



Haywood
County,
N.C.

Emergency Operations Plan





Record of Changes

Date	Section	Page No./Info	Entered By
2004	Original Document Creation		G. Shuping
2014	Update		G. Shuping
2021	Revision	Multiple	Z. Koonce
2023	Change	Multiple	Z. Koonce

Change- A change includes but is not limited to variations in phone numbers. Office symbols, locations, etc.

Update- If less than 25% of the content within the plan requires a change, an update is constituted. An update could be minor organizational, procedural, and/or situational changes.

Revision- If greater than 25% of the content within the plan requires a change, a revision occurs. A revision constitutes the most invasive level of change to the organization, procedure, situation, overall format, and governing policy.



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Introduction

Haywood County has created the Basic Emergency Operations Plan (EOP) to include a general overview of operations during an emergency operations activation. This plan includes a description of hazards, concepts of operations, roles and responsibilities, organizational structures, and other necessities of an effective emergency response. This EOP aims to define and clarify when, why, and how operations work most effectively.

Haywood County recognizes that in an emergency, a broad range of departments, agencies, and other stakeholders will provide the most effective response to a disaster or emergency. This EOP was created to establish a clear picture of policy and guidance for emergency response operations from agency to agency and county to citizen.

This EOP was created from a number of different sources in order to create a basic structural outline of direction and function in emergency response. Haywood County has utilized the NIMS Incident Management System in order to effectively respond and plan for emergencies and disasters.

Purpose

The Haywood County Emergency Operations Plan (EOP) describes a comprehensive emergency management system which provides for a coordinated response to disaster situations associated with natural, technological, and man-made incidents. It delineates operational concepts relating to various emergency support functions, identifies components of the emergency management organization, and describes the overall responsibilities for protecting life, property, and the environment, and assuring the overall well-being of the population. In addition, this EOP establishes a framework for emergency management planning to fulfill the five mission areas of a comprehensive emergency management program which are:

- Prevention
- Protection
- Mitigation
- Response
- Recovery

This plan predetermines actions and responsibilities to be taken by the government agencies and private organizations of Haywood County to reduce the vulnerabilities of people and property to disaster, and establish capabilities to respond effectively to the actual occurrence of a disaster.

The development and maintenance of procedures or processes to facilitate the responsibilities outlined for EOP agencies and organizations are the responsibility of the agency or organization performing the responsibility. Annex 1(one) – Agency and Organization Responsibilities lists each Emergency Support Function (ESF) and the agencies and organizations that have either a primary or a support role within the ESF.

It is understood that the incident commander generally retains the flexibility to modify procedures or organizational structures to align as necessary with the operating characteristics of their specific jurisdictions or to accomplish the mission in the context of a particular hazard scenario, as long as the deviations do not infringe on other legal or statutory roles, responsibilities, or relationships already designated through this plan or other means. Failure to follow this plan shall not create legal rights in others.

Situation / Assumptions

Situation Overview

General Description- Haywood County lies in the Western Region of North Carolina. Haywood County is located in North Carolina Emergency Management Area 14 and FEMA Region IV. Its geographic location is in the western section of the State. It is bordered on the East by Buncombe and Madison Counties on the

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South by Transylvania, Jackson, and Henderson Counties on the North by Cocke and Sevier County, Tennessee, and on the West by Eastern Band of Cherokee Indian Reservation, and Swain County.



Population- Haywood County and municipalities within the County is approximately 61,084. The peak population during the summer months can exceed 120,000 due to transportation corridors along with part-time residents and the seasonal tourism industry.

Topography- Haywood is the third largest county in western North Carolina, west of I-26. Home to 546 scenic square miles of mountain vistas, fertile river valleys and rolling hills, Haywood County is located in the western part of North Carolina—within a day's drive of 50% of the U.S. population. Haywood County with a mean elevation of 3,600 feet with many peaks soaring over 6,000 feet. Unlike the other 99 counties in the state, all the water in Haywood County originates in Haywood County, including the Pigeon River.

Climate

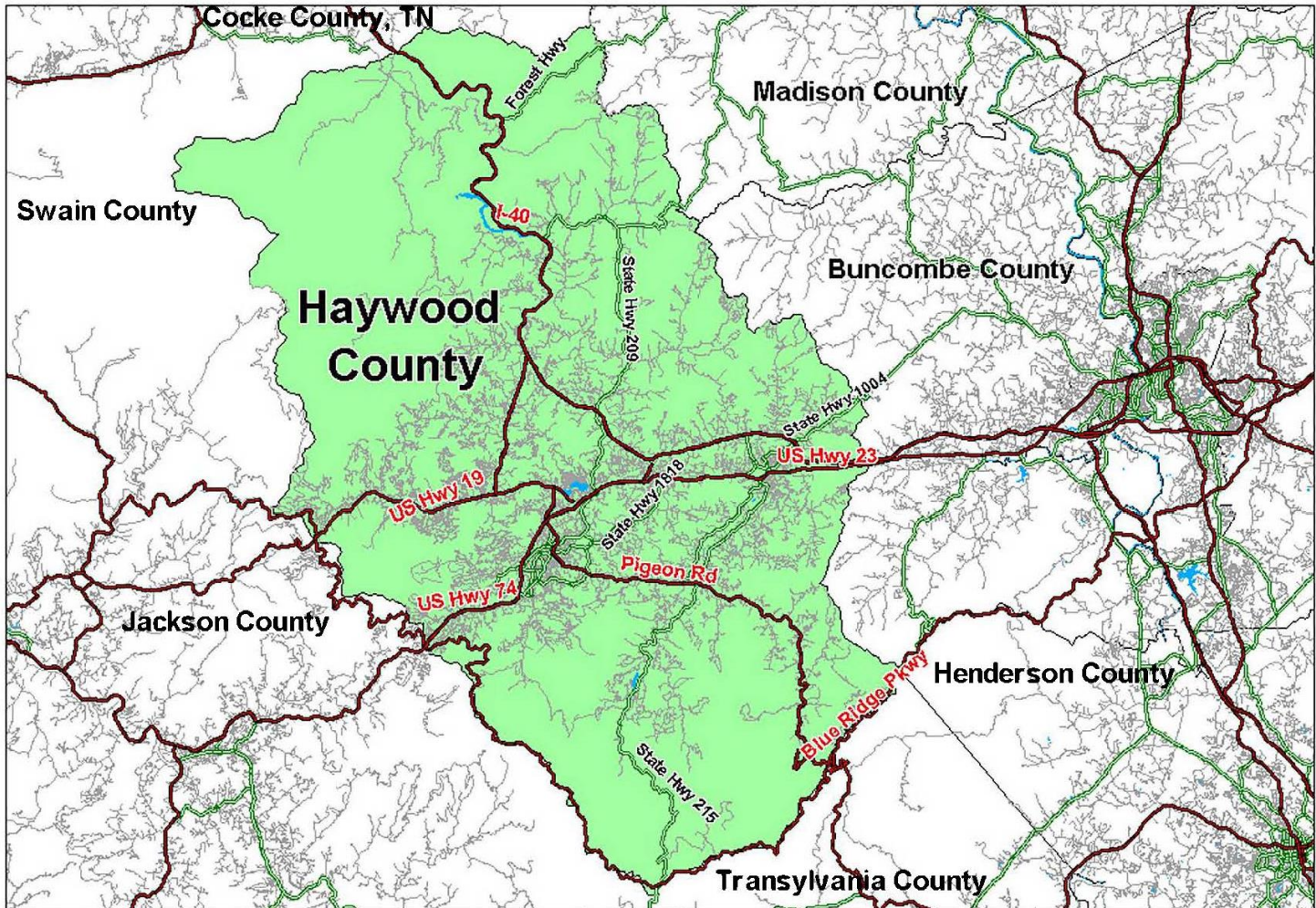
The annual average temperature is 54 degrees; the temperature averages 38 degrees in January and 71 degrees in June. Haywood County averages 47.5 inches of rainfall and 12.2 inches of snowfall each year.

