

# **SPARTANBURG COUNTY**



## **EMERGENCY OPERATIONS PLAN**

Prepared By:  
The Spartanburg County Office of Emergency Management

**TO: Holders of the Spartanburg County EOP**

Date: MAY 2022

Enclosed is the updated Spartanburg County Emergency Operations Plan dated 2022. This plan supersedes all previous versions of the Spartanburg County EOP, which should be discarded.

Please return a copy of this signature sheet within 10 days, indicating that you have received this document.

**RETURN TO:**

Spartanburg County Office of Emergency Management

ATTN: Robbie Swofford

175 Community College Dr.

Spartanburg, SC 29303

Phone: (864) 595-5368

Fax: (864) 595-5374

Date: \_\_\_\_\_

Received Flash drive: \_\_\_\_\_

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Title: \_\_\_\_\_

Organization: \_\_\_\_\_

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Notice of Promulgation  
Spartanburg County Emergency Operations Plan  
September 2019

Doug Bryson  
Director  
864-595-5366

Robbie Swofford  
Asst Director  
864-595-5368

The Spartanburg County Emergency Operations Plan has been reviewed and updated in accordance with the provisions of State Regulation 58-101. These revisions, dated July 2018 replaces the Spartanburg County Emergency Operations Plan dated 2016. The plan is effective for planning purposes upon receipt and will be activated by the Spartanburg County Emergency Management Director.

Pursuant to the authority granted in Spartanburg County Ordinance Number 333, dated December 18, 1985, the Spartanburg County Emergency Operations Plan is hereby adopted and promulgated. This county plan is intended to implement and to further the responsibility of the Spartanburg County Office of Emergency Management as set forth in the South Carolina Legislative Act 199 of 1979, Section 21. This plan is coordinated with the South Carolina Comprehensive Emergency Management Plan and sets forth the specific delegation of responsibility of county and municipal agencies in Spartanburg County in the event of a major disaster.

Every attempt has been made to identify and designate available forces and resources at all levels of our government to be utilized in response to emergencies and disasters. Planning, preparations, and timely response must be the goal of all if the people of Spartanburg County are to realize and enjoy the services and protection of their government.


Tasks for specific emergency functions have been assigned, where feasible, to those governmental organizations accustomed to performing such duties as primary day-to-day responsibilities. In addition, local governmental and volunteer organization decision makers have been provided with instruction and guidelines for implementing disaster response actions and programs appropriate to the emergency(ies) at hand. In so charging these officials, I strongly urge all citizens of Spartanburg County to render to their leaders and planners the fullest support and cooperation to avert or mitigate effects of emergencies, and enhance rapid restoration of order and recovery when one does occur.

Under Ordinance No. 333, when the Spartanburg County Emergency Management Director is unable to declare a state of emergency, the authority to do so is delegated to the County Administrator or Spartanburg County Council.

The Spartanburg County Office of Emergency Management is charged with the responsibility of implementing this plan through coordination with all county departments, agencies and municipalities involved. When necessary or appropriate, modifications, additions, or deletions will be made to this plan and/or ESFs.

  
\_\_\_\_\_  
Spartanburg County Administrator

9.12.19  
Date

  
\_\_\_\_\_  
Spartanburg County Emergency Management Dir.

09/10/19  
Date



Notice of Promulgation  
Spartanburg County Emergency Operations Plan  
September 2019

Doug Bryson  
Director  
864-595-5366

Robbie Swofford  
Asst Director  
864-595-5368

Authentication Letter

In accordance with requirement M-107 of the FY 2018 Local Emergency Planning Grant (LEMPG), the Spartanburg County Emergency Operations Plan has been submitted for review in accordance with SC State Law 58-1. The plan, including its Annexes, is current and comprehensive.

Handwritten signature of Cole Alverson in blue ink.

Cole Alverson  
Administrator, Spartanburg County

Handwritten date "9.12.19" in blue ink.

Date

Handwritten signature of Doug Bryson in blue ink.

Doug Bryson  
Director, Spartanburg County OEM

Handwritten date "9/10/19" in blue ink.

Date

## PREFACE

1. This Emergency Operations Plan is developed for use by Spartanburg County government officials to ensure mitigation and preparedness, appropriate response, and timely recovery from hazards that may affect Spartanburg County, South Carolina. This plan is designed to include the Emergency Support Functions identified in the National Response Framework and the South Carolina Emergency Operations Plan.
2. This plan is predicated upon the concept that emergency operations begin at the local level, where county and municipal governments can provide the most effective response. State assistance shall be provided upon request whenever emergency or disaster needs exceed the capability of county and municipal governments. Federal assistance is supplemental to that of state and local governments and is available upon approval of a request by the Governor to the appropriate federal agency or to the President.
3. This plan has three major parts. The **Letter of Promulgation** from the Spartanburg County Council adopts and approves the plan and assigns responsibilities. The **Basic Plan** outlines policies and general procedures that provide a common basis for joint county and municipal government operations in a natural, technological, or purposive harm disaster. The **Annexes/ESFs** provide guidelines and establish responsibility for the development of appropriate mechanisms to facilitate the prompt and efficient application of resources in any emergency or disaster situation. Annexes and ESFs are dynamic in nature. They may be modified or changed at any time as long as they remain consistent with the Basic Emergency Operations Plan.
4. County and municipal agencies assigned functional responsibilities by this plan are required to develop Standard Operating Procedures (SOPs) that delineate their operational procedures for each assigned function/annex. A copy of each SOP will be forwarded to the Spartanburg County Emergency Management Coordinator.
5. It is intended that each participating county and municipal agency and governmental entity will use this document for preparing and mobilizing resources and providing services as appropriate in an emergency or disaster situation. Insofar as possible, this plan shall also serve as a model for the development of emergency plans at the municipal level to facilitate uniformity, continuity and coordination of all emergency services.
6. An annual review of this plan will be conducted during December of each calendar year. Agencies will submit updated annexes and standard operating procedures prior to November 29. Supporting SOPs, annexes, etc. will be updated and submitted to the Spartanburg County Office of Emergency Management as developed or directed.

## **LEGAL BASIS - SPARTANBURG COUNTY ORDINANCE**

### **AN ORDINANCE**

### **NO. 333**

AN ORDINANCE AMENDING ORDINANCE NO. 93 SO AS TO CHANGE CIVIL DEFENSE DIRECTOR TO EMERGENCY PREPAREDNESS DIRECTOR, SPARTANBURG COUNTY COMMISSION TO SPARTANBURG COUNTY COUNCIL, AND CIVIL DEFENSE DEPARTMENT TO EMERGENCY PREPAREDNESS DEPARTMENT.

### **BE IT ORDAINED BY THE SPARTANBURG COUNTY COUNCIL:**

SECTION 1. Ordinance No. 93, dated December 10, 1975, is amended by changing "Civil Defense Director" to "Emergency Preparedness Director", "Spartanburg County Commission" to "Spartanburg County Council", and "Civil Defense Department" to "Emergency Preparedness Department". When amended, this Ordinance shall read:

SECTION 1. Pursuant to Section 6 of Act 1553 of 1972 and Section 7 (3) and (4) of Act 112 of 1973, and any amendments thereto, the Emergency Preparedness Director is hereby designated and appointed as Chief Executive Officer of Spartanburg County Council, and other municipalities which shall adopt this Ordinance, for the purpose of preparing for and executing all duties and functions specified in all acts of the General Assembly relating to Civil Defense and Disaster Preparedness. The Emergency Preparedness Director shall have the duty of supervising and directing overall emergency services for Spartanburg County and any municipalities which shall adopt this Ordinance, during emergency and non-emergency periods, and of coordinating the activities and preparations of County and municipal governments for the purpose of disasters. It is the intention of this Ordinance to vest in the Emergency Preparedness Director the fullest authority assignable by statute to act, supervise, coordinate and direct the civil preparedness plans and operations for Spartanburg County and its municipalities and all elected and appointed officials and employees of such County and municipalities. All such elected and appointed officials and employees are hereby directed to comply with the orders, directives, and instructions of the Emergency Preparedness Director during periods of emergency or disaster, and in the preparation of disaster preparedness programs.

SECTION 2. It shall be the duty of the Emergency Preparedness Director to advise and inform the Spartanburg County Council and other municipalities which shall adopt this Ordinance, through liaison (SIC) with the Spartanburg County Administrator and the executive officers of such municipalities and to effectuate directives, orders, and instructions of those respective governing bodies. During emergency or disaster periods, in the absence of any directive, order or instruction of those respective governing bodies, the Emergency Preparedness Director shall proceed in accordance with the adopted civil preparedness plans and rules and regulations, and in accordance with his authority as Chief Executive Officer of those bodies for the purpose of directing performance of duties and functions assigned in the plans, rules, and regulations.

SECTION 3. The Emergency Preparedness Director shall prepare proposed plans, rules and regulations, designed to carry out all of the duties and functions described in all Acts of the General Assembly and shall present the same to the Spartanburg County Council and other municipalities which shall adopt this Ordinance. Any adopted plans, and rules and regulations shall be continuously reviewed by the Director, and any changes deemed necessary shall be presented to the Spartanburg County Council and other municipalities adopting this Ordinance.

SECTION 4. It shall be the duty of the Director to direct the day-to-day operations of the Emergency Preparedness Department and he shall coordinate the activities of various municipal and County governments during a period of disaster and in preparation therefor.



SECTION 5. In the event a disaster occurs or the threat thereof is imminent, the Director shall prepare a proposed proclamation setting forth the nature of the disaster, the area or areas affected by the proclamation, the conditions which require the proclamation of the emergency disaster and the conditions under which it will be terminated. He shall also prepare a termination proclamation when the disaster has been considered ended. Each of the above proclamations shall be immediately delivered to the County Administrator and to other municipal executives to present to their respective governing bodies for adoption. Upon adoption of civil preparedness plans, rules and regulations, all County and adopting City elected and appointed officials and employees are hereby directed to perform the duties and functions assigned and required in said plans, rules and regulations, during non- emergency, preparatory, and emergency periods.

SECTION 6. The Director shall report at least annually to the Spartanburg County Council, and other municipal governments adopting this Ordinance, the status of the Civil Preparedness Program. He shall report to the Spartanburg County Administrator and other municipal executives adopting this Ordinance, any problems associated with the implementation of the plans, rules and regulations, as such problems occur.

SECTION 7. The Director shall arrange for joint meetings with the Spartanburg County Administrator and other municipal executives to discuss the status of the Civil Preparedness Program, rules and regulations, and to obtain their recommendations for implementation of the same.

