

**CABARRUS COUNTY EMERGENCY OPERATIONS PLAN  
ANNEX A  
DIRECTION AND CONTROL**

**Primary Agencies**

- Board of County Commissioners
- Emergency Management

**Support Agencies**

- County Manager
- Fire Marshal
- Human Resources
- Information Technology Services
- Libraries
- Planning and Development
- Register of Deeds
- Risk Management
- Sheriff's Department
- Sheriff's Department – Communications Lieutenant.
- Veterans Service
- Nongovernmental Organizations (NGOs)

**I. PURPOSE**

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

**II. SITUATION AND ASSUMPTIONS**

**A. Situation**

1. The senior emergency responder on the scene (i.e., law enforcement, fire, EMS) conducts direction and control during low-level emergencies. Personnel employ the Incident Command System (ICS), in addition to local ordinances, policies, and procedures to guide the control of the response.
2. The recurring threat of severe weather and the potential hazards that exist within or near Cabarrus County (County) have the potential to cause emergencies of such magnitude as to warrant centralization of the direction and control of the response.

3. The County Emergency Operations Center (EOC) may be activated to direct and control emergency response operations throughout the County.
4. Municipalities within the County may exercise independent direction and control of their own emergency resources, outside resources assigned to the municipality by the Cabarrus County EOC, and resources secured through existing mutual aid agreements with other municipalities. Requests for state/federal government assistance are directed to the Cabarrus County Emergency Management Coordinator.
5. Centralized countywide direction and control is desirable when one or more of the following situations occur:
  - a. There exists an imminent threat to the public safety/health.
  - b. An extensive multi-agency/multi-jurisdiction response and coordination is necessary to respond to or recover from the emergency situation.
  - c. Local resources are inadequate/depleted and significant mutual aid, state, and/or federal resources must be used to resolve the emergency situation.
  - d. The emergency affects multiple political jurisdictions within the County, which rely on the same resources to respond to the situation.
  - e. Local governments implement emergency ordinances to control the situation.
6. The County EOC serves as the central direction and control point for countywide emergency response activities.
7. The primary County EOC is located at the Sheriff's Department at 30 Corban Ave., SE, Concord, NC 28025.
8. In the event the primary EOC is inoperable, an alternate EOC may be established at the Department of Human Services Cabarrus or the Arena & Events Center.

#### B. Assumptions

1. The designated EOC will be activated upon the threat or occurrence of a major emergency situation and designated personnel will report to the EOC within one hour of notification.
2. The County EOC facility and equipment is adequate for coordinating countywide emergency operations.
3. Sufficient procedures have been developed to effectively direct and control emergency response and recovery operations.
4. Emergency operations and coordination at all levels of government will be carried out according to existing plans and procedures.

### III. CONCEPT OF OPERATIONS

#### A. General

1. Emergency operations include all activities that are directed toward reducing the immediate hazard, establishing control of the situation, and restoring normal conditions within the County.
2. The responsibility for the direction and control of emergency situations is vested in the County Board of Commissioners and is routinely exercised through the County Manager and the Emergency Management Coordinator. The organization of County government for direction and control during emergency operations is found in Appendix 1 to this annex.
3. The EOC is organized and operated according to the National Incident Management System (NIMS) and the standard operating procedures for the facility.
  - a. The EOC is a multiagency coordination center that provides direction, coordination, and support for response and recovery operations. The Emergency Management Coordinator and the EOC staff implement the decisions of the Board of Commissioners and the County Manager, direct County response operations, gather and provide information to support the response, obtain resources, and identify resource shortages and other issues.
  - b. The situation may require modification of this organization according to the type of incident, agencies, and/or jurisdictions involved. If necessary, the EOC will transition into an Area Command organization. Municipalities provide Liaison Officers to the County EOC for inter-jurisdictional coordination when the event affects the jurisdiction or if the jurisdiction requests to send this representative.
  - c. The operations of all County emergency response personnel are conducted utilizing the ICS and NIMS.
4. The Emergency Management Coordinator activates, organizes, and operates the EOC based on the magnitude of the situation. The EOC has two levels of activation:
  - a. Partial activation occurs in any emergency that is likely to require the assistance of several County agencies. The EOC is opened and staffed with Emergency Management personnel and other County personnel as needed.
  - b. Full activation occurs in any emergency/disaster that will require a large-scale County response and will require continued involvement of all designated County departments, supporting local and state government agencies, and NGOs during both the response and the recovery period following the event (e.g., hurricane, winter storm). The EOC is fully activated with 24-hour staffing until no longer needed.

5. The Emergency Management Coordinator notifies the County Manager and Chairman of the Board of Commissioners when EOC is activated. The Chairman notifies the other members of the Board of Commissioners.

## B. Organization and Staffing

1. Personnel assigned to the EOC are assigned into a functional group by the Emergency Management Coordinator. The EOC is organized by major management activities. These groups are:
  - a. The Board of Commissioners forms the Policy Group, which focuses on the overall strategy for the County emergency response and recovery operations. They approve all response and recovery strategies and set other policy as needed. The Commissioners issue any declaration of a state of emergency and rescind this declaration when no longer needed.
  - b. The Chief Executive for emergency operations is the County Manager, who implements the decisions of the Policy Group. The County Manager provides guidance to the Emergency Management Coordinator to ensure unity of effort in the County emergency operations. The Emergency Management Coordinator directs response and recovery operations and supervises the EOC. A special staff assists the Emergency Management Coordinator, composed of the County Public Information Officer, the County Safety Officer and the Emergency Management Technician.
  - c. The Coordination Group is composed of representatives from the Emergency Management Department, the Department of Human Services, the Cabarrus Health Alliance and Planning and Development. The Coordination Group collects, analyzes, disseminates, and displays information on the overall situation, damage assessment, and shelter operations. This group develops the overall plan for County operations. The Coordination Group also maintains the situational awareness for the EOC staff, prepares the duty journal, posts information, and maintains status boards. The Coordination Group analyzes the probable course of emergency incidents and develop action plans to control and support response operations.
  - d. The Operations Group is composed of the County Fire Marshal and representatives from the Emergency Medical Service, the Sheriff's Department, the North Carolina State Highway Patrol, the Cabarrus Chapter of the American Red Cross, Carolinas Medical Center – Northeast, and other law enforcement and fire service personnel as needed. The Operations Group monitors and supports the on-scene response operations and tracks all ongoing missions. The Operations Group assists first responders in determining any resources needed and pass this information to the Resource Group
  - e. The Resource Group is composed of representatives from General Services, Transportation, and Finance. The Resource Group obtains, provides, and accounts for all supplies, equipment and other necessary resources (public and private) required.