Transportation

Multiple major transportation corridors cross through Haywood County, including major U.S. interstate highways, rail, aviation, and pipeline routes.

Major Traffic Corridors:

- U.S. Highway 19, North and South
- Interstate 40, East and West
- U.S. Highway 23/74, East and West
- U.S. Highway 276, North and South



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Railroads- Blue Ridge Southern Railway runs East and West through the municipalities of Waynesville, Clyde and Canton.

Airports- There are no airstrips located in Haywood County. The 3 closest commercial airports to Haywood County are

- Asheville Regional Airport (AVL) in Asheville, NC
- Greenville/Spartanburg International Airport (GSP) in Greer, SC
- McGhee Tyson Airport (TYS) in Knoxville, TN

Gas or Fuel Pipelines- Underground Natural Gas runs throughout each of the municipalities, and some rural areas.

Hazards- Haywood County is exposed to many hazards, all of which have the potential to disrupt the community, cause damage, and create casualties. Haywood County's Hazard Mitigation Plan is consolidated into the Smoky Mountain Regional Hazard Mitigation Plan. Potential hazards (natural, technological, and national security) by prioritization are listed in the follow table:



TABLE C.48: CONCLUSIONS ON HAZARD RISK FOR HAYWOOD COUNTY

HIGH RISK	Winter Storm and Freeze Thunderstorm Wind/High Wind Flood Wildfire Hazardous Materials Incident
MODERATE RISK	Tornado Hurricane and Coastal Storm Landslide Drought Hailstorm
LOW RISK	Earthquake Lightning Dam and Levee Failure Erosion

Items not listed in the 2018 Smoky Mountain Hazard Mitigation plan but are still consider a Low Risk by Haywood County Officials are the following:

- Electrical Power and Communications Failures
- Mass Casualty/Transportation Accidents
- Terrorist Attack and Civil Disturbance

Direction and Control- Normal day-to-day emergencies are handled by senior on-scene emergency response personnel (i.e. law enforcement, fire, rescue, EMS) in accordance with State and local ordinances, guidelines, policies and procedures.

Towns- The towns of Waynesville, Canton, Clyde and Maggie Valley within the County. The towns may exercise direction and control of their own resources in addition to their assigned resources to their jurisdictions by the County Emergency Coordination Center (ECC). Requests for State or Federal resources will be requested through the County ECC.

Critical Infrastructure

In an effort to stream line emergency response activates and provide continues operations to critical lifelines the following locations have been identified as critical infrastructure in no particular order:

Communications
Public Safety Repeater Sites: Chambers Mt, Crabtree Mt, Pisgah Mt, Setzer Mt, High Top
Haywood County 911 Center Primary PSAP
Haywood County 911 Back-up 911 Center Secondary PSAP
Canton Police Department PSAP
Waynesville Police Department
Health Care
Haywood Regional Medical Center
Haywood Regional Urgent Care- Waynesville and Canton
Law Enforcement Centers
Haywood County Sheriff's Office
Waynesville Police Department
Canton Police Department
Emergency Shelters
Haywood County Health and Human Services

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Haywood County Amory
Tuscola High School
Hazelwood Elementary School
Bethel Elementary School
North Canton Elementary School
New Covenant Church
<i>Fire and Emergency Medical Services Facilities</i>
Clyde Fire Department
Cruso Fire Department
North Canton Fire Department
Saunook Fire Department
Waynesville Fire Department Station 1 and 2
Crabtree Fire Department
Maggie Valley Fire Department
Junaluska Fire Department
Center Pigeon Fire Department
Canton Fire Department
Jonathan Creek Fire Department
Fines Creek Fire Department
Lake Logan Fire Department
Haywood County EMS Medic Bases: Waynesville, Canton, Maggie Valley, Bethel
Haywood County Rescue Squad
<i>Other Governmental Facilities</i>
Haywood County Historic Court House
Haywood County Health and Human Services
Waynesville Town Hall
Canton Town Hall
Clyde Town Hall
Maggie Town Hall
Town of Waynesville Public Works building
<i>Licensed Care Facilities</i>
Chestnut Park #1
Chestnut Park Retirement Center
Spicewood Cottages – Elms
Spicewood Cottages – Willows
Spicewood Cottages – Oaks
Haywood Lodge & Retirement Center
The Meadows at Spicewood Cottages
McCracken
Pigeon Valley
Creekside Villas
Richland Community Care
Arrowhead Cove
The Bluffs
Autumn Care of Waynesville
Haywood Nursing & Rehabilitation
Silver Bluff Nursing & Rehabilitation



Smoky Mtn. Health & Rehabilitation
Maggie Valley Health & Rehab
Haywood House
Maple Leaf Adult Respite (Day services only)
<i>Water and Sewage</i>
Waynesville Water Treatment Plant
Waynesville Waist Treatment Plant
Canton Water Treatment Plant
Evergreen Waist Treatment Plant
Jonathan Creek Watershed Intake
Campbell Creek Watershed Intake
Maggie Valley Water Treatment Plant
Maggie Valley Waist Treatment Plant
Rough Creek Watershed Intake
<i>Electrical</i>
Walters Hydro Station
<i>Dams</i>
Walters Dam
Lake Logan
Allen's Creek Watershed

Planning Assumptions

NIMS Adoptions

Sufficient guidelines policies and procedures have been developed to effectively direct and control disaster response and recovery operations. Haywood County has adopted the National Incident Management System (NIMS) Incident Command System (ICS). Emergency response and County leadership personnel have been trained and are efficient in using the NIMS Incident Command System. See *Appendix 17 Incident Management System* for more information on NIMS.

