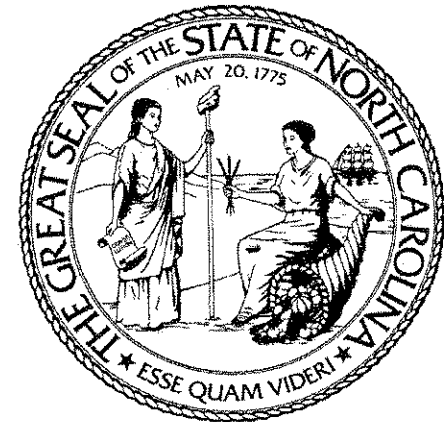


North Carolina Department of Insurance

Disaster Response Plan



revised July 16, 2010



V. Emergency Response and Recovery Operations

The Office of State Fire Marshal Group is often mobilized and becomes part of the State Emergency Response Team by taking on the role of lead agency for Emergency Response Functions and Damage Assessment through a separate agreement with the NC Division of Emergency Management. As such they may be mobilized with or without the mobilization of the Department at the Commissioner's discretion. If established inclusive with the Department's Incident Command Structure, then the Emergency Response and Recovery Operations section will be a liaison with Emergency Management. If the Department does not activate its Disaster Response Plan, the Emergency Response and Recovery Group, at the discretion of the Commissioner, shall fulfill its role based on the SERT agreement and plan, and may be activated without a full Departmental activation.

A. State Emergency Response Team Operations

Initial Response

In the event of a potential disaster, the Office of State Fire Marshal becomes part of the State Emergency Response Team. This may occur in conjunction with or separate from the Department's activation at the discretion of the Commissioner. The following information is the operational procedure to be followed for SERT operations by the Office of State Fire Marshal.

SERT Alert (Level 3)

Existing conditions indicate possible activation.

Procedures:

- Notification of all staff
- All equipment fueled and checked.
- Area mapped and initial staging areas identified.
- Supervisors will remain at location indicated when first notified of Level 3 activation, unless authorized by Fire and Rescue Operations.
- Supervisors will maintain contact logs listing location and contact points of all assigned staff until control is passed to operations.
- Supervisors will be responsible for the development of procedures with assigned staff that will allow direct contact within 30 minutes of notification of escalating conditions.

If the established chain of command has to be broken for the movement and or notification of individual staff, a written report must be filed with the Deputy Commissioner within 24 hours of termination of operations.

SERT Stand-By (Level 2)

Activation probable (all activities escalate).

Procedures:

- Staff maintain constant contact — all movements logged.
- All staging areas notified.
- Staff Monitor OSFM Admin Channel on 800 MHZ Radio

SERT Activated (Level 1)

Statewide Emergency Plan activated.

Procedures:

- State EOC and DOI operations fully staffed.
- Field staff instructed to respond to assigned areas.
- Computer listing of all resources updated.
- Staging areas activated.

Special Assist and Fire & Rescue Response

Upon initial notification by State EOC, Hughes/Bradley will respond directly to the Administration Building.

The following functions will be assigned and appropriate actions taken:

- Bradley will contact and brief Commissioner Long on existing situation.
- Hughes/Bradley or an assigned representative will respond to Fire/Rescue Operations and initiate field staff movement.

B. Fire and Rescue Response

The Office of State Fire Marshal Fire and Rescue Response Group becomes part of the State Emergency Response Team by taking on the role of lead agency for Emergency Response Functions for Fire and Rescue through a separate agreement with the North Carolina Division of Emergency Management. As such they may be mobilized with or without the mobilization of the Department at the Commissioner's discretion. In this role they perform various functions dealing with the response of fire and rescue equipment. Action plans are listed detailing each areas standard activities and action before, during, and after a disaster.

Fire and Rescue Response Area

Activation Level	Time Frame	Action	Responsible Individual
Level 3	Conditions indicate possible activation	1. All equipment fueled and checked	Tim Bradley Backup: Larry Hughes, Keith McLeod, Steve Sloan
		2. Area mapped and initial staging areas identified	
		3. Supervisors will remain at location indicated when first notified of Level 3 activation, unless authorized by Fire and Rescue Operations.	
		4. Supervisors will maintain contact logs listing location and contact points of all assigned staff until control is passed to operations	
		5. Supervisors will be responsible for the development of procedures with assigned staff that will allow direct contact within 30 minutes of notification of escalating conditions.	
		6. If the established chain of command has to be broken for the movement and/or notification of individual staff, a written report must be filed with the Deputy Commissioner within 24 hours of termination of operations.	
		7. An individual is "on call" 24 hours a day for the possibility of SERT activities and should maintain vigilance for unusual happenings which could require being placed in a ready condition to respond.	