SECTION 8. All county and adopting municipal agencies, departments and personnel are hereby directed to cooperate and participate fully in the developing and implementation of civil defense and disaster plans, rules and regulations, and the Director is hereby directed to report in writing to the Spartanburg County Administrator or other executives of municipalities adopting this Ordinance, any failure to cooperate and participate in the development and implementation of such plans, rules and regulations.

SECTION 9. This Ordinance shall be effective upon adoption by the Spartanburg County Council. It shall become effective as to other municipalities which adopt this Ordinance as of the date specified by such municipalities adopting this Ordinance.

SECTION 2. This Ordinance shall take effect upon third reading approval.

SPARTANBURG COUNTY COUNCIL

BY: /s/ Lachlan L. Hyatt  
LACHLAN L. HYATT, Chairman

ATTEST:

/s/ Kenneth L. Westmoreland  
KENNETH L. WESTMORELAND  
County Administrator

First Reading: 11-27-85  
Second Reading: 12-04-85  
Public Hearing: N/A  
Third Reading: 12-18-85

Retyped: S.C. Emergency Preparedness Division, August, 1986.






**GLOSSARY**

Activation - A process by which a facility is brought up to emergency mode from a normal mode of operation. Activation is completed when the facility is ready to carry out full emergency operations.

Alternate EOC – A site located away from the primary EOC from which civil government officials can exercise direction and control in an emergency or disaster.

Amateur Radio Emergency Service - A group of amateur radio operators organized by the American Radio Relay League to provide emergency communications.

Biological – Micro-organisms or associated products that may cause disease in humans, animals, or economic crops and includes pathogenic wastes from medical institutions, slaughterhouses, poultry processing plants, and imported unprocessed wool fibers.

CBRNE - Chemical, Biological, Radiological, Nuclear, Explosive

CERCLA – The Comprehensive Environmental Response, Compensation, and Liability Act of 1980 (Superfund Act).

Chemical - Toxic, corrosive or injurious substance because of inherent chemical properties and includes, but is not limited to, such items as petroleum products, paints, plastics, acids, caustics, industrial chemicals, poisons, drugs, and mineral fibers (asbestos).

CHEMTREC – “Chemical Transportation Emergency Center,” a public service of the American Chemistry Council located in Washington, DC. CHEMTREC provides immediate advice for emergency personnel at the scene of an accident.

Civil Disturbance – Any incident intended to disrupt community affairs and requiring law enforcement intervention and emergency management assistance to maintain public safety. These include, but are not limited to; terrorist attacks, riots, strikes which result in violence, and demonstrations requiring police intervention and arrests.

Conglomerate – The combination of a risk area and associated host areas.

Congregate Care – Refers to the provision of temporary housing and basic necessities for evacuees.

Consequence Management - Includes measures to protect public health and safety, restore essential services and provide emergency relief to governments, businesses, and individuals affected by the consequences of terrorism. The laws of the United States assign primary responsibility to respond to the consequences of terrorism to the states. The federal government provides assistance to the states as needed.

Continuity of Government (COG) – All measures that may be taken to ensure the continuity of essential functions of the three branches of government – executive, legislative, and judicial – in the event of an emergency or disaster.

Counter-Terrorism – Prevention against, preparation for, response to, and crisis management of acts of terrorism.

Crisis Counseling – Service provided by mental health professionals to psychiatric casualties such as bystanders, disaster victims, etc. that need treatment for anxiety, hysteria, or other extreme stress.

Crisis Management – Includes measures used to identify, acquire and plan the use of resources in anticipation, prevention and/or resolution of a threat or act of terrorism. Crisis Management is predominantly a law enforcement responsibility. The laws of the United States assign authority to prevent and respond to acts of terrorism to the federal government, while state and local governments provide assistance as needed.

Crisis Relocation – The movement of populations from high-risk areas to those areas of lower risk.

Damage Assessment – An evaluation in dollars of the estimated cost for damages or loss to agriculture, infrastructure, property (County, State, and private), and equipment.

DFO – Disaster Field Office

Decontamination – The reduction or removal of contaminating chemical or radioactive material from a structure, area, object, or person.

DHEC - South Carolina Department of Health and Environmental Control

Direction and Control – The assignment of missions, tasks, and procedures to operate government during emergency operations.

Disaster Categories:

Emergency – As defined by Section 25-1-430, SC Code of Laws, an emergency is an actual or threatened enemy attack, sabotage, conflagration, flood, storm, epidemic, earthquake, riot, or other public calamity. Section 25-1-440, SC Code of Laws authorizes the Governor to declare emergencies for all or part of the state and to utilize all available resources of state government to respond to the emergency. At the Federal level, an emergency is defined by Title V of P.L. 93-288, Section 102(1), as any occasion or instance for which, in the determination of the President, federal assistance is needed to supplement state and local efforts and capabilities to save lives and to protect property and public health and safety. Title V includes authority for the President to direct federal agencies to provide emergency assistance to save lives and protect property and public health and safety for emergencies other than natural disasters. Under Title V, the President may direct the provision of emergency assistance either at the request of a Governor (Section 501[a]) or upon determination by the President that an emergency exists for which the primary responsibility for response rests with the United States...(501[b]).

Major Disaster - As defined by P.L. 93-288, any natural catastrophe, (including any hurricane, tornado, storm, flood, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought), or, regardless of cause, any fire, flood, or explosion, in any part of the United States, which in the determination of the President causes damage of

sufficient severity and magnitude to warrant major disaster assistance under this Act to supplement the efforts and available resources of States, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.

Catastrophic Disaster – A catastrophic incident, as defined by the NRF, is any natural or man-made incident, including terrorism that produces extraordinary levels of mass casualties, damage, and disruption severely affecting the population, infrastructure, environment, economy, and government functions. A catastrophic incident may result in sustained national impacts over a prolonged period of time, and interrupt public and private operations, emergency services, and infrastructure to such a significant extent that national security is threatened. Such an event would immediately exceed resources normally available in state, local, tribal, and private sectors and therefore urgently require federal/national assistance.

Distribution – The process of delivering a commodity from convenient points to the customer.

DRC – Disaster Recovery Center - A local office established by FEMA post-disaster to take claims from citizens for disaster assistance.

Emergency Alert System (EAS) - Emergency information dissemination system that includes radio, TV and cable broadcast stations operating on an organized basis during emergencies at national, state, or local levels. Through this system, the public is warned of impending danger and is given guidance for protection of life and property and other vital information.

Emergency Communications Vehicle – (Also see Mobile Command Post) An emergency management vehicle providing the capabilities to communicate and exercise direction and control over an emergency.

Emergency Information – Material designed to improve public knowledge or understanding of an emergency.

Emergency Instructions – Information provided to the general public during an emergency pertaining to recommendations for protective actions such as evacuation and sheltering.

Emergency Management – The organized analysis, planning, decision making, assignment and coordination of available resources to the mitigation of, preparedness for, response to, and recovery from emergencies of any kind, whether from acts of aggression, technological or natural hazards.

Emergency Operations Center (EOC) – The physical location at which the coordination of information and resources to support incident management activities normally takes place. The Spartanburg County Emergency Operations Center is located at 180 Magnolia St, Spartanburg SC 29306. This location includes the Office of Emergency Management, Public Safety Communications and the Multi-agency Coordination Center (MACC)

Emergency Public Information – Information that is disseminated primarily, but not unconditionally, at the time of any emergency; and in addition to providing information as such, frequently directs actions, instructs, and transmits direct orders.

Emergency Radiological Assistance Team (ERAT) – A team of DHEC personnel trained in radiological accident response.

Emergency Operations Plan (EOP) – A brief, clear, and concise document that outlines policies and general procedures that provide a common basis for joint state and local operations during an emergency. Responsibilities of organizations and individuals to support these procedures and policies are clearly detailed to facilitate prompt and efficient response during emergency operations.

Emergency Support Function (ESF) – A functional emergency management area with a corresponding annex in the Spartanburg County Emergency Operations Plan, State Emergency Operations Plan, and National Response Framework which tasks agencies to provide and /or coordinate certain resources in response to emergencies or disasters.

Emergency Welfare Service (EWS) – Organization composed of the Spartanburg County Department of Social Services (DSS), and its personnel, facilities, and resources at State and County levels; the four Spartanburg County School Districts and their personnel, facilities and resources; other State, County and Local Governmental agencies; appropriate Federal agencies; and supporting private and religious organizations. Provides for basic human needs required as a result of an emergency situation, i.e. shelter, food, clothing, information and referral, counseling, etc.

Energy Management - The technology involving the analysis of energy use resulting in appropriate techniques and methods to ensure more efficient utilization of energy resources.

EOF – Emergency Operations Facility (Duke Energy)

EOP – Spartanburg County Emergency Operations Plan

EPA – U.S. Environmental Protection Agency

Evacuation – Actions taken to remove citizens from the area of emergency.

Exercise – A simulated emergency condition of natural or technological disaster operations involving planning, preparation, and execution.

Extremely Hazardous Substance – EPA substances listed in 40 CFR Part 355, issued April 22, 1987.

Federal Coordinating Officer (FCO) – The federal officer who is appointed to manage federal resource support activities related to Stafford Act disasters and emergencies. The FCO is responsible for coordinating the timely delivery of federal disaster assistance resources and programs to the affected state and local governments, individual victims, and the private sector.

Federal Disaster Assistance – Aid to disaster victims or state and local governments by federal agencies under provisions of the Robert T. Stafford Relief and Emergency Assistance Act of 1988 (PL 93-288) as amended.

Fire Service – Composed of all firefighting organizations (including municipal and county), their personnel, facilities and resources.

Fixed Nuclear Facility (FNF) – A permanently located nuclear power plant that could present a radiological hazard off-site from the facility in the event of an accident or incident.

Hazard – A dangerous event or circumstances that may or may not lead to an emergency or disaster. Hazards may be further differentiated as:

Natural Hazards or “acts of God” such as earthquakes, tornadoes, floods, hurricanes, wildfires, landslides, or avalanches.

Technological Hazards or man-made incidents such as toxic chemical releases, nuclear power plant accidents, dam failures, or bridge collapses.

Hazardous Materials (HAZMAT) – A substance or material in a quantity or form that may be harmful or injurious to humans, domestic animals, wildlife, economic crops or property when released into the environment or that may pose an unreasonable risk to people, the environment, or property.

HAZMAT Team – A team consisting of individuals that have been specifically trained in the appropriate procedures for responding to and mitigating a hazardous materials incident. Team personnel will be trained in accordance with OSHA Standard 29 CFR 1910.120 and NFPA Standards NFPA 471, 472, and 473.