It is necessary for the Haywood County to plan for and to carry out disaster response and short-term recovery operations utilizing local resources. The following assumptions are those that the Haywood County Emergency Management Program considers to be fact for planning purposes and to execute the Haywood County EOP. These assumptions indicate areas where adjustments to the plan have to be made ad hoc, as any emergency or disaster evolves.

1. It is assumed that any emergency or disaster individually or in combination with other emergencies may cause a serious situation within the County. It is also assumed that these incidents will vary in size and complexity. For this reason, planning efforts are made as general as possible so that great latitude is available in their application. Consideration is given to the potential for the simultaneous occurrence of emergencies or disasters in multiple locations.
2. It is the responsibility of officials responding to emergencies to follow national guidance of incident priorities; these are life safety, property preservation, and incident stabilization. Officials of the County are aware of the possible occurrence of an emergency or major disaster; their responsibilities



in the execution of this plan; and need to fill these responsibilities as needed.

3. Officials from EOP agencies and organizations are aware of the possible occurrence of an emergency or major disaster and their subsequent responsibilities in the execution of this plan.
4. Local government assumes responsibility for emergency or disaster operations and commits all available resources to save lives and minimize personal injury and property damage.
5. The County Government: the Towns and all EOP agencies and organizations will utilize their Continuity of Operations Plan (COOP) specific to their operation to ensure essential functions are continued in an emergency or disaster.
6. Disasters have the ability to overwhelm the resources of Haywood County and processes should be in place to augment daily resources to respond to emerging threats.
7. Existing fire, law enforcement, EMS and rescue resources will be able to manage with most emergency incidents. It is likely that local resources will become overtaxed and over worked during some of these disasters. When Haywood County resources are determined to be insufficient, Haywood County expects assistance from response organizations and departments from neighboring jurisdictions, the State of North Carolina, and/or the federal government to supplement Haywood County efforts in an efficient, effective, and coordinated response.
8. State and Federal disaster assistance, when provided, will supplement, not substitute for, Haywood County resources and efforts.
9. The county Emergency Coordination Center (ECC) facility is not set up and will need to be equipped for adequate coordination of countywide incidents and disasters. Emergency operations and coordination at all levels of government will be carried out according to the plans, procedures and policies adopted by the County ECC. Communication systems may withstand the effects of a disaster. Alternate systems are available for emergency back-up.
10. Current forms of warning will provide sufficient warning to the public in many types of incidents or disasters. The most effective warning is that which comes from multiple sources. Local print and broadcast media will cooperate in broadcasting and publishing detailed disaster related instructions to the public. The demand for information will be very heavy. Sufficient staff should be trained and provided to meet the demand on multiple media platforms including social media.
11. The public works agencies of the towns of Waynesville, Canton, Clyde, Maggie Valley, and Lake Junaluska and providers such as Haywood Electric Co-Op (HEMC) have a limited but immediate capability to provide debris removal, restitution of essential utilities and will work directly to-do so.
12. A large-scale emergency may result in increased demands on hospitals, EMS, health and medical resources. People other than medical personnel will transport many of the injured to medical facilities. Out-of-county medical, health and mortuary services resources will be available through area and regional mutual aid agreements. When local resources can no longer meet the demand of the situation. State agencies will provide additional resources.
13. In many events warning time will normally be adequate to evacuate the threatened population. Evacuation transportation is principally by private vehicle. Particular areas of the County or special populations will need additional time to accomplish evacuation. Special population may



also need special transportation. The public will both receive and understand official information related to evacuation. The public will act in its own interest and will evacuate threatened areas.

14. Most evacuees will seek shelter with relatives or friends rather than accept public shelter. Some residents may refuse to evacuate regardless of warnings and without their pets. Sufficient in-County sheltering exists to meet the needs of an evacuation during emergencies or disaster.
15. Implementing damage assessment procedures and debris management procedures will expedite relief and assistance for those adversely affected.

Concept of Operations

This section of the plan provides a clear methodology to realize goals and objectives for execution of the EOP. It describes a general sequence of response concepts employed by Haywood County and operational processes to support response operations.

The Four Objectives of Comprehensive Emergency Management

1. **Preparedness.** Preparedness activities, programs, and systems are those that exist prior to an emergency and are used to support and enhance response to an emergency or disaster. Planning, training, and exercising are among the activities conducted under this phase.
2. **Response.** Response activities and programs are designed to address the immediate effects of the onset of an emergency or disaster and help to reduce casualties, damage, and to speed recovery. Response activities include direction and control, warning, evacuation, mass care, and other similar operations.
3. **Mitigation.** Mitigation activities are those designed to either prevent the occurrence of an emergency or minimize the potentially adverse effects of an emergency. Some mitigation activities include development of public health and zoning/building code ordinances and enforcement of those regulations on a day-to-day basis.
4. **Recovery.** Recovery activities involve restoring systems to pre-emergency conditions. Short-term recovery actions are taken to assess damage and return vital life-support systems to minimum operating standards. Long-term recovery actions may continue for many years.

General

1. As required by North Carolina General Statute §166A-19.15, Haywood County government will provide emergency management services and facilitate prevention, protection, mitigation, response, and recovery actions for presenting emergency or disaster situations. The local ordinance that assigns local responsibility is Chapter 31 of the Haywood County Book of Ordinances.
2. The Chairman of the County Board of Commissioners, in cooperation with the County Manager, and the County Emergency Services Director, or his or her designee will coordinate and manage County resources and advise partner agencies and organizations of needs or progress.
3. If the emergency or disaster situation warrants, the Chairman of the County Board of Commissioners or his or her designee, and/or the Mayor of any Municipality, may declare a State of Emergency and begin implementing emergency actions in their respective jurisdiction. For additional information on the State



of Emergency declaration process, refer to Annex 7 – State of Emergency Declaration.

4. Termination of a State of Emergency shall be declared by the authority who proclaimed the state of emergency. (County Chairperson and/or Municipal Mayor)
5. When a disaster overwhelms the capability of local and State resources, the recourses of the Federal agencies may be needed. The County will request assistance by executing mutual aid agreements and/or will request assistance and resources through their Area Emergency Management Office. If State resources have been exhausted, the State will arrange to provide the needed resources using the Emergency Support Functions as described in the Federal Response Plan.
6. The State of North Carolina may coordinate additional requests for assistance beyond its capabilities, including requests for Presidential Declarations of Emergency to facilitate supplemental federal response, financial, and technical assistance.
7. Planning for recovery will be implemented at the same time Haywood County begins emergency response actions necessary to protect the public.