The Operations Group and the Coordination Group provide information on what resources are needed and the Resource Group obtains these resources. The Resource Group compiles and maintains documentation on the purchase, acquisition, and utilization of emergency supplies, equipment, and services. The Resource Group performs the financial analysis to develop the most effective methods to provide the resources to the County response and recovery operations.

- f. Liaison Officers from local municipalities and the State of North Carolina may operate in the County EOC. The mission of the Liaison Officers is to facilitate coordination and operations between their organizations and the County EOC.
  - g. Information Technology Services provides a support team to assist with the establishment of EOC communications networks and provides maintenance and repair of all communications equipment in the EOC.
2. For detailed information on EOC organization and staffing, refer to Appendix 2: Emergency Operations Center Standard Operating Guidelines.

#### **IV. DIRECTION AND CONTROL**

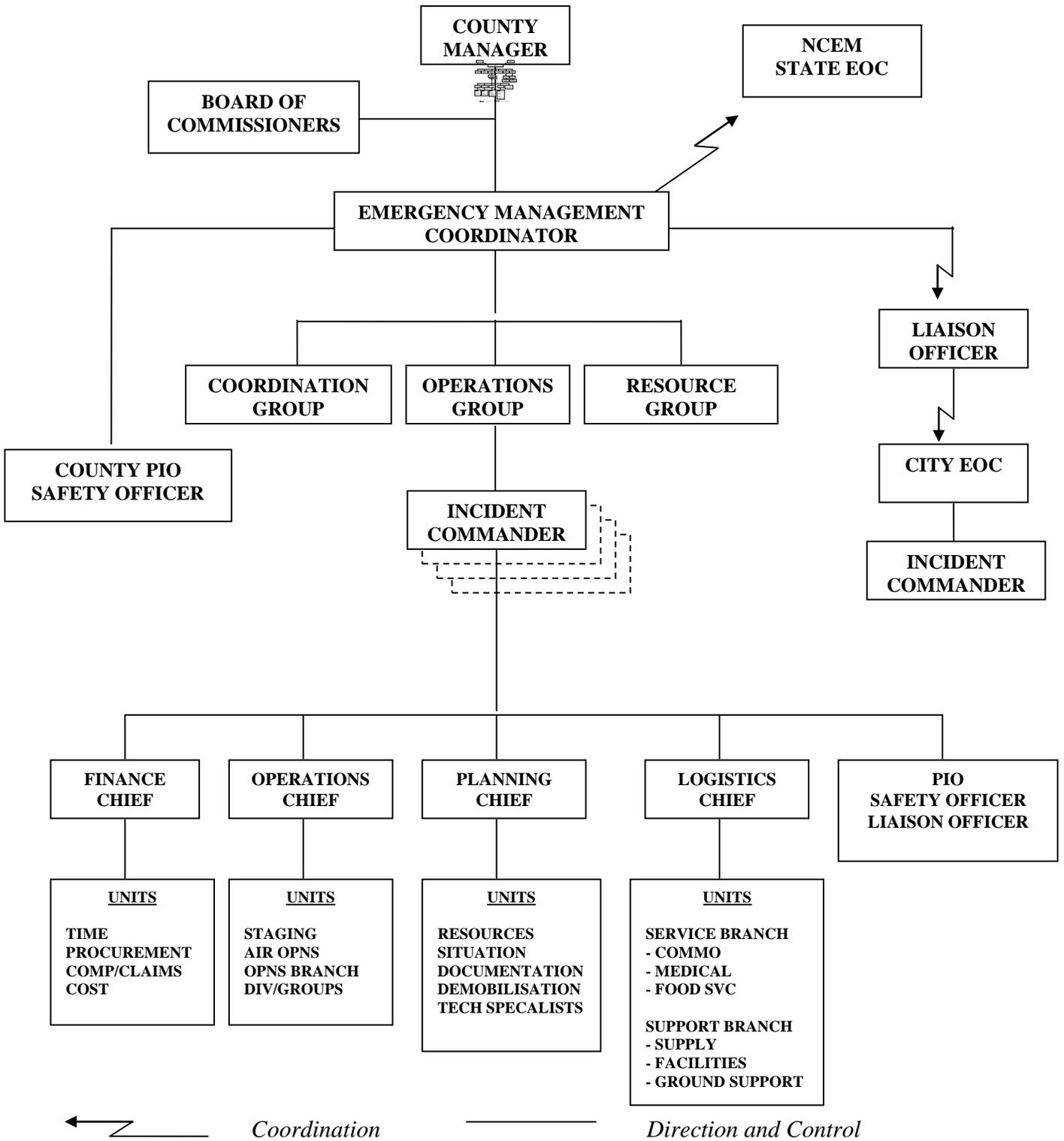
- A. During large-scale emergencies, direction and control of the situation is managed through the County EOC. For detailed information on EOC operations, refer to Appendix 2: Emergency Operations Center Standard Operating Guidelines.

#### **V. CONTINUITY OF GOVERNMENT**

- A. Staffing assignments for positions in the EOC allow for continuous operations.
- B. Selection and assignment of personnel is the responsibility of the agencies represented.
- C. Once assigned to the EOC, the Emergency Management Coordinator (EOC Manager) supervises these personnel.
- D. In the event that the primary EOC is not functional, the Emergency Management Coordinator activates an alternate EOC and notifies the Board of Commissioners of this change. Transportation is provided to any County Commissioners that cannot reach the EOC locations.
- E. Orders of Succession:
  - 1. Board of County Commissioners
  - 2. County Manager
  - 3. Emergency Management Coordinator
  - 4. Fire Marshal

- F. Orders of succession for departments and agencies that support direction and control are in accordance with their internal standard operating procedures.

**APPENDIX 1 TO ANNEX A  
COUNTY GOVERNMENT ORGANIZATION FOR DIRECTION AND CONTROL**



NOTE: Municipalities within the County will develop the organization best suited to direction and control of their internal operations during emergency situations.

**APPENDIX 2 TO ANNEX A  
CABARRUS COUNTY EMERGENCY OPERATIONS CENTER  
STANDARD OPERATING GUIDELINES**

**I. PURPOSE**

The purpose of the standard operating guidelines (SOG) is to establish standard procedures for the activation and operation of the Cabarrus County Emergency Operations Center (EOC).

**II. SCOPE**

This SOG includes organizational and functional procedures necessary to activate the EOC quickly and operate the facility efficiently. This appendix applies to all County personnel and other individuals assigned to the EOC.