Homeland Security - The broad national effort by all levels of government to protect the territory of the United States from hazards, both internal and external, natural and man-made. The term is also used to refer to the United States Department of Homeland Security.

Host Area – A specified area relatively unlikely to experience direct effects of a hazard or an area designated for evacuees following a major event.

Interim Housing – Individual/family long-term shelter provided by the government. Types of interim housing include hotels, motels, direct lease, public housing, and emergency group sites (i.e. travel trailers).

Joint Field Office (JFO) - A temporary federal facility established locally to provide a central point for federal, state, local, and tribal executives with responsibility for incident oversight, direction, and/or assistance to effectively coordinate protection, prevention, preparedness, response, and recovery actions. The JFO will combine the traditional functions of the JOC, the FEMA DFO, and the JIC within a single federal agency.

Mitigation – Activities designed to reduce or eliminate risks to persons or property to lessen the actual or potential effects or consequences of an incident. Mitigation measures may be implemented prior to, during, or after an incident.

Mobile Command Post – A transportable command cell capable of exercising direction and control from a forward deployed location during an emergency. The emergency communications vehicle normally provides the necessary equipment to perform this role.

Mobilization – The process of marshaling appropriate resources.



Monitoring – The procedure of locating and measuring radioactive contamination by the use of survey instruments capable of detecting and measuring ionizing radiation.

Mutual Aid Agreements – Written or unwritten understandings among jurisdictions, which cover methods and types of assistance available during an emergency.

National Incident Management System (NIMS) – NIMS establishes standardized incident management processes, protocols, and procedures that all responders – Federal, State, Tribal, and Local – will use to coordinate and conduct response actions. With responders using the same standardized procedures, they will all share a common focus, and will be able to place full emphasis on incident management when a homeland security incident occurs – whether terrorism or natural disaster. In addition, national preparedness and readiness in responding to and recovering from an incident is enhanced since all of the Nation’s emergency teams and authorities are using a common language and set of procedures.

National Warning System (NAWAS) – A nationwide, dedicated, voice warning network. It was designed to provide the American population with information on an impending attack upon the United States.

National Weather Service (NWS) – Under the National Oceanic and Atmospheric Administration (NOAA), of the Department of Commerce, the NWS is responsible for providing weather service to the nation. It is charged with responsibility for observing and reporting the weather and with issuing forecasts and warnings of weather and floods in the interest of national safety and economy.

Nuclear Power Plant – An electric generating facility using a nuclear reactor as its power (heat) source.

Operating Conditions (OPCONS) – Increasing levels of preparedness (from 3 to 1) requiring performance of predetermined actions in response to a real or perceived threat.

Preparedness – Those activities, programs, and systems that exist prior to an emergency used to support and enhance response to an emergency or disaster.

Prevention – Actions taken to avoid an incident or to intervene to stop an incident from occurring. Prevention involves actions taken to protect lives and property.

Principal Federal Official (PFO) – The federal official designated by the Secretary of Homeland Security to act as his/her representative locally to oversee, coordinate, and execute the Secretary’s incident management responsibilities under HSPD-5 for Incidents of National Significance.

Public Information Phone System (PIPS) – Toll-free telephone system that provides disaster-related information to the public prior to, during, and after emergency situations.

Public Information Officer (PIO) – The designated individual responsible for disseminating official information relating to disaster operations.

Public Works and Engineering – An organization comprised of all engineering and public works personnel and resources within the county, including local government, appropriate state agencies, and volunteer organizations.

Radio Amateur Civil Emergency Service (RACES) - A public service provided by a reserve (volunteer) group of Amateur Radio Operators that is administered by local, county, and state emergency management agencies, and supported by the Federal Emergency Management Agency. As a part of the Amateur Radio Service, it provides radio communications for civil-preparedness purposes only, during periods of local, regional or national civil emergencies. These emergencies are not limited to war-related activities, but can include natural disasters such as earthquakes, hurricanes, wildfires, power outages, floods, searches, aircraft crashes, and others.

Recovery – Recovery is that phase which restores systems to normal. Short-term recovery actions are taken to assess damage and return vital life-support systems to minimum operating standards; long-term recovery may continue for many years.

Re-entry – Return to evacuated areas by resident populations that may be constrained by time function based on the existing situation.

Response – Those activities and programs designed to address the immediate and short-term effects of the onset of an emergency or disaster.

Return – Reoccupation of areas cleared for unrestricted residence or use by previously evacuated or relocated populations.

SCEMD – South Carolina Emergency Management Division

SEOC – State Emergency Operations Center

SCEOP – South Carolina Emergency Operations Plan

Shelter – Pre-identified sites in existing structures or temporary facilities used to house personnel displaced as a result of an emergency evacuation or the effects of a natural or man-made disaster.

Sheltering – A shelter (congregate housing) is typically defined as housing for day 1 through day 30 (could be longer) where the residents do not have a lock and key.

Shelter Management – The internal organization, administration, and operation of a shelter facility by either pre-trained or emergent leadership.

Staging Area – Facility located in the disaster impact area at the local jurisdictional level where arriving personnel and resources are staged pending assignment to an operational site within the affected jurisdiction.

Standard Operating Procedures – A set of detailed instructions for use by an organization or individual to fulfill responsibilities and perform tasks outlined in an EOP.

Temporary Housing – Financial or direct assistance from government to individual. Occupants have their own lock and key.

Terrorism – Any activity that (1) involves an act that is (a) dangerous to human life or potentially destructive of critical infrastructure or key resources; and (b) is a violation of the criminal laws of the United States or of any State or other subdivision of the United States; and (2) appears to be intended (a) to intimidate or coerce a civilian population; (b) to influence the policy of a government by intimidation or coercion; or (c) to affect the conduct of a government by mass destruction, assassination, or kidnapping.

Title III, Superfund Amendments and Reauthorization Act (SARA) – The “Emergency Planning and Community Right-to Know Act of 1986.” Specifies planning requirements at the state and local levels for specified hazardous materials and extremely hazardous substances. It also specifies minimum plan content; requirements for fixed facility owners and operators to inform officials about hazardous and extremely hazardous substances present at the facilities; and mechanisms for making information about extremely hazardous substances available to the public.

Traffic Control – All activities accomplished for the purpose of facilitating the evacuation of the general public in vehicles along specific routes.

Unified Command System – Unified Command is a unified team effort which allows all agencies with responsibility for the incident, either geographical or functional, to manage an incident by establishing a common set of incident objectives and strategies. This is accomplished without losing or abdicating agency authority, autonomy, responsibility or accountability.

Vulnerability or Risk – The degree to which people, property, environment, and social and economic activity are susceptible to injury, damage, disruption, or death.

Warning – The alerting of public officials, emergency support services, and the general public to the threat of extraordinary danger and the related effects of both technological and natural disasters.

WMD – Weapons of Mass Destruction

## **BASIC PLAN**

### **I. INTRODUCTION**

#### A. General

1. The purpose of this plan is to establish policies and procedures which will assure the maximum and most effective utilization of all resources in the county, minimize the loss of life and/or injury to the population, and protect and conserve the resources and facilities in Spartanburg County during emergencies resulting from natural disasters, man-made disasters, technological hazards, acts of terrorism, weapons of mass destruction, or war.
2. It is the policy of Spartanburg County, South Carolina to be prepared for any emergency or disaster. Emergency response personnel, equipment, and facilities will be maintained in a state of readiness to save lives, prevent or minimize damage to property, and provide assistance to all people who are threatened by an emergency or who become victims of any disaster.
3. In accordance with Homeland Security Presidential Directive 5, this plan supports the National Incident Management System (NIMS) and Incident Command, which is a nationwide template enabling federal, state, local, and tribal governments, private sector, and non-governmental organizations to work together effectively and efficiently to prevent, prepare for, respond to, and recover from domestic incidents regardless of cause, size, or complexity. NIMS enhances the management of domestic incidents by establishing a single, comprehensive system for incident management and will help achieve a greater cooperation among departments and agencies at all levels of government.
4. Local jurisdictions (County and Municipal) should establish legislation, executive orders, resolutions or ordinances to formally adopt NIMS and the use of ICS across the entire response system.
5. All emergency response personnel will be trained on the principles of the National Incident Management System (NIMS) and integrate those principles into planning and response operations.
6. The information above establishes the basis for Spartanburg County's adoption and compliance with current Department of Homeland Security NIMS requirements. Although it may not be stated as above in each individual annex or appendix, the following note will be included in each as necessary:

**All incidents in Spartanburg County, South Carolina will be managed using the National Incident Management System (NIMS) Incident Command System/Unified Command System.**

## B. Scope

1. This plan establishes the policies and procedures by which Spartanburg County will coordinate local response to disasters impacting Spartanburg County and its citizens.
2. It describes how Spartanburg County will mobilize resources and conduct activities to guide and support local emergency management efforts through preparedness, response, recovery, and mitigation planning.
3. It utilizes the Emergency Support Function (ESF) concept to marshal and apply county resources and describes the responsibilities of county agencies in executing effective response and recovery operations.

## C. Mission

1. Spartanburg County will provide for the protection of the people, property, and resources in the county in order to minimize injury, loss of life, and damage to property resulting from any natural, man-made, and technological hazards including (but not limited to) hurricanes, winter storms, freezes, flooding (including flash flooding, river flooding), severe local storms (tornadoes, windstorms, thunderstorms, and hailstorms), forest fires, earthquakes, dam failures, industrial incidents (including fixed nuclear facility radiological emergencies and situations involving hazardous materials), terrorism and weapons of mass destruction.
2. Spartanburg County will warn the citizens of impending danger.
3. Spartanburg County will support disaster operations with timely, effective deployment of county resources.
4. Spartanburg County will keep affected residents informed about the situation and how they can protect themselves, through the public information process
5. If a disaster requires response support in excess of that available at the county or local level, state support can be requested and may be provided.

## D. Emergency Management Planning Responsibilities

1. Prevention actions include those taken to avoid an incident or to intervene to stop an incident from occurring. Activities include applying intelligence information and developing corresponding countermeasures.
2. Mitigation activities are those that are designed to reduce or eliminate risks to persons or property or to lessen the actual or potential effects or consequences of an incident.
3. 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.

4. Response involves activities and programs designed to address the immediate and short-term effects of the onset of an emergency or disaster. It helps to reduce additional casualties and damage and to speed recovery. Response activities include warning, direction and control, evacuation, and other similar operations.
5. Recovery involves returning systems to pre-disaster 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 be continued for years.