Emergency Coordination Center

The County Emergency Coordination Center (ECC) provides a centralized County wide coordination point for emergency response activities. The Director of Emergency Services or their designee will be responsible for ECC activation at their discretion or if one or more of the following situations occur:

- There exists an imminent threat to the public safety/health on a large scale.
- An incident involving a multi-agency/multi-jurisdiction response to resolve or recover from the emergency situation.
- Local resources are inadequate or depleted and out-of-county, State or Federal resources must be ordered to resolve or recover from the emergency situation.
- The incident affects multiple political jurisdictions within the County, which will need the same emergency resources to resolve or recover from the emergency situation.
- Local emergency ordinances are implemented to assist in the resolve or recovery from the emergency situation.
- Non-essential County vehicles and staff may be used to assist during disaster times.

Emergency Coordination Center (ECC) Location-

- **Primary-** Haywood County Sheriff's Office
- **Secondary-** Haywood County Emergency Services Building

For additional information refer to ECC Operation and Activation refer to *Appendix- 1 ECC Activation Policy*.

Warning and Notification- ECC will normally initiate notification and warning, through Everbridge (Haywood Alerts). Broadcast media will be utilized as a secondary source to dissemination of information to the general public. Emergency services vehicles are available for warning the general public. For additional information refer to *Annex C- Warning and Notification plan*.

Emergency Alert System - The primary Emergency Alert System (EAS) stations are **WKSF-FM** radio and **WLOS-TV**, both located in Asheville, North Carolina. The Emergency Services Director or County Manager, or his/her representative, will be in contact with **WKSF-FM** and **WLOS-TV**, both located in Asheville, North Carolina. The Emergency Services Director or County Manager, or his/her representative, will be in contact with the **State EOC** for activation of the **EAS**. Due to the current MOU between the **State of North Carolina** and the **Federal Communication Commission** which does not allow local government direct access to **ESA**. **Everbridge (Haywood Alerts)** is the Counties "reverse



911" system and shall also be a source of emergency warning and notification, which allows access to **IPAWS, WEA** (Wireless Emergency Alerts) feature.

Communications- VHF, UHF, 800mhz radio systems along with Telephone, fax, internet, and paging will be used to communicate with public officials, ECC staff, emergency personnel and others as required.

Mutual Aid- Numerous out-of-county local, state and federal law enforcement and fire service resources are available to support law enforcement agencies within the county. During some emergency incidents there may be a need for manpower and equipment to remove road obstructions and debris to allow access of emergency services and utilities vehicles.

Public Health- Depending on the nature of the emergency incident or disaster, affects may include general health problems, traumatic injuries, and communicable diseases, contamination of food and water as well as mental health ailments will be referred to the Emergency Department of Haywood Regional Medical Center. Public Health related issues will be managed by Haywood County Health and Human Services Agency, Public Health Services Division.

Evacuation- The senior elected official or the designee of the jurisdiction is responsible for evacuation and shelter activation as necessary. Several types of emergency incidents and disasters may require evacuation of areas within the County. There could be voluntary or mandatory evacuation. These evacuations can be issued without a pre-declaration of a State of Emergency. Large-scale incidents or disasters may require the rapid evacuation of hospitals, nursing homes and non-ambulatory populations. Evacuation of this nature will be coordinated by Haywood County Department of Emergency Services with the support of Haywood County Health and Human Services Agency and others.

Shelters- for the public may be needed during some types of emergency incidents which will be managed by the Public Health Services Division of the Haywood County Health and Human Services Agency with the support of the American Red Cross and others.

Initial Damage Assessment- will provide a basis for the determination of actions, resources needs, and establishment of priorities for the recovery effort after the response phase of an incident or disaster. Damage assessment will be managed by the Haywood County Development Services with teams consisting of the following: a Building Inspector, a Public Health Services Division Representative and a Tax Assessor.