**III. GENERAL**

**A. Facility**

The EOC is located at the Sheriff's Department at 30 Corban Avenue, SE, Concord, NC 28025. The EOC is located in Room E611 on the sixth floor of the Sheriff's Department, adjacent to the offices of the Emergency Management Department. See Attachment A for the EOC floor plan and duty positions.

**B. Function**

The EOC provides necessary space and facilities for the centralized direction and control of the following functions:

1. Command and control of emergency response and recovery operations
2. Communications and early warning
3. Damage assessment and reporting
4. Radiological monitoring and analysis
5. Containment and/or control of hazardous material incidents or emergencies
6. Dissemination of severe weather watches and warnings
7. Coordination and planning with the State Fusion Center in Raleigh
8. Actions to protect the health and safety of the general public, to include:
  - a. Public information, instruction, and directions

- b. Evacuation of people from hazardous or damaged areas
- c. Control of shelter operations

### C. Staff

The Cabarrus County EOC is staffed by representatives of County and city governments involved in emergency operations and volunteers from various non-government organizations. These individuals may be department heads or their designated representatives. The representative must be authorized to speak for the department head and commit resources in his absence.

## IV. ORGANIZATION

- A. Personnel assigned to the EOC are assigned into a functional group by the Emergency Management Coordinator. The EOC is organized by major management activities (see Attachment B).
  - 1. The Board of Commissioners forms the Policy Group, which focuses on the overall strategy for the County emergency response and recovery operations. The Policy Group approves all response and recovery strategies and sets other policy as needed. The Commissioners issue any declaration of a state of emergency and rescind this declaration when no longer needed.
  - 2. The Chief Executive for emergency operations is the County Manager, who implements the decisions of the Policy Group. The County Manager provides guidance to the Emergency Management Coordinator to ensure unity of effort in the County emergency operations. The Emergency Management Coordinator directs response and recovery operations and supervises the EOC. A special staff assists the Emergency Management Coordinator, composed of the County Public Information Officer, the County Safety Officer and the Emergency Management Technician.
  - 3. The Coordination Group is composed of representatives from the Emergency Management Department, the Department of Human Services, the Cabarrus Health Alliance, and the Planning and Development Department. The Coordination Group collects, analyzes, disseminates, and displays information on the overall situation, damage assessment, and shelter operations. This group develops the overall plan for County operations. The Coordination Group also maintains the situational awareness for the EOC staff; prepares the duty journal, posts information and maintain status boards. The Coordination Group analyzes the probable course of emergency incidents and develop action plans to control and support response operations.
  - 4. The Operations Group is composed of the County Fire Marshal and representatives from the Emergency Medical Service, the Sheriff's Department, the North Carolina State Highway Patrol, the Cabarrus Chapter of the American Red Cross, Carolinas Medical Center – Northeast, and other law enforcement and fire service personnel as needed. The Operations Group monitors and supports the on-scene response operations and tracks all

ongoing missions. The Operations Group assists first responders in determining any resources needed and pass this information to the Resource Group

5. The Resource Group is composed of representatives from General Services, Transportation and Finance. The Resource Group obtains, provides, and accounts for all supplies, equipment and other necessary resources (public and private) required. The Operations Group and the Coordination Group provide information on what resources are needed, and the Resource Group obtained these resources. The Resource Group compiles and maintains documentation on the purchase, acquisition, and utilization of emergency supplies, equipment, and services. They perform the financial analysis to develop the most effective methods to provide the resources to the County response and recovery operations.
6. Liaison Officers from local municipalities and the State of North Carolina may operate in the County EOC. The mission of the liaison offices is to facilitate coordination and operations between their organizations and the County EOC.
7. Information Technology Services provides a support team to assist with the establishment of EOC communications networks and provides maintenance and repair of all communications equipment in the EOC.

## **V. CONCEPT OF OPERATIONS**

### **A. Activation of the EOC**

#### **1. Warnings/Alerts (see Attachment C)**

##### **a. Source and Means of Receipt**

Sources and means are shown below. Warnings or directed messages are verified to preclude unnecessary reaction to an erroneous notification.

- On-the-scene public safety personnel
- National Weather Service Greenville/Spartanburg office
- North Carolina State Highway Patrol
- Cabarrus County or other municipal communications centers
- North Carolina Division of Emergency Management, Western Branch Office
- McGuire Nuclear Station
- News media

##### **b. Authorized Recipients for Emergency Messages**

- Cabarrus County Communications Center
- Cabarrus County Emergency Management Coordinator or his representative

#### B. Alerting Procedures

Upon receipt of a bona fide warning message, the Emergency Management Coordinator will:

1. Consult with the appropriate County officials and make recommendations for the activation of the EOC.
2. Initiate alerting/notification procedures using Attachment C to this SOG.
3. Officials alerted by the action prescribed above alert those individuals and/or departments for which they are responsible.

#### C. Activation

The EOC will be considered activated when sufficient personnel for operation are physically present and all communications systems are operational.

#### D. Reporting

All personnel arriving for duty in the EOC will report to the Emergency Management Coordinator, the Shift Leader, or their Section Leaders.

#### E. Initial Situation Briefing

The initial situation briefing is provided by the Emergency Management Coordinator when the EOC is activated. Subsequent briefings are held at shift changes and other briefings are conducted as needed. The briefing format is in Attachment F.

#### F. General Duties and Responsibilities (see Attachment B)

##### 1. Policy Group

- County Commissioners are the elected officials are responsible for the formulation of policy and guidelines for the conduct of emergency operations. They are also responsible for the overall management of response and recovery operations.
- The County Manager acts as the Chief Executive and assists the elected officials with decision-making, communicate their decisions, and provide guidance to the Emergency Management Coordinator.
- Deputy County Managers assist the County Manager with specific operational and administrative tasks as required. Act as representative for the County Manager in his absence.

- Emergency Management Coordinators serve as the EOC Director and act as the liaisons between the Policy Group and the Operations, Coordination and Resource Groups. The Emergency Management Coordinator determines the appropriate EOC activation and staffing level for the event. The Emergency Management Coordinator provides guidance to the EOC staff and continually monitors the effectiveness of operations.