## **II. SITUATION AND ASSUMPTIONS**

### **A. Situation**

Spartanburg County is vulnerable to a wide spectrum of natural and man-made disasters that could injure or kill many people and damage or destroy property over a wide area. The relative probability and impact of these hazards can be found in the State of South Carolina Mitigation Plan and the Spartanburg County Multi-jurisdictional Hazard Mitigation Plan. Although the county has sufficient material goods, manpower, and expertise to meet routine requirements, a catastrophic disaster could exhaust the resources and overtax its capability. All available assets must be organized under one plan to assure effective operations during an emergency or disaster. A list of vulnerable critical facilities is maintained in a separate document.

#### **1. Vulnerability Analysis (Demographics)**

See Spartanburg County Hazard Mitigation Plan Update

#### **2. Hazard Analysis**

Spartanburg County is threatened by both natural and technological hazards. The risks of many hazards were researched and reviewed against the potential impact that they may have upon Spartanburg County and its population and supporting infrastructure. The broad area of hazard research and review included but was not limited to: geological, meteorological, health, human-caused (accidental and intentional), war, and energy failures. Hazards were identified as having both immediate and long-term impacts, with the potential to disrupt day-to-day activities, cause extensive property damage, and create mass casualties. Historically, the greatest risk is from natural hazards (hurricanes, tornadoes, floods, and earthquakes). However, the continued expansion of chemical usage and HAZMAT transportation risks, including transport of radiological spent fuel and radioactive waste, is elevating the risk posed by technological hazards.

### 3. High Impact Weather

Spartanburg County has a humid subtropical climate, characterized by hot, humid summers and cool, dry winters. Precipitation does not vary greatly between seasons. July is usually the hottest month. Weather events that may affect Spartanburg County include but are not limited to:

Severe Thunderstorm Watch – issued by the NOAA Storm Prediction Center when severe thunderstorms are possible in and near the watch area.

Severe Thunderstorm Warning – issued by local NWS Forecast Office when severe weather is imminent or occurring.

Tornado Watch – is issued by the NOAA Storm Prediction Center when conditions are favorable for tornados.

Tornado Warning – issued by local NWS Forecast Office when there is a serious threat to live and property to those in the path of a tornado.

Flash Flood Watch - issued by the NOAA Storm Prediction Center when conditions are more favorable than usual for flash flooding to occurrence.

Flash Flood Warning – issued by local NWS Forecast Office when flash flooding is imminent or occurring.

Hurricane Watch – issued by the NOAA Storm Prediction Center when hurricane conditions are possible within a specified area.

Hurricane Warning – issued by local NWS Forecast Office when conditions are expected with a specified area.

Winter Storm Watch – issued by the NOAA Storm Prediction Center when there is a potential for heavy snow or significant ice accumulations.

Winter Storm Warning – issued by local NWS Forecast Office when a winter storm is producing or is forecast to produce heavy snow or significant ice accumulations.

Spartanburg County's Local Forecast Office is Greenville-Spartanburg  
National Weather Service – Greenville-Spartanburg  
GSP International Airport  
1549 GSP Drive  
Greer, SC 29651  
864-848-3859

## B. Assumptions

1. Any disaster may occur with little or no warning and may escalate far more rapidly than the ability of any single local response organization or jurisdiction to handle.
2. An attack may be made against the United States by a foreign opposing force or by domestic terrorists.
3. Natural disasters may occur in Spartanburg County.
4. Man-made emergencies or disasters, including industrial incidents, may occur in Spartanburg County.
5. Emergencies involving hazardous materials may occur in Spartanburg County.
6. A radiological accident may occur at a nuclear facility in South Carolina or an adjacent state, which could have ionizing radiation effects of varying degrees on Spartanburg County.
7. Emergencies involving Dam failure may occur in Spartanburg County.
8. Domestic Terrorist attacks involving Weapons of Mass Destruction may occur in Spartanburg County.

## III. PLANNING BASIS

- A. Emergencies or disasters will occur.
- B. Municipal and County governments are responsible for the safety and welfare of their constituents to the extent of their capabilities and resources in time of disasters.
- C. Information pertaining to impending or existing emergencies or disasters must be immediately available between the municipal, county, and state levels of government as it affects each jurisdiction.
- D. Direction of an emergency or disaster operations is exercised by the lowest level of government affected, to the extent that level of government can conduct operations.
- E. County government responds to requests for assistance from municipal government as approved by County Council or its designee.
- F. Military assistance to civil authorities will be provided as conditions permit and will supplement, not replace, civil participation.

## IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

### A. Organization

Emergency response plans are based upon the principle that local authorities bear the initial responsibilities for disaster relief. Each level of government accomplishes the functions for which it is responsible by requesting assistance from the next higher level of government only after



local resources have been expended and/or are clearly inadequate to cope with the effects of the emergency or disaster. Many county departments and agencies have emergency functions to perform in addition to their normal duties. Each is responsible for developing and maintaining emergency management procedures in accordance with the direction and guidance given in this plan.

1. Municipalities

Municipal governments determine their essential requirements and apply all available local resources to their own needs before requesting support or assistance from the county. They also provide local coordination for resources furnished from outside agencies in response to requests for assistance, and make available to county government for use in other areas if needed.

2. Spartanburg County Government

The County government will support emergency operations of the municipalities with County resources only after all of their municipal resources have been used or are inadequate to handle the situation. All resources, including the military, made available to the County from outside agencies will be assigned tasks and functions by the County on a mission-type basis, but will remain under the direction and control of their parent organization. Each County office, department, agency, service, etc., will assure that all resources are utilized efficiently. County government will also assume responsibility for direction of combined emergency operations in areas where municipal capability has broken down, or does not exist, or when the nature or magnitude of a disaster is such that County government direction of operations is required for effective response.

3. State Government

State agencies will support County emergency operations only after all county resources have been expended and/or are clearly inadequate to cope with the effects of the disaster. State support will be provided on a mission-type basis, as deemed appropriate by the Governor, and as provided for in the South Carolina Emergency Operations Plan.

4. Federal Government

The federal government will provide support upon request in accordance with the National Response Framework. Federal assistance provided under the National Response Framework is to supplement state and local response efforts. Federal agency representatives will coordinate with the Federal Coordinating Officer and the affected state to identify specific federal response

requirements and will provide federal response assistance based on state identified priorities.

5. Other Supporting Organizations

- a. American Red Cross (ARC) – Augments the Emergency Welfare Service (See ESF-6 - Mass Care, Emergency Assistance, Housing & Human Services).
- b. CERT – Augments the Emergency Welfare Service (See ESF-6 - Mass Care, Emergency Assistance, Housing & Human Services - See ESF-18 - Donated Goods and Volunteer Services).

B. Responsibilities

1. County Government

Each Spartanburg County office, department, agency, service, etc., will establish specific plans, procedures, and checklists to accomplish its assigned responsibility. Immediately following any activity that tests or exercises this plan, each participating County office, department, agency, service, etc., will provide a detailed critique of all operations observed, with the objective of improving upon the County-wide response capability. Each County office, department, agency, service, etc., will establish procedures to continually review, update, and improve such plans, procedures, and checklists.

2. County Council

The Spartanburg County Council has overall responsibility for policy decisions affecting the pre-an emergency or disaster activities, an emergency or disaster operations, and recovery operations of all County offices, departments, agencies, services, etc., and the coordination of emergency support to the municipalities and other resources made available to the county.

3. County Administrator

The Spartanburg County Administrator is responsible to the County Council and functions as their representative. He/She represents the County Council while directing and supervising all activities of County government during Preparedness, Response, Recover and Mitigation Phase.

4. Spartanburg County Emergency Management Coordinator

The Spartanburg County Emergency Management Coordinator or designee is responsible to the County Administrator in coordinating the activities of County government, and in assisting the municipalities, industry, and the public during disasters.

He/She coordinates the operations of County government by implementing the emergency orders and decisions of the County Council. In addition, he is responsible for:

- a. The development and publication of annexes and ESFs in conformity with this plan such that all facilities, equipment, manpower, and other resources available to the County are immediately used to minimize or prevent damage to persons or property, and to provide for the protection and restoration of government services and public utilities necessary for the public's health, safety, and welfare.
- b. Coordinating the execution of the various annexes of this plan to the maximum extent with the emergency activities of municipalities, County government, state government, private agencies and organizations, and the federal government.
- c. Maintaining surveillance of potentially threatening conditions to and in Spartanburg County and direct appropriate warning and response actions.
- d. Establishing procedures for the maintenance and distribution of this plan on a current basis.
- e. Providing technical and planning assistance to County agencies and municipalities upon request.
- f. Providing for periodic exercises to test and evaluate state and local plans to maintain a high standard of preparedness.
- g. Establishing an appropriate level of operational readiness.
- h. Initiating any and all other actions deemed necessary for effective implementation of this plan.
- i. Preparing, staffing, activating, and operating the Emergency Operations Center (EOC) (See Annex 27 – Emergency Operations Center).
- j. Development of an effective system or procedure for communication and dissemination of warnings, official information, orders, and instructions from County government to the public during emergencies.
- k. Coordinates with the local American Red Cross Chapter to establish shelter system. ARC maintains a survey database and reports any changes to the South Carolina Emergency Management Division.
- l. Organization, manning, training, and equipping an effective system for response to hazardous materials accidents. (See ESF-10 – Oil and Hazardous Materials Response).

- m. Coordination of the recruitment and training of volunteer personnel and organizations to augment the personnel and facilities of Spartanburg County for disaster preparedness purposes.
- n. Coordination of the recruitment and training of Community Emergency Response Team personnel to augment first responders when prevailing conditions overwhelm their response power. In addition, utilize CERT volunteers to assist with ESF 6 and 18 functions.
- o. Maintaining liaison with State and Federal authorities and authorities of other nearby political subdivisions to assure the most effective operation of the Spartanburg County Emergency Operations Plan.
- p. Coordination and maintenance of working relationships with industry, volunteer groups, and organizations to develop emergency plans and capabilities in support of the Spartanburg County Emergency Operations Plan.

5. Communications Officer

The Spartanburg County Communications Director or designee is responsible for the development, implementation, and maintenance of the Emergency Communications System (See ESF 2 – Communications).

6. Warning

The Spartanburg County Emergency Management Director or designee is responsible for maintaining a warning capability and disseminating warning information pertinent to severe weather conditions, natural and man-made disasters, and warfare to the local warning points and throughout the County (See ESF-2 – Communications).

7. Public and Emergency Information

The Public Information Spokesperson or designee is responsible for the assembly, preparation, and dissemination of public and emergency information (See ESF-15 –External Affairs/Public Information).