ORGANIZATION ASSIGNMENT OF RESPONSIBILITIES

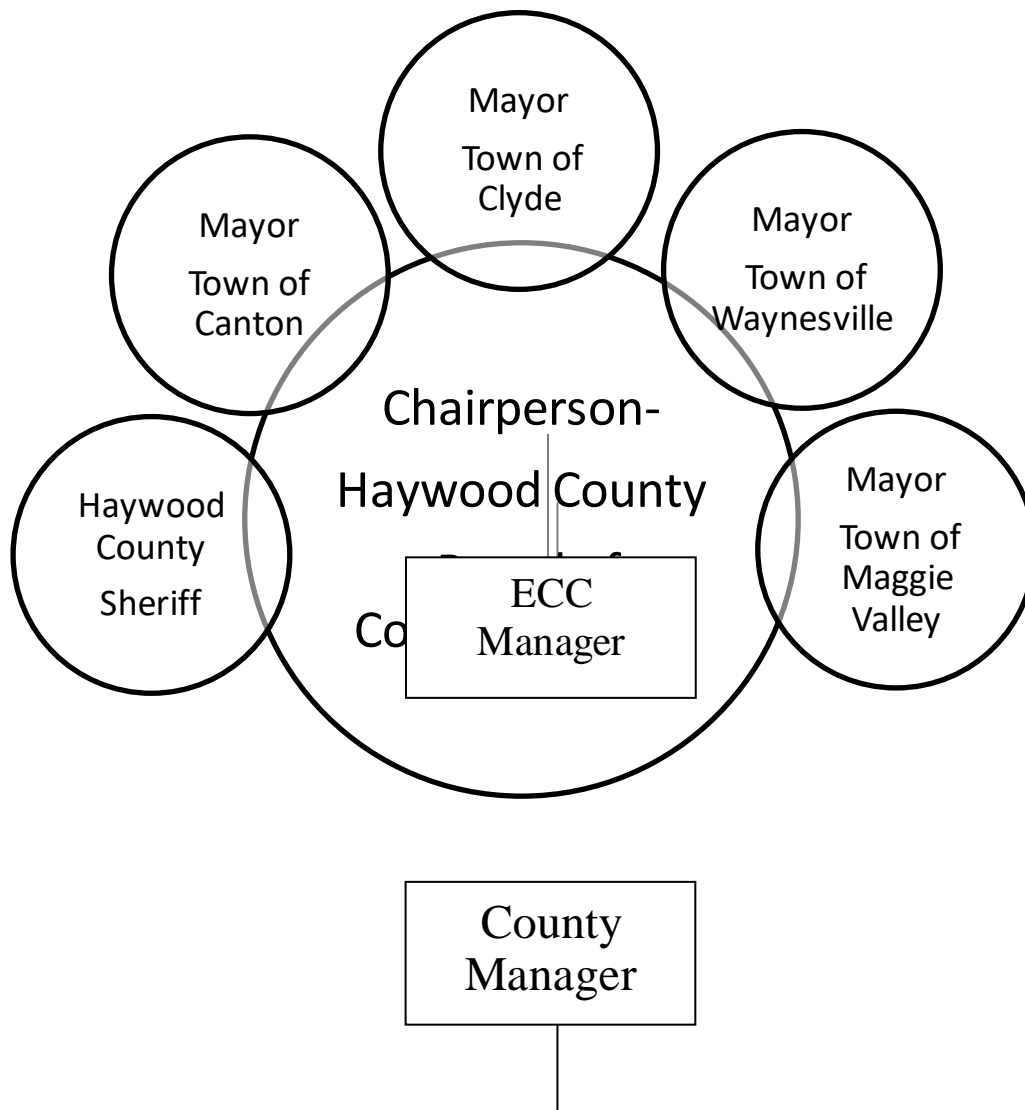
Organization

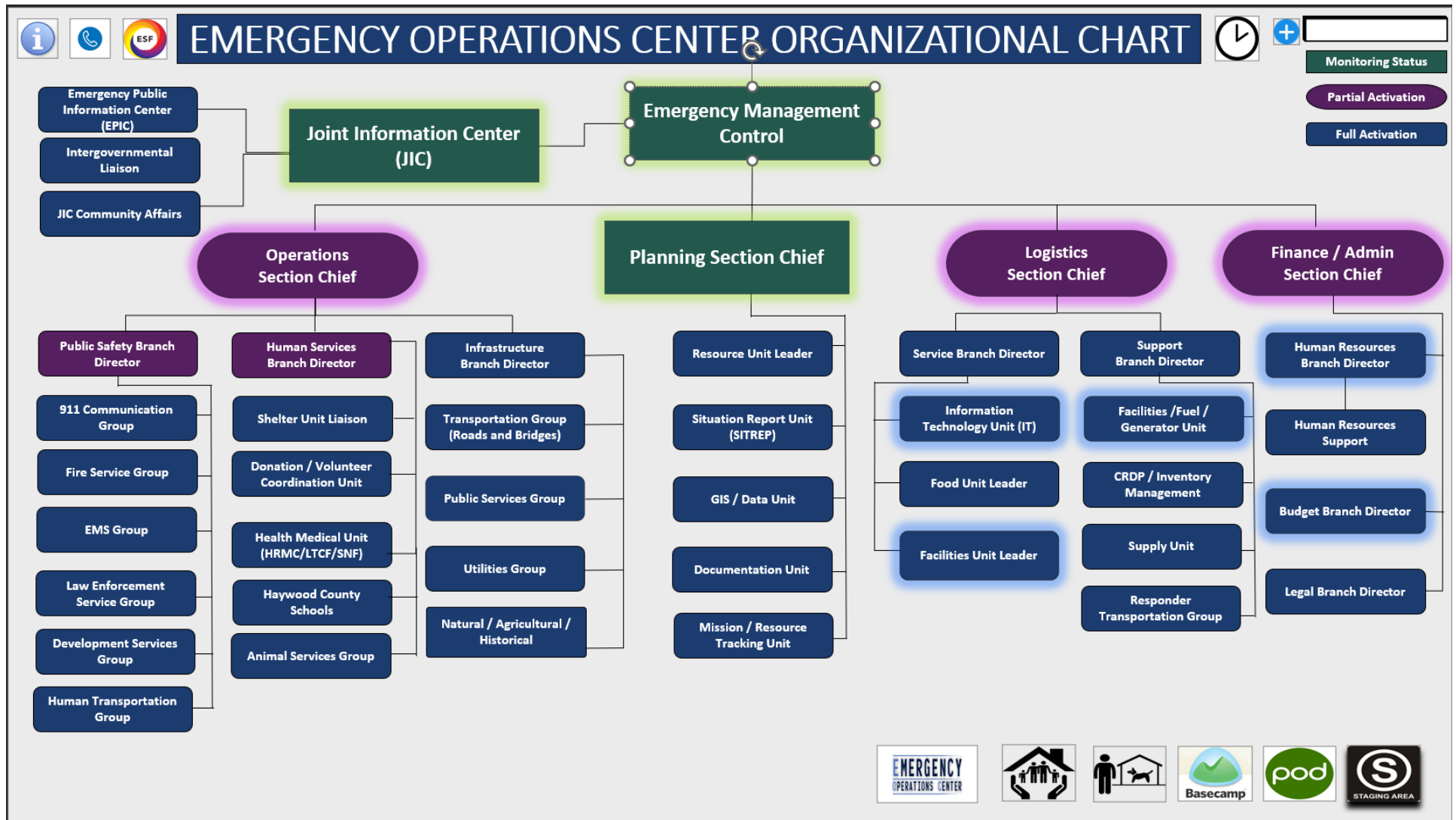
Most of the personnel within local government have emergency functions in addition to their normal duties. The Towns and the County Government are responsible for developing and maintaining their own emergency management procedures. Specific responsibilities are outlined below under the section entitled responsibilities; additional information can be found in the functional annexes and hazard specific checklists. Responsibilities for certain organizations, which are not a part of local government, are also presented.



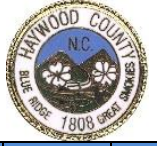
Policy Group

This group of officials are in place to modify and approve currently daily policies to fit the needs of an incident during an emergency. This will help to streamline the response to an incident. All Towns in Haywood County may elect to activate their own Emergency Coordination Center to manage incidents within their jurisdiction. These Emergency Coordination Centers must still coordinate with the County operated Emergency Coordination Center to order outside resources. Per NC G.S. 166A-19.22 Municipalities must also declare their own State of Emergency.





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Primary and Support Agencies and Organizations P= Primary S= Support	ESF 1 – Transportation	ESF 2 – Communications	ESF 3 – Public Works and Engineering Services	ESF 4 – Firefighting	ESF 5 – Information and Planning (EM)	ESF 6 – Mass Care & Human Services	ESF 7 - Logistics	ESF 8 – Public Health and Medical Services	ESF 9 – Search and Rescue	ESF 10 – Oil and Hazardous Materials	ESF 11 – Agriculture & Natural Resources	ESF 12 – Energy	ESF 13 – Public Safety & Security	ESF 14 – Recovery, Cross-Sector Business, and Infrastructure	ESF 15 – External Affairs (JIC)
Haywood County Government															
County Administration														S	
Cooperative Extension Office								S			P				
Emergency Services Department															
Emergency Management Agency					P		P		S	S				S	P
Emergency Medical Services Office								S	S						
Development Services															
Environmental Health						S				S	S				
Building Inspections														S	
Fire Marshall Office				S	S			S							
Permitting								S							
Erosion Control								S							
Finance Department								S						S	
Health and Human Services Agency					S	P		P		S	S			S	
Animal Services Department											S				