## 2. Operations Group

- The County Fire Marshal coordinates the response with all operations assets assigned to the Cabarrus County EOC and acts as Shift Leader in EOC as necessary.
- The Cabarrus County Sheriff directs law enforcement operations in the County areas not subject to municipal police departments. The Cabarrus County Sheriff coordinates operations with local law enforcement agencies during emergency response. The Sheriff or his/her representative coordinates law enforcement operations with the response and recovery efforts and assistance with warning, evacuation, and traffic control. The Cabarrus County Sheriff coordinates mutual aid law enforcement support as assets arrive.
- Fire Services are represented in the EOC by County Fire Marshal and members of the municipal fire departments. Their duties include coordinating fire suppression, hazardous materials response, and various rescue operations. Volunteer fire departments assist in these operations and in search and rescue operations in the unincorporated areas of Cabarrus County. The Fire Marshal coordinates mutual aid support as assets arrive.
- Cabarrus County EMS Representatives ensure that all available medical resources are identified and mobilized. EMS Representatives coordinate triage sites, initial treatment, and the transportation of injured victims to appropriate medical facilities. EMS Representatives coordinate mutual aid medical support as assets arrive.
- In conjunction with the Sheriff's Department, the North Carolina State Highway Patrol (SHP). Representative coordinates SHP traffic control within the County as required by the Emergency Management Coordinator.
- American Red Cross (ARC) Representatives coordinate shelter operations and food support for selected response agencies and manage ARC services to population affected by the incident as needed.
- The Carolinas Medical Center-Northeast Representative coordinates hospital operations with the County's emergency response and recovery operations and coordinates support requirements with the County EOC.

## 3. Coordination Group

- The Emergency Plans Officer develops Incident Action Plan and organizes the EOC, coordinates resource requirements and allocation with Operations Section, acts as Shift Leader in the EOC as necessary, and processes requests for assistance to North Carolina Division of Emergency Management.
- The Department of Human Services Representative coordinates human services support during operations, monitors functional needs shelter operations, and directs continuing support for clients during emergency situations.
- The Cabarrus Health Alliance Representative coordinates Health Alliance support for response and recovery operations, advises Policy Group on technical medical aspects of operations and the use of public health assets, and coordinates the employment of mutual aid public health assets.
- The Planning and Development/Building Inspector coordinates the operations of the damage assessment teams and any additional support needed to conduct damage assessment, provides reports on the status of damage assessment mission, and maintains records of all damaged private and public structures.
- Cabarrus County Schools coordinates and monitors the use of school facilities, buses and other equipment to support emergency operations and monitors all school evacuations, movement of students, faculty and staff to alternate locations, and the return to the primary locations or release of students to parents.

#### 4. Resource Group

- The Finance Representative manages and accounts for all logistical support provided during operations, tracks all costs, and completes daily report of all expenditures for supply purchases, overtime, contract labor and equipment, and other required expenditures.
- The Cabarrus County Transportation System Representative manages vehicle transportation in support of current and planned operations, coordinates additional transportation assets with the County, and incorporates them into transportation operations.
- The General Services Representative manages General Service assets during emergency operations, responds to requests for preparation of County facilities and repair of those facilities as needed, monitors status of generators and coordinates fueling and maintenance, and conducts preparation and repairs of those sites designated for personnel shelters as needed.

#### 5. Special Staff from several departments provide specific assistance to the Emergency Management Coordinator:

- The Public Information Officer (PIO) coordinates all media releases of public

information, coordinates public information efforts with local governments and other agencies, and conducts rumor control.

- The County Safety Officer advises the Emergency Management Coordinator on risk management during emergency operations. He/she ensures that all buildings and other facilities used in support operations are in a safe operating condition and monitors response and recovery activities to ensure safety measures are observed.
  - The Emergency Management Technician maintains contact with other agencies and coordination elements, receives and distributes all fax transmissions and other message traffic, and assists in maintaining the EOC Duty Journal.
6. There are several seats for Liaison Officers available in the EOC. The Liaison Officers coordinate support from their agencies and requests for support with the EOC staff. They maintain communications between their agencies and the EOC and keep the EOC informed on the actions of their agencies.
7. Additional Support
- The Sheriff's Department Communications Lieutenant coordinates radio communications support for the EOC, provides information on dispatch of responding units, conducts "reverse 911" alerting for County leaders/key personnel, and coordinates use of this system in support of response operations (shelter in place alerts, evacuation alerts, local warnings).
  - The Information Technology Services Technical Team provides information technology support to the EOC, ensures all EOC equipment is operational, conducts repairs as necessary, and maintains the EOC telephone system.
  - Amateur Radio Emergency Service (ARES) provides radio support in the event the County 800 MHz system is inoperative.
8. The Emergency Management Department provides the Shift Leader for each 12-hour shift. The mission of the Shift Leader is to supervise the operations of the EOC staff and track all operations during that shift. He/she maintains the EOC Duty Journal. The Shift Leader acts for the Emergency Management Coordinator in their absence.

## **VI. PERSONNEL SUPPORT**

- A. Personnel staffing the EOC should come prepared with all supplies and equipment to perform their duties. The EOC will have basic office supplies available upon activation, but each agency or department will need to provide any special forms, records, etc., for use in the EOC.
- B. Each duty position has a computer linked to the County network, which permits internet access. The e-mail address for each EOC representative is based on the duty position, so all

messages directed to that address will be available regardless of the individual manning the position.

- C. Meals are provided for the shift on duty.
- D. If the situation requires it, the off-duty shift is housed overnight in the Cabarrus County Sheriff's Department. Male and female bunks rooms are available for a small number of personnel. Other space is made available in the Sheriff's Department for off-duty personnel. Shower facilities are available. Meals are provided to the off-duty shift in this situation. EOC personnel should prepare a change of clothing, toilet articles, and bedding and have this available when they arrive at the EOC.
- E. If EOC personnel are not able to reach the facility due to severe weather, blocked roads, or civil unrest, they should immediately contact the EOC. The Shift Leader on duty sends a County vehicle to pick up any personnel who cannot reach the EOC. These individuals are advised that there may be a long delay in returning them home after their shift is over.

## **VII. DEMOBILIZATION**

- A. At the conclusion of an emergency event or when designated by the Emergency Management Coordinator, the EOC is closed and all equipment is returned to its ready condition. The Shift Leader on duty notifies the State EOC that the County EOC is closed.
- B. All files, e-mail messages, and documents from the operations are retained. All EOC staff members should download these items to storage media and provide this to the Emergency Management Technician. After this is accomplished, the staff members clear all documents, files, e-mail messages, etc., from their EOC computers.