Activation Level	Time Frame	Action	Responsible Individual
		8. A log of activities shall be maintained by staff members at all locations (EOC or field). Logs should include activity, time and date and information concerning activity. Logs may be turned over to fire and rescue staff member responsible for operations.	Tim Bradley Backup: Larry Hughes, Keith McLeod, Steve Sloan
		9. Based upon information obtained from SEOC, Operational Level of F/R-OEMS will be determined by Command and activated.	
		10. Any agency, county or local mutual aid agreements activated prior or during SERT Operations shall be the responsibility of those requesting agencies and do not fall under the Support responsibilities of F/R-OEMS operations.	
Level 2	Conditions indicate probable activation	1. Staff maintain constant contact-all movements logged-all radios monitor 155.280	Tim Bradley Backup: Larry Hughes, Keith McLeod, Steve Sloan
		2. All staging areas notified	
		3. Conditions may change from "on call" to stand-by" and will require the Fire and Rescue staff member(s) to ready all gear, vehicles and maintain periodic contact with the office.	
Level 1	Disaster plan activated	1. State EOC and DOI operations fully staffed.	Tim Bradley Backup: Larry Hughes, Keith McLeod, Steve Sloan
		2. Field staff instructed to respond to assigned areas.	Tim Bradley Backup: Larry Hughes, Keith McLeod, Steve Sloan
		3. Computer listing of all resources updated.	

Activation Level	Time Frame	Action	Responsible Individual
		4. Staging areas activated.	
		5. "Activation" requires that staff members(s) cancel classes, make lodging arrangements and report to location specified when notified on "activation."	
		6. The emergency operations center (EOC) or authorized fire and rescue representative will advise specified location of fire and rescue staff members(s) dispatched. (EOC or field).	
		7. Upon arrival at specified location (EOC or field) the staff member(s) report to Command and advise Command of purpose in being at location.	
		8. The duty span of a staff member should not be more than 12 hours per shift, if possible. Duty schedules will be the judgment of the Deputy Commissioner, Director of Field Services or staff member in charge of Fire/Rescue Operations.	
		9. Communication must be maintained with the EOC or location by telephone and/or radio. Intervals for reporting should be established by the EOC or location headquarters. (Example: Every hour on the hour)	
		10. It is the responsibility of the personnel assigned to the EOC to maintain contact with the Fire and Rescue staff member(s) family. Location condition and possible length of stay should be relayed. If time and communication allows, the fire and rescue staff should make contact with home periodically.	Tim Bradley Backup: Larry Hughes, Keith McLeod, Steve Sloan

Activation Level	Time Frame	Action	Responsible Individual
		11. During the "scaling down" of activities by EOC or location command, all fire and rescue personnel should be informed at regular intervals of situation.	
		12. All personnel should be notified when fire and rescue activities are terminated and positions at EOC or elsewhere close.	
		13. F/R-OEMS Operations Center will be established where directed by DEM and appropriate personnel and equipment will be provided to maintain logistical information, communications and documentation.	
		14. F/R-OEMS Command will implement strategy and planning based upon information provided and gained through Field Units, DEM and possibility and probability of circumstances. Throughout incident, command will remain in the strategy and planning mode with implementation coordinated through F/R-OEMS Operations. All coordination and request for assistance of other state agencies will be the responsibility of command.	
		15. DEM will notify F/R-OEMS Command of the name of the individual, his location, telephone number and communications frequencies, who is authorized to request state resources for affected areas.	Tim Bradley Backup: Larry Hughes, Keith McLeod, Steve Sloan
		16. F/R-OEMS Command will brief DEM of its strategy and coordinate assistance response with other agencies as needed.	
		17. F/R-OEMS Operations will notify in advance the established support agencies of the potential need for equipment and resources.	

Activation Level	Time Frame	Action	Responsible Individual
		18. Any resources responding, without documented authorization not requested by F/R-OEMS Operations will not be the responsibility of these agencies.	
		19. If provisions for fuel, food, lodging and other support needs cannot be authorized by the DEM, our state's volunteer resources will not be requested for authorized by F/R-OEMS Operations.	
		20. The activation, movement and responsibilities of F/R-OEMS Field Units shall follow agency SOPs.	
		21. Field Units responding to LEOC shall report to the individual identified in paragraph 5.4.	
		21a. Field Units will advise F/R-OEMS Operations of existing conditions as indicated in agency SOPs.	
		22. All requests for resources, support and termination from F/R-OEMS Staging areas must be through these Field Units.	Tim Bradley Backup: Larry Hughes, Keith McLeod, Steve Sloan
		23. The location of F/R-OEMS Staging areas will be determined by Command based on known and predictable conditions. Locations will provide flexibility of movement and ease in providing support needs.	
		24. In the initial planning for the location of F/R-OEMS Staging areas, the DEM and other state agencies will be contacted by Command. Staging areas will not be established until availability of fuel, food and other support equipment, at no cost, can be finalized.	