8. Law Enforcement

The Spartanburg County Sheriff or designee is responsible for conducting traffic control of routes during evacuation, maintaining law and order throughout the County, and coordinating all law enforcement resources made available to the County (See ESF-13 – Public Safety and Security).

9. Fire Service

The Spartanburg County Fire Coordinator or designee is responsible for coordinating the utilization of all County firefighting resources, and other firefighting resources made available to the County (See ESF-4 - Firefighting).

10. Rescue Service

The Spartanburg County Emergency Management Director or designee is responsible for coordinating search and rescue missions, and for the recovery, transportation, and first aid of victims. Rescue service will support the County Emergency Medical Services (See ESF-9 - Search and Rescue).

11. Medical Service

The Spartanburg County Emergency Medical Services Director or designee is responsible for coordinating all health and medical resources and facilities throughout the County to provide for the health and medical needs of the public. (See ESF-8 - Public Health and Medical Services).

12. Emergency Medical Service (Ambulance)

The Spartanburg County Emergency Medical Services Director or designee has been designated as coordinator of ambulance missions, and for the transportation and first aid of victims (See ESF-8 - Public Health and Medical Services).

13. Coroner

The Spartanburg County Coroner or designee coordinates the care of mass fatalities, human remains, mortuary services and all records related to such activities. (See ESF-8- Public Health and Medical Services)

14. Mass Care

The Spartanburg County American Red Cross Director or designee is responsible for the coordination of the Emergency Welfare Service, which is comprised of government and non-government agencies, and provides for the needs of the populace of Spartanburg County (See ESF-6 - Mass Care, Emergency Assistance, Housing, and Human Services).

15. Transportation Service

Spartanburg County Fleet Services or designee oversees the Transportation Service, and is responsible for providing vehicles and drivers from County resources for transporting personnel and materials required to meet the needs of the County, and for coordinating the utilization of all transportation resources made available to the County (See ESF-1 - Transportation).

#### 16. Public Works and Engineering

The Spartanburg County Public Works Director or designee is responsible for the removal of debris and obstacles from transportation routes, waterways, and from public and privately owned lands, when determined to be in the public interest. Upon request, he will assist in the repair and restoration of public utilities and critical facilities; Coordinates with the South Carolina Department of Transportation in the repair and maintenance of critical highways and bridges within the County (See ESF-3 – Public Works and Engineering).

#### 17. Supply and Procurement

The Spartanburg County Purchasing Agent or designee is responsible for requisitioning, procuring, and issuing specialized equipment, medical supplies, food, fuel, and materials necessary to relieve suffering, and to make emergency repairs in disasters (See ESF-7 – Logistics Management and Resource Support).

#### 18. Radiological Officer

The Spartanburg County Radiological Officer is responsible for establishing systems to minimize the effects of radiation on personnel and resources; Assists and coordinates with local, state, and federal agencies in determining the procedures for decontamination following a radiological incident, accident, or nuclear attack. (Annex 26 – Radiological Protection).

#### 19. Damage Assessment

The Spartanburg County Tax Assessor or designee is responsible for organizing a Damage Assessment capability for determining the extent of damages resulting from natural and man-made disasters (See ESF-23 - Damage Assessment).

#### 20. County Treasurer

The Spartanburg County Treasurer or designee is responsible for advising the county government concerning financial matters in support of disaster operations (See ESF-7 – Logistics Management and Resource Support).

#### 21. County Attorney

The Spartanburg County Attorney is responsible for advising County Government concerning legal aspects pertaining to emergency planning and operations.

#### 22. Building Official

The Spartanburg County Building Official or designee is responsible for the Hazard Mitigation Program (See ESF-14 – Long-Term Community Recovery).

## 23. Municipalities

Mayors/Managers of municipalities are responsible for the direction of emergency operations within their areas of jurisdiction and will make available to the County and/or other municipalities or government agencies all resources not critical to the survival of their respective municipality.

## V. CONCEPT OF OPERATIONS

### A. General

This plan is based on three organizational levels of emergency management: local, state and federal. Prevention, mitigation, preparedness, response, and recovery are general responsibilities of all levels of government working together to provide a delivery system to meet the needs of the public. Emergency operations are initiated at the lowest level able to respond to the situation.

### B. National Incident Management System and the Incident Command System

1. Spartanburg County has adopted the National Incident Management System (NIMS) as the standard incident management structure. The Incident Command System (ICS) is the standard for on-scene emergency management throughout Spartanburg County. First responders in all organizations are encouraged to implement the training, exercising and everyday use of ICS.
2. All Spartanburg County emergency response agencies utilize the ICS to direct emergency response activities. The ICS provides an important framework from which all agencies can work together in the most efficient and effective manner. The EOC link to the incident scene is via an Emergency Management Coordinator or staff member located at the Incident Command Post.
3. If the incident affects multiple agencies and jurisdictions, a transition may occur from an ICS to a Unified Command System. The Unified Command may appoint a single person to carry out the command decisions. The remaining response functions (planning, operations, logistics, and finance) will also be “unified” by the responders of the various organizations.

### C. Local Government

1. Spartanburg County will operate in accordance with State Regulation 58-1, local emergency planning standards, the Spartanburg County Emergency Operations Plan, and standard operating procedures.
2. Spartanburg County shall be prepared to implement the EOP when an emergency occurs or at the request of the South Carolina Emergency Management Division’s Director, or upon a declaration of a State of Emergency by the Governor.

3. Spartanburg County will use all municipal resources to protect against and respond to an emergency or threatening situation to include activating pre-established mutual aid agreements.
4. When municipal governments determine that municipal resources are not adequate, additional resources may be requested through the Spartanburg County Office of Emergency Management or the Spartanburg County EOC.
5. When Spartanburg County Office of Emergency Management determines that County resources are not adequate, they may request assistance through the SCEMD or SEOC.
6. Spartanburg County Office of Emergency Management will establish and maintain journals, records, and reporting capabilities in accordance with state and federal laws and regulations.
7. Support agencies and volunteer organizations are incorporated in plan annexes.
8. Under certain circumstances the mobile command post may be utilized for on-scene direction, coordination, and control.
9. State level emergency activities normally will be coordination and support. At the county level, emergency activities will be operational. In Spartanburg County, emergency operations will be undertaken as indicated in the following phases of readiness:
  - a. Preparedness Phase
    1. Activities in this phase are designed to develop a strong county government emergency response capability to preserve, maintain, or reconstitute Spartanburg County Government's ability to carry out the executive, legislative, and judicial processes under the threat of occurrence of any emergency condition that could disrupt such process and services.
    2. Other activities conducted at County and local levels include, but are not limited to the following:
      - i. Prepare emergency response plans and procedures to cover natural or man-made disasters.
      - ii. Prepare annexes in support of County plan as required and support to local government and/or other county/state organizations.
      - iii. Conduct training, education, and exercise programs to assure a continuing capability to accomplish disaster response measures for response and augmentation staff.
      - iv. Prepare and conduct public information programs on natural and man-made disasters, to educate the public



on protective measures to be taken in the event of a disaster.

- v. Develop procedure for alerting, notifying, and mobilizing key officials and emergency response personnel in the event of a disaster.
- vi. Establish mutual support agreements as required with other local and adjacent county governments to facilitate inter-jurisdictional relationships. Spartanburg County will utilize the National Incident Management System (NIMS) for multi-jurisdictional responses.
- vii. Prepare plans for emergency and recovery phases of disasters.
- viii. Identify and authorize specific emergency related legal powers for key elected or appointed officials, or their designated successors, to continue government operations under emergency conditions.
- ix. Develop procedures for identifying, safe guarding, and keeping available for use, those records essential for continuing government functions and protecting civil rights, under emergency conditions.
- x. Identify Special Needs Populations to include: prisons, jails, assisted living, and nursing facilities. Develop procedures for alerting, notifying, and transporting these individuals in event of an emergency or a disaster.
- xi. Develop and maintain maps depicting hazard areas (EPZ, Dam Failure, etc.) in the Emergency Operations Center.

b. Response Phase

1. During this phase, the operational activities of County and local government will be accelerated to increase the state of preparedness, and to help the public meet and cope with impending or immediate disaster, if warning is sufficient. Full or partial activation of this EOP will be implemented.
2. In the event a disaster occurs with little or no warning, operational activities will be directed toward protecting life and property, administering to the health and welfare of the population, containing or limiting the damage effects of the a disaster, assessing damage, and estimating requirements for restoration and recovery from the effects of the an emergency or disaster.
3. A request for support or assistance will be made through the Emergency Management Director or designee to a

higher level of government; following determination that a disaster is of such severity and magnitude that effective response is beyond the capabilities of the affected municipal or county government.

c. Recovery Phase

1. This is the time following a disaster in Spartanburg County. During this phase, governmental agencies, public services, industries, and other organizations will undertake emergency operations to restore law and order, repair damage to facilities and utilities, administer to the sick and injured, resettle homeless and displaced individuals and families, and restore the economy.
2. County government will be responsible for determining priorities of effort, allocating resources to priority operations, assisting the public toward recovery, and restoration of services and critical infrastructure.

10. Emergency Support Functions

To assure maximum response and efficient use of personnel and other resources, Emergency Support Functions (ESFs) are designated as indicated:

<b>ANNEX</b>	<b>ESF</b>	<b>TITLE</b>	<b>RESPONSIBLE AGENCY/INDIVIDUAL</b>
1	ESF-1	Transportation	Spartanburg County Fleet Services
2	ESF-2	Communications	Spartanburg Co. Communications Director
3	ESF-3	Public Works & Engineering	Spartanburg Co. Public Works Director
4	ESF-4	Firefighting	Spartanburg Co. Fire Coordinator
5	ESF-5	Emergency Management	Spartanburg Co. Emergency Management Coordinator
6	ESF-6	Mass Care, Emergency Assistance, Housing and Human Services	Spartanburg Co. Department of Social Services
7	ESF-7	Logistics Management and Resource Support	Spartanburg Co. Purchasing Director
8	ESF-8	Public Health & Medical Services	Spartanburg County EMS