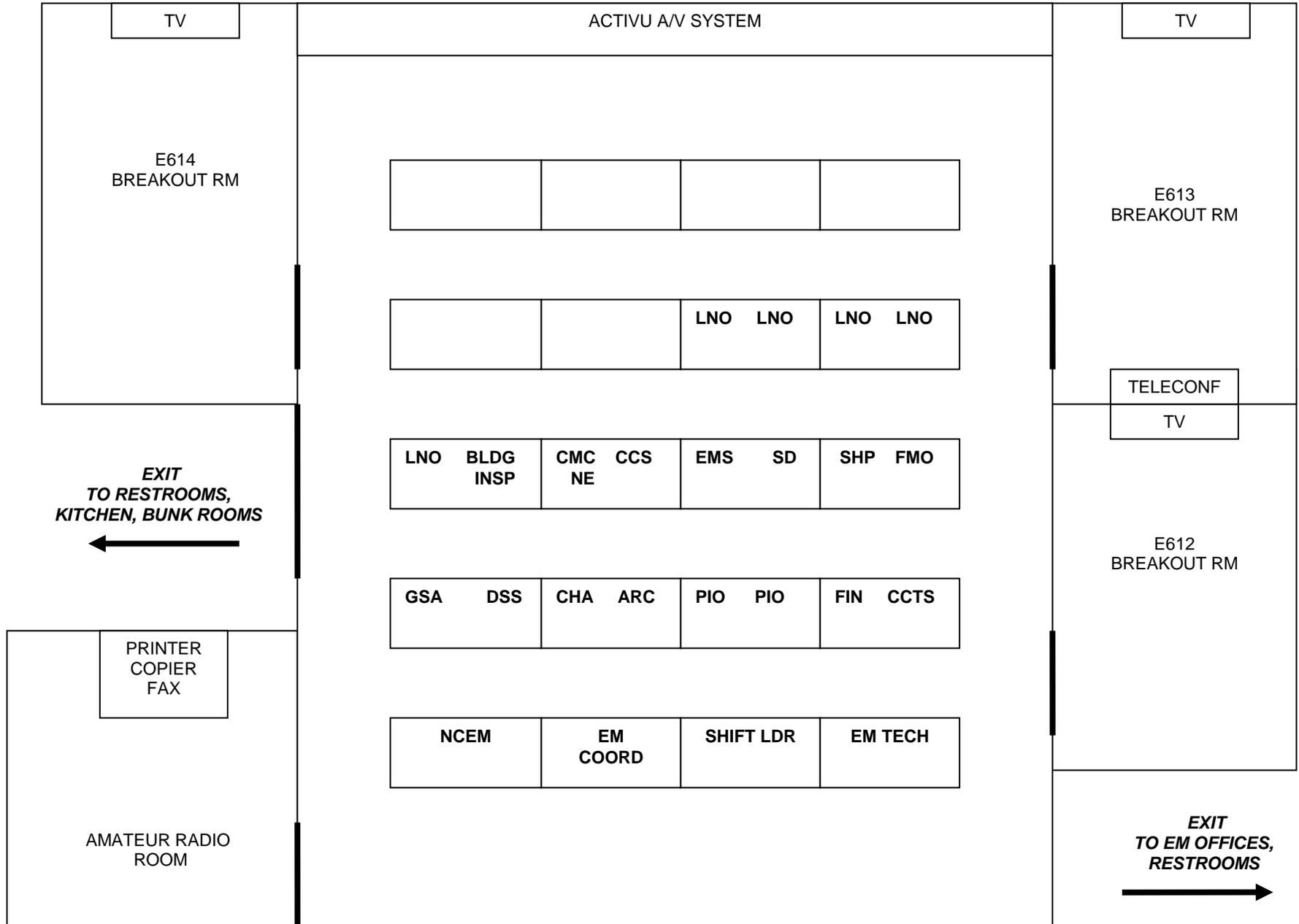
## **VIII. MAINTENANCE OF STANDARD OPERATING GUIDELINES**

This SOG is reviewed, revised, exercised, and maintained annually in accordance with the Cabarrus County Emergency Operations Plan (EOP).

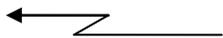
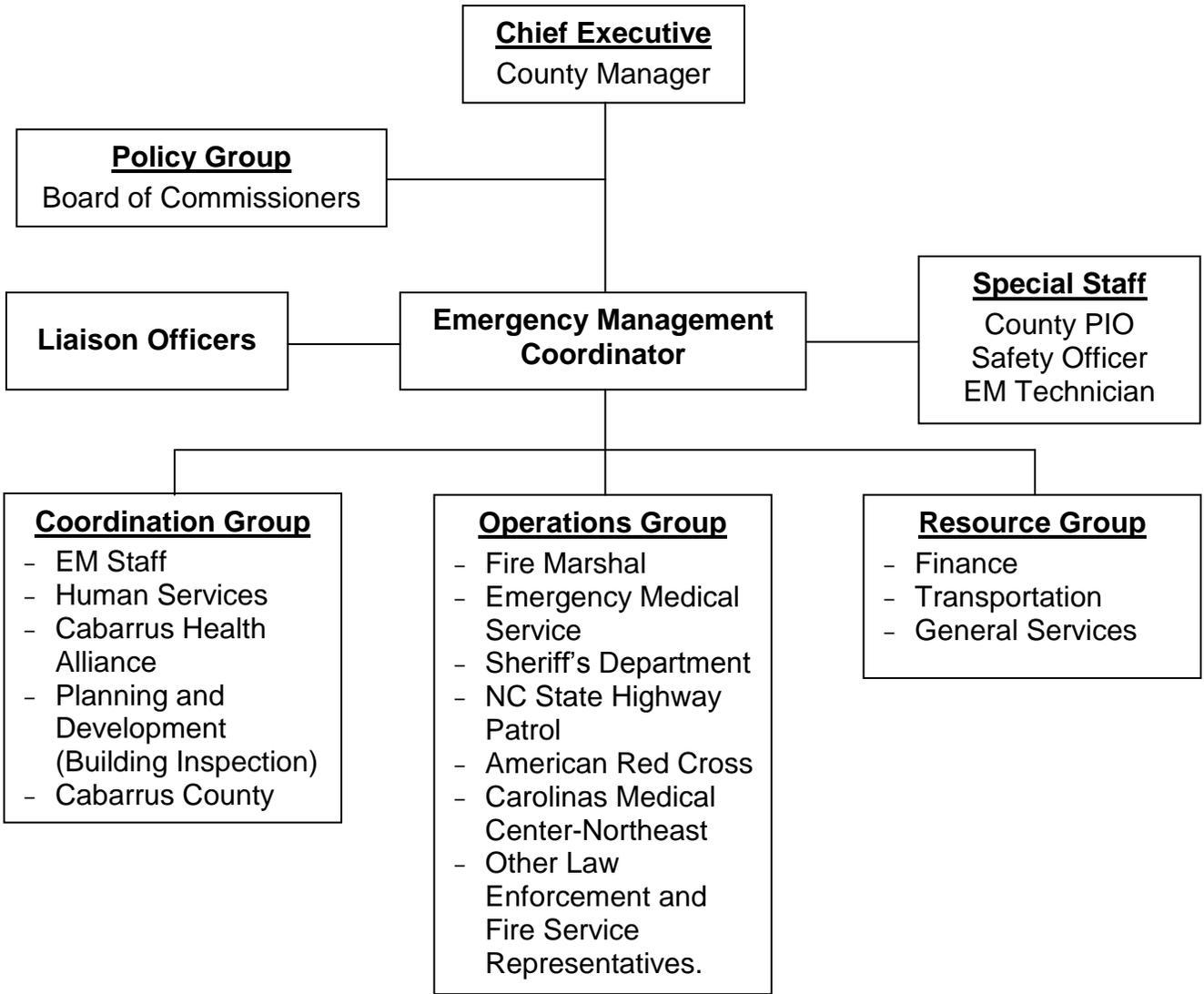
## **IX. ATTACHMENTS**

