



# EMERGENCY MANAGEMENT PLAN

2021



# Town of Southern Shores

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## DIRECTIVE – June 2021

### EMERGENCY MANAGEMENT PLAN

During an emergency, certain Town employees are required to perform responsibilities consistent with their position as defined within the emergency management plan.

The following definitions are provided:

**ESSENTIAL PERSONNEL:** Are those emergency service professionals and other employees whose presence on-site is necessary for the continuity of Town operations, protection of people & property, and to recover from a disaster. The following are defined as essential personnel and are required to be on-site as directed:

ADMINISTRATION – Town Manager

POLICE – All police personnel as directed by incident command.

FIRE – All fire personnel as directed by incident command.

PUBLIC WORKS – Public Works Director and public works personnel as directed by incident command.

CODE ENFORCEMENT – Town Planner/Code Enforcement Officer and code enforcement personnel as directed by incident command.

**ESSENTIAL VEHICLES:** Vehicles equipped, maintained, and operated by police, fire, and public works personnel required to be on-site during an emergency or directed by incident command to respond to an emergency situation as determined or directed by incident command, Dare County 911, or the Town Police and Fire Departments.

**CRITICAL FUNCTION PERSONNEL:** Are those employees who provide functions necessary for the business continuity of the Town and who protect certain town assets as defined within the emergency management plan. These personnel may be required to respond or to relocate with town assets as directed by the Town Manager or his designee.

TOWN CLERK – Emergency duties described in the plan.

FINANCE & PERSONNEL OFFICER – Emergency duties described in the plan.



## SOUTHERN SHORES EMERGENCY MANAGEMENT TEAM

The Town of Southern Shores utilizes National Incident Management System (NIMS) and an Incident Command System (ICS) in response to all emergencies regardless of size and complexity. The ICS is composed of paid staff and volunteers – ALL of whom are critically important to the provision of vital services to the public. The Incident Commander is responsible for preparing for all emergencies and coordinating the activities of the Emergency Management Team. The Emergency Management Team is expected to prepare for emergencies and be ready to manage their functional areas before, during and after an emergency.

### Emergency Operations Centers (EOC):

**Small Incidents** (major traffic accidents and nuisance flooding): Town Hall Complex

**Major Incidents:** ~~Town Hall Complex—contingent staging located at~~ South Fire Station; second floor. Actual access to this EOC location shall be secured utilizing an authorized pass system, with individual entry mutually determined by the Incident Commander, Deputy Incident Commander, and the Fire Chief.