Primary and Support Agencies and Organizations P= Primary S= Support	ESF 1 – Transportation	ESF 2 – Communications	ESF 3 – Public Works and Engineering Services	ESF 4 – Firefighting	ESF 5 – Information and Planning (EM)	ESF 6 – Mass Care & Human Services	ESF 7 - Logistics	ESF 8 – Public Health and Medical Services	ESF 9 – Search and Rescue	ESF 10 – Oil and Hazardous Materials	ESF 11 – Agriculture & Natural Resources	ESF 12 – Energy	ESF 13 – Public Safety & Security	ESF 14 – Recovery, Cross-Sector Business, and Infrastructure	ESF 15 – External Affairs (JIC)
Facilities Services Department			S				S	S							
Haywood County Public Library														S	S
Haywood County Register of Deeds					S									S	
Haywood County Tax Office					S									S	
Haywood County Public Schools	S					S	S								
Haywood County Information Technologies		S													
Haywood Public Transit	S														
Haywood County Fire Departments				P			S		P	P					
Grassy Fork Fire Department				S					S	S					
Haywood County Tax Office														S	
Haywood County Sheriff's Department		P					S		P				P		S
Haywood County Rescue Squad								S	S						
American Red Cross						S	S							S	
Haywood Regional Medical Center						S		S							



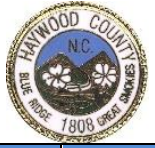
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Other Agencies/Organizations															
United Way														S	
Haywood Community College					S	S									
US National Park Service					S				P				P		
US Forest Service			P		S				S						
NC Department of Transportation			S							S					

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	Other Agencies/Organizations														
Town of Canton															
Administration – Finance Department														S	S
Fire Department				P					S	P					
Planning Department			S												
Police Department		P							P				P		S
Recreation Department															
Street-Sanitation Department	P		P												
Town Manager					P									P	P
Water & Sewer Department															
Town of Clyde															
Town Administration					P									P	P
Street Department	P														
Water/Sewer Department		P													

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	Other Agencies/Organizations														
Town of Waynesville															
Administrative Services		S			P		S							P	P
Development Services			S						S					S	
Finance Department														S	
Fire Department				P	S		P	P	P*	P			S		
Human Resources															S
Parks and Recreation						S									S
Police Department		P				S		S	P*				P		S
Public Services	P		P				S	P	P			P		S	
* dependent upon situation															

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	Other Agencies/Organizations														
Town of Maggie Valley															
Finance Department							S							S	
Festivals Department															
Parks and Greenways															
Planning and Development											S	S			
Police Department	S	S				S			P				P		
Public Works	P		P				P						S		
Town Manger			P		P									P	P
Town Clerk					S									S	S
Waste Water Utility			S							S					



Responsibilities

1. *Chairperson, County Commissioners*

- Carry out appropriate provisions of state general statutes, in addition to local ordinances relating to emergencies
- Declare an emergency at the county level and provide strategy and policy for emergencies

2. *County Manager Office*

- When directed, act on behalf of the Chairman, County Commissioners during emergency operations
- Ensure that financial records of expenditures are kept during emergencies
- Ensure county agencies develop and continually update emergency plans and Standard Operating Guidelines (SOGs) to respond to emergencies
- Ensure that exercises and tests of the emergency systems are conducted on a periodic basis
- Ensure that representatives for the ECC staff actively participate and properly trained (e.g. IT staff, Emergency Agencies, Health Director, Information Officer, etc.) to report to the ECC upon activation

3. *Emergency Management Agency*

- Perform assigned duties according to state statutes and local ordinances.
- Responsible for planning in accordance with Federal and State guidelines and the coordination of emergency operations within the jurisdiction
- Alert and activates, as required, the Emergency Coordination Center when informed of an emergency within the county serving as the ECC Manager
- Coordinate exercises and tests of the emergency systems within the jurisdiction
- Receive requests for assistance from Municipalities within the county and direct aid to areas where needed
- Disseminate warning information
- Maintain administrative records as required
- Ensure adequate training for the emergency management organization
- Ensure necessary information and reports are issued on schedule
- Recruit and insure training of disaster analysis staff
- Maintain liaison with utility companies to arrange for backup water, power, and telephone service during emergencies
- Maintain current list of available resources during States of Emergency
- Ensure that narrative and operational journals are kept during the emergency
- Maintain an active All-Hazards Incident Management (AHIMT) Team sufficient to manage incidents as per Hazard Analysis.

4. *Emergency Services Public Information Officer*



- Works in coordination with the County PIO
- Maintain current inventories of public information resources
- Prepare procedures for the conduct of public information services during disasters. These should include continuity of operations for the PIO position
- Coordinate all media releases pertaining to emergency planning and operations
- Provide for rumor control and emergency instructions
- Develop media advisories for the public
- Provide emergency information materials for the public including non-English speaking groups.
- Constantly evaluate media reports of the incident, including social media, for accuracy

5. Sheriff's Office

- Plan for conducting law enforcement operations and traffic control throughout the county during disasters.
- Develop mutual aid agreements.
- Plan and direct communications and warning systems, including two-way radio systems throughout the county, describing methods and nets of communications between ECC, field forces, shelter facilities, adjacent jurisdictions, and area/State ECC
- Establish and equip the County Emergency Coordination Center (ECC) to include primary and backup radio communications and provide for operations on a continuous basis as required
- Operate message center at the County ECC
- Provide security for the ECC personnel and equipment.
- Provide security at emergency disaster shelters and other designated facilities
- Participate in ECC activations

6. Fire Marshal Office- Development and Facilities Services

- Plan for the coordination of firefighting and rescue operations throughout the county in time of disaster.
- Develop and maintain mutual aid agreements
- Participate in ECC activations serves as the ECC Safety Officer

7. Emergency Medical Services Department

- Plan for coordination of ambulance and pre-hospital activities throughout the county during disasters.
- Develop mutual aid agreements.
- Coordinate with hospital disaster coordinators on use of medical facilities within the county for mass casualty incidents
- Participate in ECC activations

8. Health and Human Services Agency

- Plan for coordination of essential social services operations during disaster
- Coordinate emergency support activities during response and recovery with American Red Cross, Salvation Army, and other volunteer organizations to include shelter, feeding, and clothing
- Develop mutual aid agreements
- Coordinate with medical/health care facilities (e.g. nursing homes; rest homes, etc.) to insure development of emergency procedures in conjunction with appropriate agencies.
- Coordinate with the state to establish economic stabilization operations to include food and price stabilization.
- Serve as the Disaster Shelter Coordinator during ECC activations.