- A - EOC Floor Plan
- B - EOC Organization
- C - Alert Procedure for EOC Personnel
- D - EOC Activation
- E - Security and Personnel Access
- F - Shift Change Briefing Format

# ATTACHMENT A EOC FLOOR PLAN



**ATTACHMENT B  
EOC ORGANIZATION**



Coordination



Direction and Control

**ATTACHMENT C**  
**ALERT PROCEDURE FOR EOC PERSONNEL**

**I. PURPOSE**

This attachment establishes the procedures for alerting of Cabarrus County Emergency Operations Center (EOC) personnel.

**II. SCOPE**

This procedure provides instructions on the receipt of emergency warning information and the procedure for alerting the EOC staff members. This attachment applies to all County personnel and other individuals assigned to the EOC.

**III. CONCEPT OF OPERATIONS**

**A. Emergency/Warning Messages**

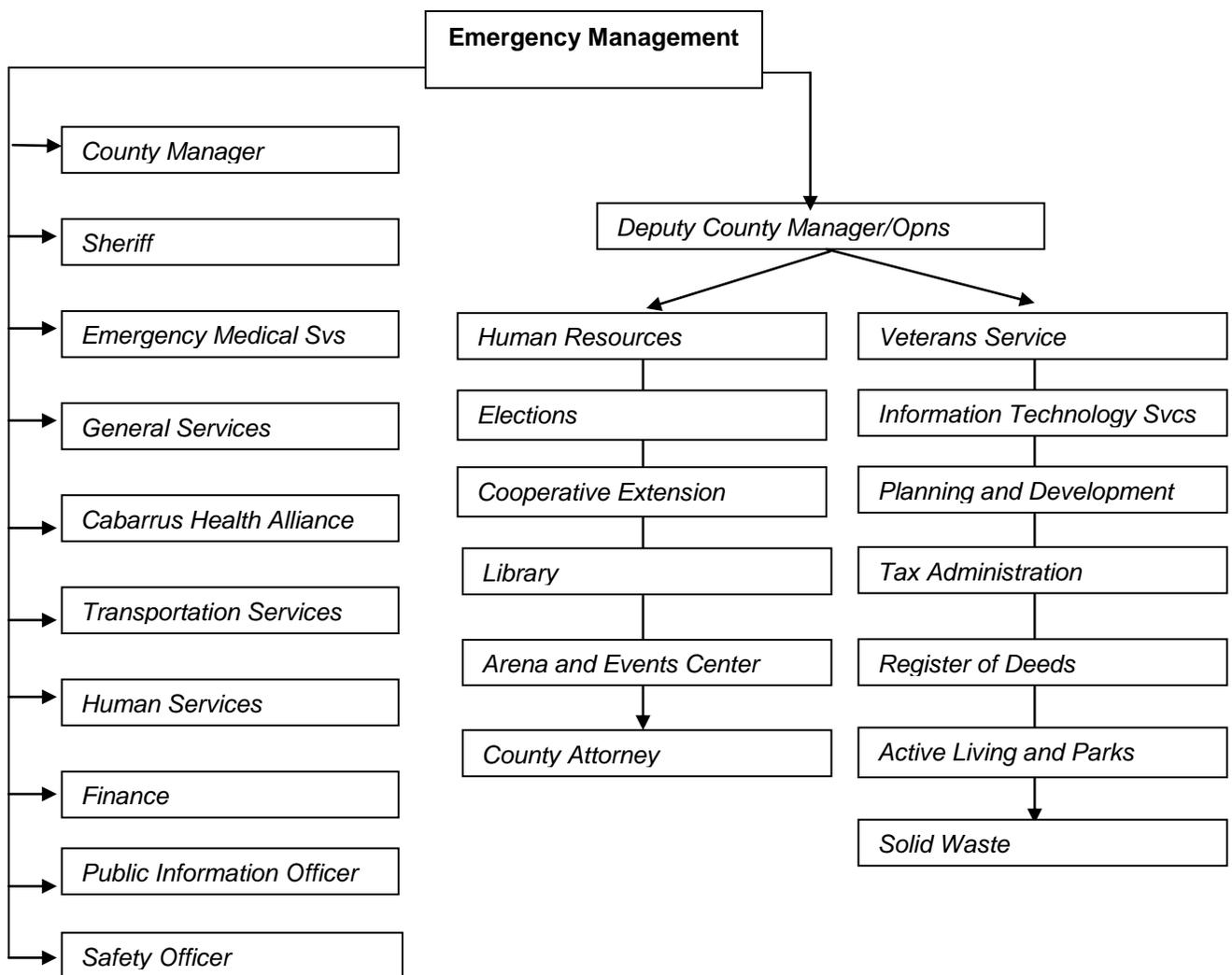
The Communications Center and the Emergency Management staff verify all warnings and alerts. During duty hours, warning messages are forwarded to the Emergency Management Department. During non-duty hours, warning messages are directed to one of the following individuals in the order shown.

1. Emergency Management Coordinator
2. Fire Marshal
3. Assistant Fire Marshal

**B. County Government Leader Alert Roster**

1. The “reverse 911” system in use at the County Communications Center is the primary method used to alert County government leaders and other key personnel. The Emergency Management Coordinator and the Communications Lieutenant develop alert rosters to be used with the system.
2. If this system is unavailable, the Emergency Management Department alerts key leaders and those department heads that send representatives to the EOC.
3. Upon receipt of the alert message, the Deputy County Manager (Operations) initiates the alert roster for the remaining heads of departments. He/she notifies the heads of the Veterans Service and Human Resources Departments. They call the next person on the roster, who continues this procedure. If the next person on the roster does not answer, go to the next name on the roster. The last individual on each list contacts the EOC to verify that the alert roster is complete.