### Functional Staging Areas (FSA):

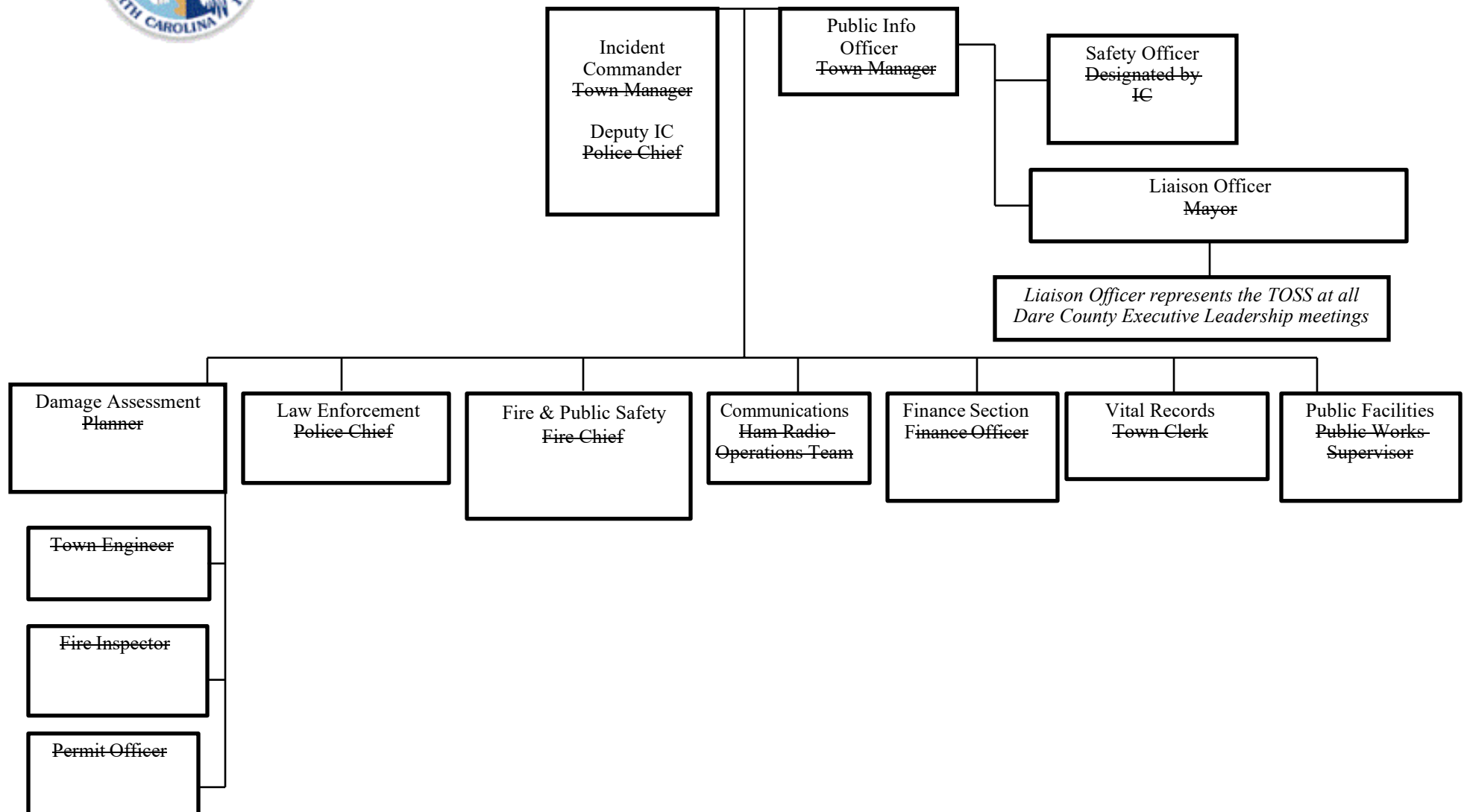
The Incident Commander may designate one or more FSAs to accommodate specific functions for management of the emergency and/or continuation of Town governmental functions. (Examples, general government meetings, volunteer coordination, public relief, etc.)

- 1) Incident Commander – Town Manager: Overall coordination of incident. Provide support, resources and coordination of activities, personnel and resources to prepare for, manage through, and commence restoration relating to any emergency incident. The Police Chief shall serve as Deputy Incident Commander and shall serve as the Incident Commander in the absence or incapacity of the Incident Commander.
  - a. Administrative Specialist: Assist Incident Commander as needed with general administration. Coordinates volunteers and assigns as directed by Incident Commander. Work with Vital Records Officer to keep general log of incident. Serve as an EOC call taker. Organize relocation of computers to ~~alternate~~ EOC if needed.
2. Public Information – Mayor; ~~SOLE SOURCE of information to media and general public;~~ **Town Manager or their designee is responsible for disseminating** information to media and general public. ~~Backed up by Mayor Pro Tem and available Council Members. Administrative support provided by Administrative Specialist.~~
3. Liaisons – ~~Town Council members stay in contact with and act as liaison with outside groups~~
  - a. **Dare County Control Group Executive Leaders** – Mayor; backed up by Mayor Pro Tem and Town Council members. Coordinate with outside agencies, **Dare County EOC**, other municipalities, state, etc., coordinates their needs in our jurisdiction; determine what they can do to assist us.
  - b. ~~Civic and Homeowner Associations & Outside Groups~~ – Appointed Council Member; backed up by other Council Members. Examples: SSCA, SSBC, CPOA, DWCC, Dare County Tourist Board, Gov't Channel, etc.