9	ESF-9	Search and Rescue	Spartanburg Co. Emergency Management Director
10	ESF-10	Oil and Hazardous Materials Response	Spartanburg Co. HazMat Coordinator
11	ESF-11	Agriculture & Natural Resources	Clemson Extension
12	ESF-12	Energy/Operations Support	Spartanburg Co. Facility Maintenance, Supervisor
13	ESF-13	Public Safety & Security	Spartanburg Co. Sheriff
14	ESF-14	Long –Term Community Recovery	Spartanburg Co. Emergency Management
15	ESF-15	External Affairs/Public Information	Spartanburg Co. Public Information Spokesperson
16	ESF-16	Emergency Traffic Management	Spartanburg Co. Sheriff
17	ESF-17	Animal/Agriculture Emergency Response	Spartanburg Co. Animal Control Supervisor
18	ESF-18	Donated Goods and Volunteer Services	Spartanburg County VOAD
19	ESF-19	Military Support	Emergency Management Military Liaison Officer
23	ESF-23	Damage Assessment	Spartanburg Co. Tax Assessor
24	ESF-24	Business and Industry	Spartanburg County Chamber of Commerce
26	ESF-26	Radiological Protection	Spartanburg Co. Office of Fire Coordinator
27	ESF-27	Emergency Operations Center	Spartanburg Co. Emergency Management Coordinator

#### 11. Operating Condition Levels (OPCON)

In order to make maximum use of advance warning, Spartanburg County has established a system of Operating Condition Levels (OPCON). These OPCONs increase the County's level of readiness on a scale from 3 to 1. OPCONs will not necessarily progress sequentially from 3 to 1. The OPCON placed in effect at any given time will be the appropriate one for existing conditions at the time. The Spartanburg County Emergency Management Coordinator or designee will assign OPCON levels. OPCONs are designated by numbers as follows:

<b>OPCON</b>	<b>LEVEL OF READINESS</b>
3	Normal Day-to-Day Operations
2	Mobilization, Increased Awareness
1	Full Deployment

D. State Government

1. State Government will supplement local efforts upon request or in accordance with the Emergency Support Function (ESF) Annexes described herein.
2. The Governor or her designee may execute the SCEOP to support local situations when local resources are not adequate to sustain an effective response operation or when a significant state presence is required for immediate assistance.
3. State level activities normally will be coordination and support.

E. Federal Government

1. Federal assistance will supplement state and local efforts and shall be provided under governing secretarial or statutory authorities.
2. To the extent that public law provides, any federal assistance made available to relieve the effects of an emergency or disaster in Spartanburg County will be channeled through and coordinated by the Governor or her designated authorized representative.
3. If the President authorizes federal assistance, he will appoint a Federal Coordinating Officer (FCO). The FCO is authorized to use the full authority of the Stafford Act to reimburse response and recovery claims.

F. Preparedness

1. Spartanburg County EOP Development and Maintenance
  - a. This plan is the principal source of documentation concerning Spartanburg County's emergency management activities. Designated County departments and agencies have the responsibility for developing and maintaining a portion of this plan.
  - b. The Spartanburg County Emergency Management Coordinator or designee will coordinate the efforts of all responsible departments and agencies for plan development and timely update and revision. As a minimum, this plan will be reviewed on an annual basis. SCEMD will review the plan bi-annually in cooperation with relevant federal, state, volunteer and private sector organizations. All organizations that have emergency-oriented missions or support roles are required to prepare supporting documentation (SOPs).

- c. Following each emergency, Spartanburg County Office of Emergency Management will conduct after action critiques to identify problems or areas requiring corrective actions. Steps will be taken to address any problem identified and to ensure current policy and procedures are implemented effectively.

## 2. Strategic Planning

Spartanburg County South Carolina maintains a five-year strategic plan that is based on a local self-assessment of capability. The strategic planning process guides County preparedness and enhances Spartanburg County's ability to implement all five phases of emergency management (prevention, preparedness, response, recovery, and mitigation)

## 3. Training and Exercise

- a. In order for Spartanburg County's Emergency Management Program to be successful, an effective and comprehensive training and exercise program is essential. Spartanburg County Emergency Management has designed a program to enhance the training of local personnel (both paid and volunteer) on their roles and responsibilities in the four phases of emergency management (preparedness, response, recovery, and mitigation).
- b. Spartanburg County's training and exercise program ensures the operational readiness of responders through the design and delivery of courses, professional development seminars and workshops, and hazard specific exercises to test established plans and procedures that are activated during an emergency situation at all levels of the emergency management system.
- c. Full Scale, functional and tabletop exercises are conducted periodically

## G. Response

### 1. County/Municipal Response

Municipalities within Spartanburg County should request assistance via the Spartanburg County Emergency Operations Center during disasters in which their own capabilities are overwhelmed. Spartanburg County will provide assistance through mutual aid or from the state when their capabilities are overwhelmed.

### 2. Local State of Emergency

As County operations progress, the Spartanburg County Council may declare a local state of emergency implementing local emergency authorities.

3. Spartanburg County Emergency Operations Center (EOC)
  - a. The Spartanburg County EOC serves as the central clearinghouse for information collection and coordination of response and recovery resources within the County, including municipalities.
  - b. Spartanburg County may activate their EOC during a major or catastrophic emergency in South Carolina at the request of the SEOC to assist with intra-state mutual aid in an organized manner throughout the county network.
  - c. The Spartanburg County EOC shall be maintained in a state of operational readiness by the Spartanburg County Office of Emergency Management.
  - d. The Spartanburg County EOC will be activated and staffed at the direction of the Spartanburg County Emergency Management Coordinator or designee. The primary agency designated for a particular ESF has the responsibility to ensure supporting agencies are informed and their actions coordinated.
  - e. The Spartanburg County EOC will be organized into the following groups:
    1. Executive Group: Comprised of County Management, Municipal Mayors and Town Managers, Emergency Management Coordinator, Emergency Services Director and County Department Directors as requested by the County Administrator. Duties include:
      - a) Establish priorities and allocates resources to support disaster tasks and operations.
      - b) Approve the overall incident action plan, including deployment of personnel and equipment to implement the plan.
      - c) Direct County support and recovery operations in the disaster area and provide emergency funding of County operations.
      - d) Coordinates requests for and utilization of state and federal support.
    2. Operations Group: Comprised of the Spartanburg County EOC Manager, Operations Staff, and the ESFs. Responsibilities include:
      - a) Executes the incident action plan providing direction and control for the Spartanburg County EOC; assigns tasks to ESFs; coordinates activities throughout the operational area.

- b) Collects and analyzes damage data.
  - c) Collects, analyzes, displays, and disseminates emergency operational information.
  - d) Determines priorities for deployment for the County Damage Assessment Team.
3. Administrative/Logistics Group: Comprised of the Communications Director, Management Information Systems Director, and support staff. Responsibilities include:
- a) Provides administrative and logistical support to the emergency operations center staff.
  - b) Provides effective communications to support Spartanburg County EOC operations.
  - c) Provides Information Technology systems support within the Spartanburg County EOC.
- f. Activation Levels Utilized by the Spartanburg County EOC:
- 1) Full Activation: All ESFs will be activated.
  - 2) Partial Activation: Selected ESFs will be activated.
  - 3) Limited Activation: Only selected Emergency Management personnel will be activated.

Level of activation will be determined by the Spartanburg County Emergency Management Coordinator, Spartanburg County Emergency Services Director or designee.

#### 4. Logistical Staging Areas (LSAs)

For emergencies requiring major mobilization of supplies, materials, equipment, and personnel prior to, during, and after the emergency, a Logistical Staging Area may be established. The LSA will receive, classify, and account for emergency relief and sustainment supplies.

### H. Recovery

- 1. Recovery activities are those actions that enable disaster victims to begin the process of rebuilding their homes, replacing property, resuming employment, restoring businesses, and permanently repairing, rebuilding, or relocating public infrastructure.
- 2. Recovery activities include the development, coordination, and execution of service and site restoration plans for impacted communities and the reconstitution of government operations and services through individual, private sector, non-governmental, and public assistance programs.

3. When conditions allow, rapid and thorough assessments by local Damage Assessment Teams must be conducted to identify the immediate emergency needs of disaster victims; to assess the overall damage to homes and businesses; to assess the overall damage to critical public facilities and infrastructure; and to determine whether those damages are sufficient to warrant supplemental state and federal assistance. The Spartanburg County Damage Assessment Teams will be trained annually, and preparations will be made to deploy teams into affected areas as quickly as possible.
4. The decision to deploy State Damage Assessment Teams will be made in coordination with the Spartanburg County Emergency Management Coordinator. Damage Assessment Teams will be organized and trained in advance. Preparations will be made to deploy teams into affected areas as quickly as possible.

#### I. Mitigation

Mitigation includes those activities designed to reduce or eliminate risks to persons or property or to lessen the actual or potential effects or consequences of an incident. Mitigation measures may be implemented prior to, during, or after an incident. Mitigation involves on-going actions to reduce exposure to, probability of, or potential loss from hazards. Measures may include zoning and building codes, floodplain buyouts, and analysis of hazard-related data to determine where it is safe to build or locate temporary facilities. Mitigation may include efforts to educate governments, businesses, and the public on measures they can take to reduce loss or injury.

#### J. Public Information

1. Providing emergency information to the public from all levels of government is essential to avoid or minimize loss of life and property if a disaster is imminent or has occurred.
2. The information provided before, during, and after a disaster shall provide clear, concise, and accurate information on the situation in the disaster area, actions taken by authorities, and actions to be taken by the population.
3. Every effort shall be made to prevent and counter rumors, hearsay, and inaccurate information.
4. Coordination with all appropriate departments, agencies, and organizations will be performed to ensure proper emergency public information.
5. Public Information SOPs will be developed and maintained by the Spartanburg County Public Information Spokesperson and Spartanburg County Emergency Management.



6. The Spartanburg County Emergency Coordinator, through the Public Information Spokesperson (if applicable), is responsible for informing the public of emergency and disaster operations in Spartanburg County.

#### K. Warning

1. Warning includes information and reports; surveillance of threatening conditions; The National Warning System (NAWAS) capability; A 24-hour warning point; NOAA All-Hazards Radio; The Emergency Alert System (EAS); The Outdoor Warning Siren System; the Emergency Notification (Reverse 911) System and utilization of equipment and personnel essential to coordinate and disseminate information before and during an impending or actual an emergency or a disaster situation.
2. The Spartanburg County Warning Point is located at Spartanburg County Communication/911 at 461 East Main St.
3. The Spartanburg County Office of Emergency Management will coordinate with all appropriate departments/agencies and organizations to ensure warning readiness in time of a man-made or natural an emergency or a disaster.
4. In the event of an imminent or actual disaster, Spartanburg County Emergency Management will initiate actions to warn municipalities, County agencies, and the public by all means necessary.
5. A variety of warning systems are available for use during emergency operations. Weather advisories will be received from the National Weather Service (NWS) using NOAA All-Hazards Radio, National Warning System (NAWAS), the Code Red Emergency Notification System, and other electronic means. The Emergency Alert System (EAS) may be used to notify the general public of emergency conditions. The Spartanburg County Comprehensive 800 MHz Communications System can be utilized to provide a countywide emergency warning system. Outdoor Warning Sirens are located throughout the County as well for Tornado Warning or Under Attack notification. The Spartanburg County Warning Point maintains a capability to use numerous radio systems and networks including the Palmetto 800 MHz State Radio System, satellite communications, and amateur radio.
6. The Spartanburg County Office of Emergency Management will maintain surveillance of storms using software such as Hurrevac, Palmetto EOC and other related software products. Contact will be maintained with the National Weather Service and National Hurricane forecast center.

