provide services for which they are charged. Contingency plans should be in place for continuing operations if needed.
- All individuals/organizations involved in disaster response should collect and record information on the utilization of labor, materials, equipment, and disaster related costs.
- Appropriate representation will be sent to the Incident Command Post (ICP) as needed.

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
Review, revise and update memorandums of understanding, mutual aid agreements, checklists, standard operating guidelines, and building/shelter floor plans.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Continually evaluate capabilities required to accomplish operations under this annex, identify any gaps, and leverage resources to address them.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Address after-action items and lessons learned regarding this annex from exercises and real-world events, whether through planning, operations, exercises, training, or equipment.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Develop and/or participate in relevant related planning, training, and exercise activities at the local, regional, state, and/or federal level.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Ensure necessary supplements to the annex are developed and maintained including contact lists, internal procedures, etc.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Ensure staff are fully trained and prepared to respond to the Incident Command Post (ICP), as needed.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Maintain a list of municipal officials and key County and state agency's contact phone numbers, unlisted numbers, pager numbers, cell phones and fax numbers, etc.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Develop and update contact lists with phone numbers (home, cellular, fax, etc.), pagers, radio call signs, etc.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>

Preparedness Actions	Notes	Responsible Party	Status
Plan for alternate means of communicating with field units if normal communications channels are disrupted.			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
Identify and notify the supporting agencies that their resources and personnel may be requested to respond.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
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"/>
Refer questions concerning the disaster or emergency situation to the Incident Command Post (ICP) for handling.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Assess impacted lifelines and determine their status.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Develop plans to overcome gaps in mass care capabilities.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Coordinate mass care resources, when requested.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Establish communication with support agencies (radio, telephone, cellular) and ensure that they are ready to respond.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Notify supporting agencies to put their personnel and equipment resources on standby for activation.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>

Monitoring/Initial Incident Actions	Notes	Responsible Party	Status
Report rumors to the PIO, if detected.			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
Instruct supporting agencies and field units to report their status, area situation, personnel needs, equipment needs, activation of mutual aid agreements, location of field command posts, etc.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
When requested, respond to the Incident Command Post (ICP).			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Receive, manage, and track resource requests.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Coordinate the relief efforts provided by volunteer organizations performing mass care function.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Responsible for securing the recreation building for use by emergency workers to provide assistance to the public during and after an emergency event.		Park and Recreation Director	Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Arrange for feeding operations of emergency workers, Incident Command Post (ICP) staff, and volunteers.		Park and Recreation Director	Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Provide access to parks and recreation facilities for incident response, including establishment of incident facilities, as requested.		Park and Recreation Director	Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Coordinate emergency volunteer efforts and providing assistance to teams throughout the event.		HR Director	Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>

Response Actions	Notes	Responsible Party	Status
Provide mass care needs and data to the Incident Command Post (ICP).			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Ensure full coordination of activities with other groups within the Incident Command Post (ICP) to assist in the development and maintenance of a common operating picture.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Receive, review and contribute to situational reports from the Incident Command Post (ICP) on a regular basis.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Fill all ICS roles.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Respond to requests for evacuation assistance from citizens as long as it does not pose a hazard to responders, in accordance with local policies.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Track all incident related activities through appropriate ICS forms.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Monitor evacuation activities.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Assess the need for additional shelter openings and coordinate with NHC EOC.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Ensure that sheltered people who are not medically appropriate for general sheltering are referred through the IC-3 to appropriate medical care. Coordinate with NHC EOC and IC-3.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Ensure that all supporting agencies have maintained accurate logs of personnel and equipment resources utilized for response.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Determine if residents need to be evacuated from immediate peril.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>

Response Actions	Notes	Responsible Party	Status
Instruct responders to document mileage and time.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Maintain coordination activities with NHC and municipal officials.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Coordinate the evacuation of those with AFN. Ensure that this task is accomplished in a timely manner. Coordinate with Individual Care Coordination (IC-3) Center and NHC EOC, if activated.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Assist law enforcement with evacuation and warning, when needed.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Re-deploy resources out of danger zones.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
If hazardous materials are involved, provide guidance for decision making as to their effects.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Track disaster related costs according to guidance from the Incident Command Post (ICP).			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Prevent duplication of goods and services for mass feeding operations.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Track the resources that have been committed to specific missions and plan for re-deployment upon release, when necessary.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Maintain reports of shelter conditions and any unmet needs. Report to the NHC EOC.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Maintain list of mass care resources and personnel (volunteer from private or business sector) that have been called into the Incident Command Post (ICP).			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Identify staging areas for mass care resources that may be sent into the affected area for support.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>

Response Actions	Notes	Responsible Party	Status
Compile report of any damaged mass care assets.			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
Ensure all responders to this annex and/or their agencies provide appropriate records of costs incurred for purposes of reimbursement when available.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Create and implement a plan for deactivation of all assets.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Compile reports of damages to facilities, equipment, injuries, etc.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Participate in action review.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Coordinate with applicable county, state, volunteer and local government agencies to determine the need for extended shelter operations.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Coordinate with the appropriate agencies for long term placement of disaster victims who cannot move back to their normal residences.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
If required, identify locations for temporary housing such as campers or trailers.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Continue to coordinate with the other Incident Command Post (ICP) functions providing services to shelters.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>

Recovery Actions	Notes	Responsible Party	Status
Ensure that agencies have maintained logs of mileage and time of personnel utilized to respond to disaster.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Coordinate re-entry information and instructions with the PIO.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
Develop a plan for the priority replacement of any damaged or destroyed mass care assets.			Complete <input type="checkbox"/> Ongoing <input type="checkbox"/> Incomplete <input type="checkbox"/>
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'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'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