4. If the caller reaches an answering machines/voice mail, the caller leaves the alert message but also calls the next name on the roster.
5. A diagram of alerting process is shown on following page.
6. Each department and agency of Cabarrus County Government develops an internal alert roster for use in emergency situations.
7. The Amateur Radio Emergency Service (ARES) is alerted through the County Communications Center if requested by the Emergency Management Coordinator. ARES personnel are not alerted if they are not needed during response and recovery operations. They are not required to report to the EOC unless alerted.



## **ATTACHMENT D EMERGENCY OPERATIONS CENTER ACTIVATION**

### **I. PURPOSE**

This attachment establishes the actions and procedures to be used to place the Cabarrus County Emergency Operations Center (EOC) into operation.

### **II. SCOPE**

This attachment provides information on the activation of the EOC, the Activu information display, the EOC telephone system and deactivation of the EOC at the conclusion of operations. This information is used by the EOC staff.

### **III. CONCEPT OF OPERATIONS**

- A. The EOC is a “turnkey” facility that is completely set up and ready for use. The Activu information display is tested weekly. The NCEM satellite phone is tested bi-monthly with the Western Branch Office. The Duke Energy Selective Signaling Line and the Decision Line are tested by Duke Energy monthly, or as needed by Duke Energy personnel. The telephone system is always on and a telephone Directory with instructions for using the telephones is available at each seat. Teleconference telephones are available in the breakout rooms. A video teleconference system is located in Room 613.
- B. When the Emergency Management Coordinator directs that the EOC will be activated, the Emergency Management staff take the following actions:
  - 1. The Activu information display must be turned on for use. Normally, the system server is remains on at all times. If the Activu desktop display is not visible, contact Information Technology Services for assistance. The Activu server display should be running and shown in a separate window. If the server is not running, select the “Activu ASM” icon on the left of the desktop, then select the “start” button when that window appears. Allow the server to update, then begin the starting sequence.
    - a. From the Activu desktop, select the Activu Access Point. The user name is “admin”, Contact Emergency Management personnel for the password. After entering the password, select ‘Login’.
    - b. Double click the “a” icon to activate the Activu control bar. On the toolbar, select “remote control” (circled arrow). When the remote control window appears, select “Device Control” then select “EOC Control”.
    - c. Once the EOC Control window appears, select the green “all on” button to turn on the screen displays. Other options are available, based on what displays are needed, such as the front and rear computer capture displays.

- d. Select the close button in the upper right corner of the window to remove the EOC Control window from view. This will not affect the operations of the system.
- C. The basic initial set up for the system should be as follows:
- Wall 1: Tuners 1-8. Channels in order - 14, 57, 50, 32, 3, 9, 33, 41
  - Wall 2: Channel 14 and 41
  - Wall 3: Channel 14
  - LCD Right – Channel 14
  - LCD Left – Channel 41
  - Breakout Rooms – Channel 14

This display can be changes to suit the situation using the system controls. For severe weather events, Tuners 1-4 should be set at Channels 14, 2, 6, 9.

- D. The video displays in the breakout rooms must be manually turned on and off. The remote control for each unit is located on the right side of the display. Volume is controlled from the Activu control panel.
- E. There is a video teleconferencing system available in Room 613. Contact Emergency Management personnel for access to this equipment.
- F. The computer displays on the rear row of computers may be displayed on the front screens. Information from WebEOC, maps, reports, can be obtained online or loaded from CD or flash drives to the computers and made available to the EOC staff.
- G. An additional computer may be a displayed on the system through the use of the “capture” feature of the Activu system. The computer may be connected at the front or rear row of tables and then be directed to a screen from the remote control station on the back row. There is a similar connection in Room 613
- H. EOC Telephone Numbers/Email Addresses
1. The telephone system is always operational and requires no special activation. Basic operations instructions for the telephones are located at each duty position along with an EOC telephone Directory.
  2. The main EOC telephone number is 704-920-2267. All incoming calls are routed from this number to the desired extension by the caller. Outgoing calls are placed in the same manner as the County government phone system. A separate long distance approval code is used for the EOC.
  3. Telephone Directory

	Duty Position in EOC	Email Address	Telephone Extension	Voice Mail Password
1	EM Technician			
2	Shift Leader			
3	EM Coordinator			
4	NC EM LNO			
5	County Transportation			
6	Finance			
7	PIO 1			
8	PIO 2			
9	Red Cross			
10	Health Alliance			
11	Human Services			
12	General Services			
13	Fire Marshal			
14	NC State Highway Patrol			
15	Sheriff's Department			
16	Emergency Medical Services			
17	County Schools			
18	CMC-NorthEast			
19	Building Inspection			
20	Municipal LNO			
21	Municipal LNO			
22	Municipal LNO			
23	Municipal LNO			
24	Municipal LNO			
25	Reserved			
26	Reserved			
27	Reserved			
28	Reserved			
29	Reserved			
30	Reserved			
31	Reserved			
32	Reserved			
33	Reserved			
34	Reserved			
35	Reserved			
36	Reserved			
37	Amateur Radio Service			
38	Breakout Room E612			
39	Breakout Room E613			
40	Breakout Room E614			

#### **IV. DEACTIVATION OF THE EOC**

- A. At the conclusion of an emergency event or when designated by the Emergency Management Coordinator, the EOC will be closed and all equipment is returned to its ready condition. The Shift Leader on duty notifies the NCEM EOC that the County EOC is closed.
- B. All files, e-mails, and documents from the operations are retained. All EOC staff members download these items to storage media and provide this to the Emergency Management Technician. After this is accomplished, the staff members clear all documents, files, e-mail messages, etc. from their EOC computers.
- C. All computers, chairs, and furniture are returned to their storage positions.
- D. The Activu system is turned off and returned to standby status.
- E. All trash is collected and deposited in cans for disposal.
- F. The bunk rooms are cleaned and all personal items are removed.
- G. The kitchen/feeding area is cleaned and all remaining food removed from the area.
- H. No EOC staff personnel are released until these tasks are accomplished.

## **ATTACHMENT E SECURITY AND PERSONNEL ACCESS**

### **I. PURPOSE**

This attachment establishes the procedures to secure the Cabarrus County Emergency Operations Center (EOC) when activated and the procedures for personnel access to the facility.

### **II. SCOPE**

To provide information on EOC physical security and control of personnel access into the EOC. This attachment assigns the responsibilities for these tasks. These procedures apply to all County personnel and other individuals assigned to the EOC.