- Develop procedures for emergency public health operation including mental health care
- Plan of inspection of food and water in shelters and issuance of instruction for decontamination, and usage
- Conduct sanitation inspection and nursing assistance to citizens at shelters
- Participate in ECC activations

09. *Information Technology (IT) Department*

- Establish both internal and external communication for the Emergency Coordination Center
- Plan and direct all internal redundant communication for Emergency Operation Center and Emergency Coordination Center
- Maintain all County Internet and Intranet services
- Work with Telco providers to establish efficient landline and cellular communication during the event of failure
- Participate in ECC activations by providing an IT representative for any IT related issues that may arise

10. *Development Services*

- Coordinate disaster assessment teams conducting field surveys
- Collect data and prepare damage assessment reports
- Participate in ECC activations, as requested

11. *Facilities Services*

- Plan and coordinate emergency repair and restoration of vital facilities and utilities during disasters
- Assist with debris removal on county property
- Plan for shelter logistics and shelter upgrading
- Participate in ECC activations, as requested

12. *Medical Examiner*

- Respond to notifications of fatalities from local authorities and establish an adequate morgue.
- Supervise the location and transportation of the remains of the deceased
- Certify the causes of death of the deceased victims and issue death certificates
- Notify next-of-kin and release the remains and personal effects to proper representatives
- Issue press releases in conjunction with the Information Officer, as approved through ECC
- Coordinate with the Office of the State Medical Examiner

13. *Finance Department*

- Plan for procurement of resources for emergency purposes including critical facilities
- Develop financial accounting record procedures for agencies to report their emergency expenses
- Develop a cost analysis procedure for all incidents
- Participate in ECC activations, when requested
- Develop and maintain emergency contracts and contracting procedures

14. *Haywood County School System*

- Support transportation operations during evacuation and return
- Provide support personnel (school, nurses, counselors, bus drivers)
- Support and make available facilities to be utilized as shelters



- Assist in planning for transportation of county residents in a disaster, including special population groups (handicapped; elderly. etc.)
- Coordinate transportation operations and keep ECC advised of status
- Participate in ECC activations, when requested

15. *American Red Cross Chapter*

- Provide disaster relief services and personnel in accordance with American Red Cross Standards and Procedures
- Individual disaster recovery support services based upon Red Cross Survey/ Damage Assessment Teams
- Support HHSA agency during the activation of emergency shelters
- Support County PIO through Joint Information messaging

16. *Haywood County United Way Chapter*

- Coordinate and manage all forms of donated goods offered and/or needed during a disaster
- Manage the 211 system for all non-emergency un-met needs during a disaster

17. Haywood Community College

- Provide support personnel to Emergency Coordination Center
- Provide support personal to Central Receiving and Distribution Point

18. Haywood County Public Library

- Provide support personnel to the Emergency Coordination Center to assist in the documentation unit of the planning section
- Provide support personnel to the Joint Information Center in the operations of a call center

19. Haywood County Register of Deeds

- Provides support personal to the Joint Information Center
- Assists Development Services with Damage Assessment documentation

20. Haywood County Tax Office

- Provides support personal to the Emergency Coordination Center in the Planning Section
- Assist Development Services with Damage Assessment documentation

21. Haywood County Animal Services

- Plans and Coordinates for the rescue of animals during an emergency
- Plans and Coordinates with HHSA the care for animals during a disaster where a public shelter is open

(Multiple other agencies are listed as primary and support agencies in Haywood County Emergency Operations Plan. These agencies have both Jurisdictional and Statutory Liability during emergencies.)

DIRECTION AND CONTROL

- Haywood County Emergency Management under the direction of the County Board of Commissioners, through the County Manager, is responsible for all emergency management efforts within the county. In accordance with Haywood County Ordinance Chapter 31
- Direction and Control provides for an efficient response to an emergency by coordinating all



response and recovery activities through one central location. The Emergency Operating Center (ECC) is the base of operation for all emergency management activities for the county. Members of the Emergency Management and all other organizations will be familiar with plans and procedures to cope with an emergency

- Upon declaration of an emergency or attack warning the County Manager and Emergency Services Director, or designees, will operate from the ECC
- Initially, emergency operations will be conducted locally with little or no outside assistance or coordination
- On-site direction and control will be established by the senior officers of the emergency agencies having primary responsibility for the situation utilizing the Incident Command System a component of the National Incident Management System (NIMS)

Information Collection, Analysis, and Dissemination

It is the responsibility of the Incident Commander(s) to collect and analyze incident information, and share critical information with other agencies as appropriate to maintain a common operating picture. This includes sharing incident or event information with the ECC and/or coordination center.

CONTINUITY OF GOVERNMENT

General

The possibility that emergency and disaster occurrences could result in disruption of government functions necessitates that all levels of local government and their departments develop and maintain procedures to ensure continuity of government. These procedures will name who will be the decision-makers if an elected official or department head is not available.

Line of Succession

The line of succession of the County Board of Commissioners proceeds from the Chairperson to the members of the board in accordance with County policy.

Lines of succession for the Emergency Services Director and department/agency heads with emergency responsibilities are shown in the Haywood County Standard Operations Guidelines.

Preservation of Vital Records

It is the responsibility of the elected officials to ensure that all legal documents of both a public and private nature recorded by designated officials be protected and preserved in accordance with existing laws, statutes, and ordinances.

Each department/agency is responsible for the preservation of essential records to ensure continued operational capabilities.

Relocation of Government

The County provides for the relocation of the governing body to the ECC during times of emergency if necessary.

If the primary ECC is determined inoperable, the governing body will relocate to the alternate ECC facility as needed.

COMMUNICATIONS

General

The Haywood County Emergency Operations Center **"911"** operates 24 hours a day and is administered by the Haywood County Sheriff's Office.

The operational readiness of the Emergency Coordination Center **"ECC"** is the responsibility of the



Emergency Services Department.

Incident/Event Notification

Haywood County Emergency Management maintains a process and plan for notifying and communicating with EOP agencies and organizations regarding incidents or events, to include ECC activations, etc. The Haywood County Warning and Notification Plan addresses in more detail the systems and processes utilized to facilitate notifications and communications.

Disaster Information Management

To coordinate and manage communications during a disaster, EOP agencies and organizations will utilize internal communication programs in conjunction with face-to-face and/or voice communications.

Public Information

Public information will be managed through ESF-15: Emergency Public Information and/or the Joint Information Center (JIC), if established. Information will be coordinated to flow through one, central point to ensure accuracy, quality, and efficiency in dissemination.