#### L. Evacuation

1. Evacuation is the controlled movement and relocation of persons and property necessitated by the threat of a natural, technological, or man-made disaster. The evacuation of large numbers of people from vulnerable areas will stress the limited capabilities of the county's road network. Therefore, a major evacuation must be initiated as soon as feasible. Direction, control, and coordination with all appropriate departments/agencies will be conducted through the Spartanburg County Emergency Operations Center.
2. Spartanburg County Emergency Management will monitor conditions that have the potential to require the evacuation of any area of the county and implement changes in Operating Conditions (OPCONs) as necessary.
  - a. Spartanburg County Emergency Management or designee will coordinate for evacuation routing to shelters, and the provision of transportation, shelter, and congregate care.
  - b. The Spartanburg County Emergency Management Services Director or designee will provide public information to deal effectively with the evacuation through the Public Information Officer.

### **VI. COORDINATING INSTRUCTIONS**

- A. This plan is effective for planning upon receipt, and for execution upon order.
- B. All Spartanburg County offices, departments, agencies, services, etc., are responsible to the County Administrator for directing and controlling the emergency operations of their respective agencies in the implementation of emergency orders and decisions of the county council. In addition, they are each responsible for:
  1. Developing the required plans, ESF SOPs, appendices, and checklists in conformance with this plan.
  2. Coordinating with other agencies before, during, and after a disaster to assure the most effective operation of personnel and resources.
  3. The recruiting and training of volunteer personnel and/or agencies to augment their agency for emergency management purposes.
  4. Staffing and operating their agency in the appropriate ESF in the Emergency Operations Center whenever activated.
  5. Maintaining a current agency key personnel alert notification roster.
  6. Maintaining a current agency resource list.
  7. Developing mutual aid agreements with like agencies of adjoining counties or political subdivisions.

8. Administratively and logistically supporting other agencies to the maximum extent possible.

## **VII. ADMINISTRATION AND LOGISTICS**

### **A. General**

A large-scale emergency or disaster will place great demands on Spartanburg County's resources. Distribution of required resources may be made difficult by such emergencies. Coordination with appropriate departments and agencies will be performed to ensure that operational readiness is always maintained. Administrative procedures will be conducted in accordance with existing county rules, regulations, and policies. Reports are required periodically when a disaster has occurred to provide state government with information to use in determining the appropriate response.

### **B. Reports**

#### **1. Initial Situation Report**

This report will be submitted by the most expedient means to the South Carolina Emergency Management Division (SCEMD). Municipalities shall submit reports to the Spartanburg County Emergency Management Coordinator for forwarding to the state. This report will include, but not be limited to the following:

- a. Type of disaster
- b. Date and time of disaster
- c. Status of mobilization of county/municipal resources
- d. Initial damage
- e. Immediate support required of state government
- f. Casualties – Number dead, injured, and missing
- g. Shelter Status – Shelters opened, locations and number of evacuees
- h. Roads and bridges damaged or destroyed
- i. Utility status – locations and number of homes/facilities without power, water, gas, communications, etc.
- j. Public facility damage
- k. Critical Infrastructure damage
- l. Hazardous Materials Incidents
- m. Status of local government
- n. School status
- o. Other damages

2. Initial Damage Assessment Report

This is the initial Damage Assessment Report submitted to the SCEMD in accordance with ESF 23 - Damage Assessment.

3. Daily Situation Report (SITREP)

This report is submitted daily to the SCEMD. This report will be supplemented when a significant change has occurred. Significant changes in status will include dead, injured, homeless, confirmed missing, and major corrections to estimated damage assessment.

4. After Action Report

As soon as practical after termination of an emergency, the Spartanburg County Emergency Management Coordinator or designee will submit to the SCEMD a narrative report summarizing and evaluating capabilities of the overall combined efforts of the Federal, State, and Local government agencies, including the weaknesses observed and recommended actions that should be taken to improve effectiveness.

C. Plan Development and Maintenance

1. The Spartanburg County Emergency Operations Plan is developed and maintained by the Spartanburg County Office of Emergency Management, in conjunction with Spartanburg County Government. The Emergency Management Coordinator or designee will coordinate implementation of the EOP, addressing disaster preparedness and response efforts. He/She is also responsible for the review and update of the EOP Basic Plan.

2. Changes and revisions will be coordinated with appropriate agencies having attending responsibilities. Annually, this plan will be reviewed and updated and/or revised in accordance with the schedule established by the Spartanburg County Emergency Management Director. After each exercise or actual emergency, this plan will be reviewed and updated as necessary.

D. Logistics

1. Individual government agencies and augmentation forces will utilize and track supplies, operational aids, and transportation under the control of their organizations. Additional supplies, transportation, and manpower required will be requested through the Spartanburg County EOC.

2. Resource management (including, but not limited to, financial records, reporting, and resource tracking) is included in ESF-7 - Resource Support and Logistics Management.

3. Policies on augmenting the response staff are stated in the Spartanburg County Code of Ordinances, Chapter 36.

## **VIII. DIRECTION AND CONTROL**

### **A. Direction and Control**

1. Direction and control of disaster situations, and other emergency operations will be coordinated from the Spartanburg County EOC, located at 175 Community College Dr, Spartanburg SC 29301.
2. Communication

Communications will be conducted utilizing the Spartanburg County Comprehensive 800 MHz Communication System, Spartanburg County computer network, email, land line telephone, cellular telephone, VOIP telephone, satellite telephone, amateur radio, and other available communications mediums as required (See ESF-2 - Communications).

### **B. Line of Succession**

1. Spartanburg County Council
2. Spartanburg County Administrator
3. Spartanburg County Assistant County Administrator
4. Spartanburg County Emergency Services Director
5. Spartanburg County Emergency Management Coordinator

## **IX. CONTINUITY OF GOVERNMENT**

Continuity of Government (COG) is an essential function of emergency management and is vital during disaster situation. All levels of government (federal, state, and local) share a constitutional responsibility to preserve the life and property of their citizens. State and local continuity of government is defined as the preservation, maintenance, or reconstitution of the civil government's ability to carry out its constitutional responsibilities.

### **A. Delegations of Emergency Authority**

Sections 25-1-420 and 25-1-450, SC Code of Laws establish the state authority for state, county, and municipal government preparation for and response to emergency situations. Section 25-1-440, SC Code of Laws, grants additional powers and duties to the Governor during declared emergencies.

### **B. Emergency Actions**

1. The Spartanburg County Emergency Operations Plan assigns primary and support agency responsibility to the various Emergency Support Functions (ESFs) and other support activities. Specific emergency delegations are contained in this plan. The head of each County department will designate an individual as the emergency point of contact for that ESF.

2. Immediate emergency action response to ensure continuity of government, direction and control, human services, economic affairs, communications, energy, transportation, law, and public safety may require the following:
  - a. Relocation of the seat of government from its current location.
  - b. Replacing primary public officials with alternates if they are unable to fulfill their responsibilities.
  - c. Relocation of vital records to sites less vulnerable to ensure greater safety and survival.

#### C. Preservation of Records

1. In order to provide normal government operations following an emergency or disaster, essential records (i.e. vital statistics, deeds, corporation papers, operational plans, resource data, authorities, personnel and payroll rosters, succession lists, supplies and equipment, lists, laws, charters, and financial records) must be protected by each department or agency.
2. Plans should account for the identification and protection of vital records, systems, and data management software and equipment, to include classified or sensitive data, necessary to perform essential functions and activities, and to reconstitute normal agency operations after the emergency. To the extent possible, agencies should regularly update duplicate records or back-up electronic data and files.

#### D. Protection of County Government Resources

Essential functions are those that enable County agencies to provide vital services, exercise civil authority, maintain the safety and well-being of the general populace, and sustain the industrial and economic base in emergencies. The success of operations at an alternate facility is absolutely dependent upon the availability and redundancy of critical communications systems to support connectivity to internal organizations, other agencies, and the public. When identifying communications requirements; agencies should take maximum advantage of the entire spectrum of communications media that may be available in a disaster situation. These services may include, but are not limited to: secure and non-secure voice, fax, and data connectivity; Internet access; and e-mail.

#### E. Emergency Operations Center

1. Primary Spartanburg County EOC: The Spartanburg County Emergency Operations Center is the primary facility from which County response to disasters are coordinated, directed and controlled. Representatives of County agencies and other personnel as required staff the EOC when it is operational. The coordination of a County response will come from the EOC under the direction of the Emergency Management Coordination.

2. Alternate Spartanburg County EOC: All agencies shall prepare for the possibility of unannounced relocation of essential functions and/or continuity of government contingency staffs to alternate facilities. Facilities shall be capable of supporting operations in a threat-free environment, as determined by the geographical location of the facility, a favorable assessment of the local threat, and/or the collective protection characteristics of the facility. The Spartanburg County Mobile Command Post will be utilized as the Alternate EOC in the event the Primary Spartanburg County EOC is not operational. In addition, the Spartanburg 911 training room can serve as an Alternate EOC should both the EOC and Mobile Command Post be deemed inoperable.