4. Damage Assessment – Town Planner/Code Enforcement Officer. Supervise resource arrangements and damage assessment. Provides Incident Command with information on all damage; reports damage to County and other appropriate authorities.
  - a. **Streets, Roads and Bridges** - Town Engineer - assess structural safety of roads, bridges and public buildings, monitor for sanitation problems.
  - b. **Residential and Commercial Damage** – Town Planner/Code Enforcement Officer and Fire Inspector; canvas Town for damage to residential and commercial structures/property and utility systems.
  - c. **Restoration Permits** -Permit Officer; provides administrative support to damage assessment teams. Develops mapping and other information tools/materials for use by Damage Assessment, Public Information and Incident Command.
  - d. **Administrative Support** – Administrative Specialist; provides administrative support to entire damage assessment team. Supervised by Damage Assessment Officer.
5. Law Enforcement - Police Chief; Supervise law enforcement, traffic control and re-entry. Protect community from looting, assist public, and assist in search and rescue.
6. Fire Suppression and General Public Safety - Fire Chief; Supervise alerting and evacuation of public. Supervise fire suppression and search and rescue. Liaison with emergency medical services. After emergency assist in street clearing for emergency vehicle access. ~~Coordinates for the provision of available lodging and food resources to authorized EOC personnel as needed.~~
7. Ham Radio Operations – Coordinator of ham radios will be coordinated at EOC and organization of Southern Shores Ham radio operators during emergency, check equipment and recommend improvements.
8. Finance – Finance Officer - Collects, maintains and reports on financial transactions, including possible reimbursable expenses. Advises Incident Command on financial resources available; manages banking and treasury functions; Reviews insurance and FEMA rules for possible reimbursement.
9. Vital Records – Town Clerk; Protects vital Town records – both paper and digital media - and contracts. Protects office equipment. Manages meeting arrangements of Town Council and keeps public records. Maintains public records and provides copies as needed. Maintains general historical record of incident.
10. Public Facilities – Public Works Director; Secures municipal facilities pre-storm and post-storm; Works with Damage Assessment Team Leader in assessing public facilities post-storm. Re-opens public facilities and supplies equipment for post-storm activities. Provide support with emphasis on clearing streets and restoring damaged municipal facilities. Maintenance Workers provide backup and support.
11. Logistics - Coordinates for the provision of available lodging, food and other resources for authorized EOC personnel as needed.



## Town of Southern Shores Emergency Management Team Organization Chart



# EMERGENCY MANAGEMENT PLAN SCOPE OF OPERATIONS

## Introduction

The primary purpose of the Emergency Management Plan for the Town of Southern Shores, in any emergency, is to prepare for those first hours immediately after the emergency when the Town must largely care for itself until we re-connect to the outside world.

## Specific Goals

1. Preserve law and order.
2. Provide fire response.
3. Locate and rescue those in danger.
4. Provide first aid to those in dire need.
5. Evaluate and preserve structural safety immediately after the emergency.
6. Document carefully, and in required ways, to obtain state and federal funds.

## CRITICAL ASSUMPTIONS FOR THE TOWN OF SOUTHERN SHORES

1. All residents will not evacuate despite warnings.
2. Roads will be impassable. Power and phone service will be down, eliminating contact with and assistance from outside of Southern Shores for 24 to 72 hours, (perhaps longer) after the storm. Water may be turned off.
3. Immediate “pre” and “post” emergency management will likely have to come from within the town boundaries, or immediately contiguous to those boundaries.
4. All requests for assistance from within the town, whether emergency, urgent, or necessary in priority, will in all likelihood be responded to by available resources within the town. These requests could entail need for law enforcement, fire suppression, rescue, medical assistance, and help with structural repair, etc.
5. Routine provisions, like shelter, food, water, sanitary necessities, and minor first aid care and supplies will become a town concern.
6. Small staff will be over taxed and some staff and council members will be unavailable.
7. Because of small staff and elected officials who may be out of town during a major storm, few people will have to do the job of many and may have to be augmented by additional volunteers.

## Summary

We must plan our activities well in advance of the emergency, and implement all actions necessary to carry out the plan as soon as possible. This Scope of Operations serves as a checklist to assist those who are charged with hands-on provision of services during extraordinary times.

The Scope of Operations addresses everything from securing Town Buildings to preparing an emergency package of vital records to take away from Town Hall so that, in the event Town Hall is demolished, operations can be set up elsewhere on a minimal basis.

Telephone directory has been compiled for critical contact to be made during the emergency; a rally point may be designated for critical staff who may have evacuated prior to the storm for their return to assist after the storm.