### **III. CONCEPT OF OPERATIONS**

- A. The County EOC is located in Room E611 on the sixth floor of the Sheriff's Department, adjacent to the offices of the Emergency Management Department. Only authorized personnel are permitted access to the EOC. The Sheriff's Department provides local security for the EOC and control access to the EOC area. The Emergency Management Department maintains access rosters of EOC personnel and access badges, which are provided to the Sheriff's Department upon activation of the EOC.
- B. The EOC has two levels of activation: partial and full. The procedures for securing the EOC are the same for both levels. The EOC area is defined as the EOC, the adjacent hallways, and offices. All personnel enter the EOC through the EOC Lobby, Room E601.
- C. Upon activation of the EOC, the officers on duty at the main entrance to the Sheriff's Department do not allow anyone into the EOC area unless they are on the access roster and have the proper EOC access badge. An Emergency Management representative provides the Sheriff's Department officers with an access control roster, a sign-in sheet, and the access badges. All EOC personnel sign in and out of the EOC area and must wear the access badge at a readily visible point on the front of outer clothing. Personnel departing the EOC area turn in their badge, which is returned to them upon return and sign-in. Authorized visitors to the EOC sign in and are issued a visitor badge. If necessary, Emergency Management provides an escort to the EOC for the visitors.
- D. All entry into the EOC is restricted upon activation. All doors without electronic coded locks are secured. Unauthorized visitors, such as media representatives, County workers not assigned to the EOC, family members, etc. are not permitted access to the EOC area unless approved by the Emergency Management Coordinator and are escorted to the EOC by Emergency Management personnel or a designated escort. Visitors from media organizations are escorted at all times.
- E. State and federal Emergency Management personnel use "Visitor" badges for EOC access.

- F. Sheriff's Department personnel are not authorized access to the EOC area unless they have duty requirements there.
- G. When the Emergency Management Coordinator declares the EOC closed, all personnel sign out and turn in access badges at the main desk. A representative from Emergency Management collects the sign-in roster and the access badges after the EOC closes.

#### **IV. DUTIES AND RESPONSIBILITIES**

##### **A. Emergency Management Department**

1. Establish and maintain a roster of all personnel authorized access to the EOC.
2. Develop EOC access badge for both authorized personnel and visitors. Maintain these badges in the Emergency Management Department and provide them to the officers on duty at the main entrance to the Sheriff's Department. Collect these badges from the duty officer upon closure of the EOC.
3. Develop and issue sign-in roster with the access badges. Collect the roster upon closure of the EOC and maintain it with the after-action review notes for the operation.
4. Sign in and escort all visitors to the EOC. Assist the duty officer at the desk in determining individual visitor access to the EOC. Sign out all visitors at the duty officer's desk.
5. Stay alert for unauthorized visitors in the EOC area. Detain the individual and report the problem. Call Sheriff's Department officers for assistance, if necessary.

##### **B. Sheriff's Department**

1. Provide local security and access control for the EOC area.
2. Upon EOC activation, secure all entryways without electronic coded locks and direct foot traffic to the Corbin Avenue entrance.
3. Screen all people seeking access to the EOC area. Authorized personnel are listed on the access roster and have an EOC access badge. Sign all authorized personnel and visitors into and out of the EOC area. Ensure that visitors are escorted to the EOC area if necessary. Retain the badge of all personnel and visitors who are leaving. If there is a question on access, call the Shift Leader in the EOC for clarification.
4. Stay alert for unauthorized visitors in the EOC area. All personnel not from the Sheriff's Department in the EOC area must display an access badge. If the individual does not have an access badge, detain him and escort them from the area. Assist EOC personnel removing unauthorized visitors.

5. Do not allow any personnel without EOC access to enter through electronically secured doors into the EOC area.
6. Remain clear of the EOC room unless individuals have a specific reason to enter the area.
7. Turn in access badges and sign-in rosters to the Emergency Management Department when the EOC closes down.

#### C. Department Representatives

1. Once alerted, the department representatives for the first operational period report to the EOC.
2. The department representatives enter the Sheriff's Department by the Corban Avenue entrance and sign for their EOC access badges, which includes the key cards needed to enter the EOC. Do not loan out or swap badges or key cards with other personnel.
3. All personnel operating in the EOC must wear the access badge at a readily visible point on the front of outer clothing. Personnel departing the EOC area turn in their badge and log the departure time. Upon return, sign in and draw the access badge. The EOC access badges do not leave the Sheriff's Department building.
4. Report lost, stolen, or damaged access badges to the EOC Shift Leader as soon as the loss or damage is discovered.
5. Any additional department personnel needed for EOC operations are approved by the Emergency Management Coordinator or the Shift Leader. These additional personnel use visitor access badges.

**ATTACHMENT F**  
**SHIFT CHANGE BRIEFING FORMAT**

**I. PURPOSE**

This attachment specifies the format for shift change briefings in the Cabarrus County Emergency Operations Center (EOC).

**II. SCOPE**

This attachment provides information on the format to be used for shift change briefings in the EOC. This information is used by all County personnel and other individuals assigned to the EOC.

**III. CONCEPT OF OPERATIONS**

- A. The EOC staff conduct two shift change briefings per day. Shift change occurs at 0600 and 1800 daily. The briefings are conducted thirty minutes prior to shift change, at 0530 and 1730. This schedule may be modified by the Emergency Management Coordinator based on the incident.
- B. The object of these briefings is to ensure continuity of effort during response and recovery operations and that the EOC staff is aware of all current and future operations. The Shift Leader facilitates the briefing.
- C. Sequence of Briefing
  - 1. Shift Leader
  - 2. County Transportation Service
  - 3. Finance
  - 4. Public Information Officer
  - 5. American Red Cross
  - 6. Cabarrus Health Alliance
  - 7. Department of Social Services
  - 8. General Services
  - 9. Fire Marshal/Fire Services
  - 10. State Highway Patrol

11. Sheriff's Department
12. Emergency Medical Services
13. Cabarrus County Schools
14. Carolinas Medical Center – Northeast
15. Building Inspector
16. Municipal Liaison Officers
17. North Carolina Division of Emergency Management Liaison Officers
18. Emergency Management Coordinator

D. Topics Covered

Each briefer provides the following information:

1. Overview of assets committed (personnel, equipment, and other assets)
  2. Operations in the past 12 hours
  3. Planned operations for the next 12 hours
  4. Any concerns or issues relevant to the overall effort
- E. For the County Finance briefing, the representative includes a total cost of operations for the past 12-hour period. This includes supply/equipment/contract costs and personnel overtime hours worked.
- F. At the completion of the briefing and any discussion, the Shift Leader announces shift change and notes the time. At that point, the personnel coming on duty occupy their duty stations and the off-duty shift depart the EOC.