ADMINISTRATION, FINANCE, AND LOGISTICS

Records and Reports

- County and Town governments must maintain records of expenditures and obligations during emergency operations
- Narratives and operational journals of response actions will be kept

Consumer Protection

- Consumer complaints pertaining to allege unfair or illegal business practices during emergencies will be referred to the State Attorney General's Consumer Protection Division

Non-Discrimination

- There will be no discrimination on grounds of race, color, religion, nationality, sex, age, or economic status in the execution of disaster preparedness disaster relief and assistance functions
- This policy applies equally to all levels of government, contractors, and labor unions

Agreements and Understandings

- Agreements and understandings must be entered into by duly authorized officials and should be formalized in writing whenever possible prior to emergency situations
- Should local government resources prove to be inadequate during emergency operations, requests for assistance will be made to other jurisdictions, higher levels of government, and other agencies in accordance with existing or emergency negotiated mutual-aid agreements and understandings Requests for state or federal resources must be made to the Emergency Coordination Center through the NCEM Area Emergency Management Office
- Organizations tasked with responsibilities in the implementation of this plan are responsible for providing their own administrative and logistical needs and for the preparation and maintenance of a resource list for use in carrying out their emergency responsibilities

PLAN DEVELOPMENT AND MAINTENANCE



- The County Manager will ensure development and an annual review of this plan is conducted by all officials involved. They will coordinate necessary revision efforts that shall include review of those portions of the plan actually implemented in an emergency
- This plan shall be exercised in accordance with the Federal Emergency Management Agency (FEMA) five-year exercise plan to ensure a readiness posture for those who have an emergency responsibility

Administrative Handling Instructions

- The title of this document is the Haywood County Emergency Operations Plan
- This document is protected from general distribution and dissemination by North Carolina General Statute §132-1.7(c). Reproduction of this document, in whole or in part, without prior written approval from Haywood County Emergency Management is prohibited
- At a minimum, the attached materials will be disseminated only on a need-to-know basis and when unattended, will be stored in an area offering sufficient protection against theft, compromise, inadvertent access, and unauthorized disclosure
- For more information, please consult Haywood County Emergency Services

AUTHORITIES AND REFERENCES

The following listed authorities and references were consulted to support this plan:

- Disaster Relief Act of 1974 (Public Law 93-288), as amended by public Law 100-707
- National Security Decision Directive #259, U. S. Civil Defense, February 4, 1987
- N. C. General Statutes, Chapter 166A Article 1A of State of North Carolina Executive Order 73, North Carolina Emergency Management Program, April 1988
- N.C. General Statutes Chapter 115C-242 (6)
- N.C. General Statutes Chapter 14 Article 36A
- State of North Carolina Executive Order 43
- N.C. General Statutes 147-33
- Haywood County Emergency Management Ordinance Chapter 31

Haywood County Stakeholder Responsibilities Adoption

The Haywood County Emergency Operations plan has been built in a collaborative effort with all branches of local government and other community stakeholders being provided the opportunity to review and modify responsibility during the activation of a local Emergency Coordination Center. Upon the review of the Haywood County Basic Plan all stakeholder agrees to uphold their departmental or agency responsibilities during the activation of a local Emergency Coordination Center with the preparation for, response to, and recovery to a natural or manmade disaster by signing below:



Haywood County Sheriff's Office	Date
Haywood County Fire Marshal	Date
Haywood County Health and Human Services	Date
Haywood County 911 Communication Center	Date
Haywood County Information Technology	Date
Haywood County Facilities Services Director	Date
Haywood County Development Services Director	Date
Haywood County School Superintendent	Date
Haywood County Emergency Services	Date

LOCAL GOVERNMENT ADOPTION RESOLUTION

WHEREAS, Haywood County has identified natural, technological, and man-made hazards that have the potential to disrupt day-to-day activities and/or cause extensive property damage, personal injury, and/or casualties; and,

WHEREAS, the North Carolina Emergency Management Act of 1977 as amended (NCGS 166A. et. seq) and Haywood County Ordinance 31 – Civil Emergencies confers upon local governing boards comprehensive powers to be exercised in providing for the protection of the lives and



property of their citizens against natural, technological, and man-made disasters/emergencies; and,

WHEREAS, assistance from other jurisdictions, the state, and/or federal government may be available under certain circumstances when emergency or disaster response and recovery operations exceed local government capabilities; and,

WHEREAS, the North Carolina Emergency Management Act assigns the responsibility of emergency management functions to the County and provides provisions for each county to designate an Emergency Management Coordinator; and,

WHEREAS, the effective preparation for emergency situations requires extensive initial planning, continuing revision of plans, and assignment of emergency functions prior to the occurrence of an emergency and the training of personnel in order to ensure a seamless, effective application of governmental functions to emergency operations;

NOW, THEREFORE, BE IT RESOLVED BY THE HAYWOOD COUNTY BOARD OF COMMISSIONERS that the Haywood County Emergency Operations Plan is hereby approved, and:

NOW, THEREFORE, BE IT RESOLVED BY THE HAYWOOD COUNTY BOARD OF COMMISSIONERS that the Haywood County Emergency Operations Plan is hereby approved, and:

- That the Haywood County Department of Emergency Services, Emergency Management Division shall act as the designated coordinating agency to coordinate emergency and disaster prevention, protection, mitigation, response, and recovery in Haywood County, under the general supervision of the County Manager.
 - That the Haywood County Emergency Management is authorized to update and maintain the Emergency Operations Plan in accordance with state and federal guidance in coordination with the stakeholders of the plan.
 - That the Haywood County Emergency Management is authorized to maintain and update plans, policies, and procedures that facilitate the implementation of the Emergency Operations Plan and agency responsibilities as identified in Haywood County Ordinance 31.
 - That the Haywood County Emergency Management will assist in coordinating disaster related training for all agencies and entities that have responsibilities under the Emergency Operations Plan.
 - That all agencies identified within the Emergency Operations Plan work to ensure compliance with this document to include the provision of policies and processes to carry out their assigned responsibilities.
-
- That all agencies identified within the Emergency Operations Plan ensure that their organization's staff are trained to perform their assigned functions.
 - That all agencies identified within the Emergency Operations Plan ensure compliance with the National Incident Management System through training and policy implementation.
 - That the Haywood County Emergency Management Program (to include all identified stakeholders) will work towards accreditation under the Emergency Management Accreditation Program.
 - That should any provision of this resolution or the application thereof be declared invalid for any reason, such a declaration shall not affect the validity of other provisions, or of this resolution, as a whole, since the provisions of this resolution are severable as provided by G.S. 166A-19.15.



County Commissioners Adoption

Upon Motion made by commissioner _____ and Seconded by Commissioner _____, the aforementioned Emergency Operation (Basic Plan) and resolution was unanimously adopted this _____ day of _____

Kevin Ensley, Chairman of Haywood County Board of Commissioners