Agreements have been made with providers for critical supplies (if needed). Arrangements for certain heavy equipment may be made for movement into Town after an event. Diesel fuel and gasoline supplies and pumping capability have been arranged. Agreements with different vendors have been made to have access to their businesses and services.

The EOC has necessary equipment and food to provide shelter for our emergency team. The Code Enforcement Department will head up damage assessment, and start the mitigation plan after the storm has passed.

We will hold a plan review at least once annually and follow-up evaluations will take place after any storm generating significant damage.

## SCOPE OF OPERATIONS - HURRICANE

Scenario: Under ideal circumstances, tracking begins days before landfall of a major storm in Southern Shores. Landfall meaning the arrival of winds at speeds of 34 knots, or 40 miles per hour or more. The National Hurricane center will attempt to issue evacuation recommendations 72 hours prior to landfall.

ACTIVE RESPONSE BEGINS AT:

**48-72 hours to landfall** (OR when the county EMC EOC is operational).

- Southern Shores Emergency Management Team meets to review activity schedules. (See EM Team and organization chart)
- Town Personnel field-test radios, flashlights, generators, and distribute first aid kits.
- ~~Town passes logged and distributed.~~ Ensure Essential personnel have Dare County Priority 1 pass.
- Supply resources alerted; agreements may be activated.
- Town Planner/Code Enforcement Officer canvasses town for unsecured construction debris.
- Mayor contacts council members.
- Make preparations to control traffic to allow only residents and property owners onto Southern Shores' streets.
- Conduct evacuation when Dare County orders.

**24 hours to landfall.**

- Town EOC is activated.
- Mayor notifies county EMC EOC that town ~~is on standby~~ has activated its EOP.
- Resource suppliers are contacted to verify access to supplies and equipment.
- All vehicle gas tanks are topped off.
- Prepare emergency data pack to take from office to out of area. Increase cash on hand.
- Prepare town offices internally.
- Activate control of Town web site at contingent staging location-if needed.
- ~~Council watch schedule established.~~
- Review status of staging area, contracted services, and goods.

- Activate call sheet and track whereabouts and plans of council and town staff. Remind them of out of area rally points if personal plans are to evacuate.

### **12 hours to landfall and landfall.**

- Evaluate need to issue proclamations for Municipal State of Emergency.
- Warning to visitors and residents to seek safe shelter.

### **\*\*\*LANDFALL\*\*\***

### **2 to 4 hours AFTER landfall.**

- ~~The Team meets at EOC~~
- Critical staff assembles at EOC.
- Activate damage assessment team; conduct initial survey, and develop review plan.
- Submit initial situation/damage report to county.
- Fire and police (as possible) and contractors begin immediate street clearing and search and rescue operations.
- Fire and Public Works begin clearing streets for emergency travel.
- Engineer to inspect bridges.
- Staff compiles tracking reports for missing persons, damage expenditure and other pertinent record keeping.
- ~~Initiate public information program.~~ Re-evaluate need for proclamations for municipal State of Emergency.

### **4 to 6 hours after landfall.**

- The Team ~~meets~~ communicates every 2 hours as necessary to evaluate damage, make assignments, and adjust decisions.
- Continue damage assessment field work, prepare reports.
- Evaluate sanitation, safety situation needs.
- Assess critical supplies: grocery, pharmacy, hardware, etc.
- Activate debris location. Debris to be picked up according to sectors already established

### **6 to 8 hours after landfall.**

- Activate mitigation ordinance.



## KEY LOCATIONS

Emergency Operations Center (EOC)

Town Hall Complex

Southern Shores Fire Station

Functional Staging Areas (FSA) to be determined by IC

~~Rally Points (for critical staff and council)~~

~~To be determined by County~~

~~Debris Sites~~

~~Duck Woods County Club~~

~~Holding Area (for donated goods)~~

~~Marketplace~~

## TOWN OF SOUTHERN SHORES EMERGENCY COMMUNICATION

EMC and Essential Personnel:

800 MHz radios (base and portable)

Ham radios

Cell phones

PIO/ JIC (Joint Information Center)

E Newsletter

Social Media

TOSS Website