Activation Level	Time Frame	Action	Responsible Individual
		25. FR-OEMS Field Units located at designated Staging areas will be provided with a listing of units, personnel and estimated arrival time of authorized resources. Any unauthorized units and/or personnel will be returned and no support provided.	
		26. All fuel, food and other support equipment used by authorized units must be documented and this documentation forwarded to F/R-OEMS Operations by F/R-OEMS Field Units.	
		27. All units requested from F/R-OEMS Staging areas must be authorized by the OC.	
		28. Information relayed to Field Units from F/R-OEMS Operations should be passed on to resources located in Staging areas by periodic briefings.	Tim Bradley Backup: Larry Hughes, Keith McLeod, Steve Sloan
		29. All units must report to designated Staging area for debriefing prior to return and termination of all operations. All movement must be documented by Field Units and forwarded to F/R-OEMS Operations.	
		30. No Staging areas shall be terminated or equipment released unless authorized by F/R-OEMS Operations.	
		31. It is the responsibility of F/R-OEMS Operations to request and move emergency equipment in a controlled documented manner. The movement must follow established guidelines and any agency unwilling to follow these guidelines will not be utilized.	

Activation Level	Time Frame	Action	Responsible Individual
		32. F/R-OEMS Command will identify to Operations the area from which to request resources. This decision will be based on probable conditions.	
		33. The decision to the amount of equipment to be committed is left to the local individual having authorization to grant our request.	
		34. All calls to counties for resources should be channeled through the individual county communications center, if possible, and the appropriate individual requested that can authorize movement.	Tim Bradley Backup: Larry Hughes, Keith McLeod, Steve Sloan
		35. All equipment moving from individual counties should be collected at one point and moved only with direct authorization from F/R-OEMS Operations.	
		36. Upon initial notification of SERT activity, the NCARS will be notified by F/R-OEMS Operations and be advised of the individual in charge.	
		37. All request for resources through the NCARS will be handled through the designated individual so designed by F/R-OEMS Operations.	
		38. The NCARS shall notify, obtain and organize requested equipment and notify F/R-OEMS Operations of its location, individual in charge and communications route.	
		39. The procedures used by the NCARS for notification and assembly of requested equipment should avoid the use of PIN.	

Activation Level	Time Frame	Action	Responsible Individual
		40. Before F/R-OEMS Operations will authorize the movement of requested equipment, a listing of units and the names of personnel must be documented. Any units or personnel must be documented. Any units or personnel responding not on this listing will be returned and no support effort will be made.	Tim Bradley Backup: Larry Hughes, Keith McLeod, Steve Sloan
		41. The NCARS will be informed by F/R-OEMS Operations as to location of equipment and personnel and termination of mission.	

Fire and Rescue Response Contact Info

See page 64

C. Damage Assessment and Inspection Assistance

The Office of State Fire Marshal Damage Assessment Group becomes part of the State Emergency Response Team by taking on the role of lead agency for Damage Assessment and Inspection Assistance through a separate agreement with the North Carolina Division of Emergency Management. As such they may be mobilized with or without the mobilization of the Department at the Commissioner’s discretion. In this roll they assist by providing personnel for Damage Assessment, and contacting local inspection agencies for additional inspection personnel. Action plans are listed detailed their standard activities.

In the event of a catastrophe, either localized or covering large regions, it becomes necessary to assist in gaining quick and necessary information concerning the magnitude of the disaster. This assists in the determination of Federal Declaration of Disaster, as well as assisting insurance industry personnel in preparing to serve the consumers’ needs. In this situation, the State Emergency Management may call upon the Department of Insurance, through its State Emergency Response Team (SERT) agreements, to establish assessment teams, which are staffed by Department of Insurance Personnel from Engineering, as well as others. These teams may be established upon request of the Department of Insurance’s Command Post established under this plan, or upon request of Emergency Management.

Engineering Division (Damage Assessment) Response Area

Activation Level	Time Frame	Action	Responsible Individual
Level 3	Conditions indicate possible activation	Engineering Division staff are notified of possible activation	Chris Noles Backup: Rob Roegner, Kathy Williams
Level 2	Conditions indicate probable activation	Engineering Division staff notified of potential activation time and date.	Chris Noles Backup: Rob Roegner, Kathy Williams
		Vehicles reserved	
		Hotel reservations made	
		Potential assigned areas discussed	
Level 1	Disaster plan activated	Engineering Division staff activated	Keith McLeod Chris Noles
		Staff assigned to areas	Chris Noles Backup: Rob Roegner, Kathy Williams Keith McLeod Backup: AC Daniels, Chet Hill
		Staff reports in daily of work accomplished	
		Continue to rotate staff in and out of disaster areas as needed	