**X. AUTHORITIES AND REFERENCES**

A. Local

1. Spartanburg County Ordinance Number 333, dated December 18, 1985
2. Spartanburg County Natural Hazard Mitigation Plan
3. Spartanburg County Continuity of Operations Plan
4. Spartanburg County Debris Management Plan

B. State

1. South Carolina Emergency Operations Plan
2. Regulation 58-1, Local Government Preparedness Standards, SC Code of Regulations
3. Regulation 58-101, State Government Preparedness Standards, SC Code of regulations
4. South Carolina Operational Radiological Emergency Response Plan
5. South Carolina Recovery Plan
6. South Carolina Hurricane Plan
7. South Carolina Earthquake Plan
8. South Carolina Mitigation Plan
9. South Carolina Mass Casualty Plan

C. Federal

1. Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, Title VI, as amended.
2. Code of Federal Regulations (CFR), Title 44, as amended.
3. National Response Framework

4. Homeland Security Presidential Directive – 5 (HSPD-5), Management of Domestic Incidents
5. Homeland Security Presidential Directive – 8 (HSPD-8), National Preparedness



**ATTACHMENT I**

**SUPPORTING PLANS AND THEIR SOURCES**

<b>PLAN</b>	<b>SOURCE</b>
South Carolina Emergency Operations Plan	South Carolina Emergency Management Division, OTAG
South Carolina Earthquake Plan	South Carolina Emergency Management Division, OTAG
South Carolina Recovery Plan	South Carolina Emergency Management Division, OTAG
South Carolina Hurricane Plan	South Carolina Emergency Management Division, OTAG
South Carolina Mass Casualty Plan	South Carolina Emergency Management Division, OTAG
National Response Framework	Federal Emergency Management Agency

**ANNEX 1 (ESF-1)**  
**TRANSPORTATION**

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PRIMARY: Spartanburg County Fleet Services

SUPPORT: Spartanburg County Sheriff's Office; Spartanburg Regional Hospital System; Spartanburg County School Districts 1-7; Spartanburg County Parks and Recreation, Spartanburg County Public Works, Spartanburg County SPARTA

**I. GENERAL**

- A. A disaster may severely damage the transportation infrastructure in Spartanburg County. Most local transportation activities could be hampered by damage to primary and secondary roads, the interstate, bridges, and disrupted communications.
- B. ESF-1 will coordinate responses which require transportation resources during the immediate Recovery Phase.
- C. Priority will be given to students if school is in session. Before resources are utilized for other task assignments, County School Districts will activate their Evacuation Plans if needed. Once all students have been transported to their destination, their resources may be used.
- D. Transportation service will be provided for the timely evacuation of persons from any area of the county that has been affected by a disaster or that is considered to be a threat to life.
- E. All available resources will be used to provide transportation for non-ambulatory patients, mobility impaired persons, institutionalized persons, and those persons who do not have private means of transportation.
- F. Vehicles of the county, public, private, and volunteer organizations will be used to the maximum extent possible.
- G. Ambulance requirements for hospitals and nursing homes will be coordinated through the Health and Medical Service Coordinator (ESF-8) in the EOC. These types of facilities are required to have plans in place.

**II. PURPOSE**

To provide a well-organized system within the county capable of supplying the necessary transportation requirements needed for the evacuation of people during a disaster or impending disaster.

**III. AUTHORITY**

- A. Spartanburg County Ordinance Number 333, dated December 18, 1985

Definitions

Transportation Service - All county, public, private, and volunteer organizations within the county that can be used in support of emergency operations.

## ANNEX 1 (ESF-1) TRANSPORTATION

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### Organization

The Spartanburg County Transportation Planner, as appointed by Spartanburg County Fleet Services; is responsible for coordinating transportation activities and operations of all county, public, private, and volunteer transportation organizations within the county. This includes transportation resources in transit within the county at the time of or entering the county subsequent to a disaster situation.

### SITUATION

- A. Spartanburg County is subject to disasters (natural and/or man-made, or war) that could result in a need for emergency transportation.
- B. Priority will be given to students, if school is in session before resources are utilized for other task assignments, County School Districts will activate their Evacuation Plans if needed. Once all students have been transported to their destination, the resources may be used.
- C. Transportation service will be provided for the timely evacuation of persons from any area of the county that has been affected by a disaster or that is considered to be a threat to life.
- D. All available resources will be used to provide transportation for non-ambulatory patients, mobility impaired persons, institutionalized persons, and those persons who do not have private means of transportation.
- E. Vehicles of the county, public, private, and volunteer organizations will be used to the maximum extent possible.
- F. Ambulance requirements for hospitals and nursing homes will be coordinated through the Health and Medical Service Coordinator (ESF-8) in the EOC. These types of facilities are required to have plans in place.
- G. A disaster may severely damage the transportation infrastructure in Spartanburg County. Most local transportation activities could be hampered by damage to primary and secondary roads, the interstate, bridges, and disrupted communications.
- H. ESF-1 will coordinate responses which require transportation resources during the immediate Recover Phase. Responses that require transportation assets will be coordinated by ESF-1 during the immediate post-disaster period.
- I. Spartanburg County's transportation service emergency ESF-1's responsibilities include route assessment, the allocation and prioritization of county transportation assets to include processing all transportation requests from county agencies and municipalities, provision of transportation damage assessment information, and the acquisition and coordination of transportation assets.

## ANNEX 1 (ESF-1) TRANSPORTATION

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### MISSION

- A. To provide for the coordination and use of all county, public, private, and volunteer transportation resources within Spartanburg County during an emergency or a disaster situation.
- B. To provide for transportation assets and infrastructure essential to support emergency response and to provide transportation to temporarily replace or augment transportation services affected in a disaster area.
- C. To provide a well-organized transportation service organization within the county capable of supplying the necessary transportation requirements needed for the evacuation of people during a disaster or impending disaster.

### IV. CONCEPT OF OPERATIONS

- A. The Spartanburg County Transportation Planner, which works in Spartanburg County Fleet Services is the lead for ESF-1 and is responsible for the coordination of all ESF-1 administrative, management, planning and training, activities to include developing, coordinating, and maintaining the ESF-1 Standard Operating Procedure (SOP). All ESF-1 support agencies will assist in the planning and execution of the above.
- B. All ESF-1 personnel will be trained on the principles of the National Incident Management System (NIMS) and Incident Command and integrate those principles into all ESF-1 planning and response operations.
- C. Transportation operations will be directed and controlled from the Spartanburg County Emergency Operations Center (EOC).
- D. ESF-1 will coordinate all transportation requirements during a major disaster period.
- E. During a localized incident, transportation requirements may be coordinated by the Emergency Management Director, or designee.
- F. State and Federal support will be committed, as available, on a mission type basis upon request to the State. Requests for use of additional transportation resources will be made through the Spartanburg County EOC.
- G. All county, public, private, and volunteer transportation organizations will be activated by the Spartanburg County Transportation Planner when required during a disaster period.
- H. Coordination with all supporting and other appropriate departments/agencies and organizations will be performed to ensure continual operational readiness.
- I. ESF-1 is responsible for the execution of all emergency transportation resources necessary to support the emergency operations of county agencies.
- J. The process of furnishing transportation resources during a disaster situation involves two series of actions. First, essential immediate transportation needs are identified, and actions are taken to provide for these needs. Second, as soon as possible, future continuing needs for transportation resources and expected future

## ANNEX 1 (ESF-1) TRANSPORTATION

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resources needs are estimated. Decisions are then made, and actions taken to accomplish both present and future needs. Priority will be given to restoring transportation infrastructure supporting mobilization sites, distribution points, staging areas, post-impact evacuations, and medical facilities.

- K. In coordination with, and in support of, the Spartanburg County Damage Assessment Team and Spartanburg County First Responders (etc, EMS, Rescue, Fire and Law), ESF-1 will assess the situation (both pre- and post-disaster), and in coordination with the Spartanburg County Office of Emergency Management, develop strategies to respond to the emergency.

### V. ESF ACTIONS

The emergency operations necessary for the performance of this function include, but are not limited to:

#### A. Pre-Disaster Phase

##### 1. Spartanburg County Transportation Planner:

- a. Maintain normal day-to-day operations.
- b. In coordination with the Spartanburg County Emergency Management Director, develops plans and procedures, organizes personnel, and maintains a readiness posture.
- c. Maintain a liaison with the Spartanburg County Emergency Management Director and with all transportation resources organizations within the Transportation Service.

Reviews requirements for additional equipment, supplies, personnel, and resources.

Develops and maintains a transportation resources list by type and availability.

Develops and maintains a master list of drivers, their status, and availability. School Bus driver rosters will be obtained from the transportation director of each school district.

In coordination with the Spartanburg County Emergency Management Director, reviews the Emergency Public Information (EPI) materials and obtain evacuation routes to be used during disaster operations.

Maintains liaison with law enforcement personnel to coordinate the traffic control plan.

Develops liaison with organizations requiring transportation support.

- d. Conducts a yearly test and exercise of this plan when requested by the Spartanburg County Emergency Management Director.
- e. Develops procedures for maintaining status of transportation infrastructure. (etc. bridges, primary and secondary roads)
- f. Ensure ESF-1 personnel integrate NIMS principles in all activities.

**ANNEX 1 (ESF-1)  
TRANSPORTATION**

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- g. All ESF-1 personnel will complete all required NIMS training as outlined in the Department of Homeland Security (DHS) Training.
    - 2. Local Government, Public, Private, and Volunteer Organizations
      - a. Maintain a liaison with the Spartanburg County Transportation Planner.
      - b. Develop Standard Operating Procedures (SOPs) for use during disaster operations.
  - B. Maintain resource lists of personnel and resources for the Spartanburg County Transportation Planner Disaster Phase
    - 1. Spartanburg County Transportation Planner:
      - a. Activates the Transportation Service upon the request of the Spartanburg County Emergency Management Director.
      - b. Deploys personnel and equipment to pre-assigned areas upon request of the Spartanburg County Emergency Management Director.
      - c. Maintains liaison with the Spartanburg County Emergency Operations Center.
      - d. Coordinates and maintains liaison with all organizations of the Transportation Service.
      - e. Maintains liaison with law enforcement personnel regarding traffic flow into and out of the disaster area.
      - f. Maintains liaison with organizations requiring transportation support.
      - g. Requests State School Bus Transportation office to provide maintenance for the state-owned buses when required.
    - Reports damage to vehicles and equipment to the Spartanburg County Emergency Operations Center.
    - 2. Local Government, Public, Private, and Volunteer Organizations
      - a. Maintain liaison with the Spartanburg County Transportation Planner.
      - b. Keep personnel of their organizations informed on the current situation.
      - c. Dispatch personnel and equipment to designated areas at the request of the Transportation Planner.
      - d. Maintain liaison with law enforcement personnel for current information on the traffic control situation.
  - C. Recovery Phase
    - 1. Spartanburg County Transportation Planner:
      - a. Provides transportation support for movement of personnel, supplies, and equipment.
      - b. Maintains coordination with the Spartanburg County Office of Emergency Management and all organizations of the Transportation Service.

**ANNEX 1 (ESF-1)  
TRANSPORTATION**

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- c. Reports damage to vehicles and equipment to the Spartanburg County Office of Emergency Management.
  - d. Keeps all transportation organizations informed on current situation.
- 2. Local Government, Public, Private, and Volunteer Organizations
  - a. Maintain liaison with the Transportation Service Planner.
  - b. Inform all personnel of the current situation.
  - c. Move personnel, supplies, and equipment, as required.
  - d. Report damage to vehicles and equipment to the Transportation Service Coordinator.

**VI. ADMINISTRATION AND LOGISTICS**

**A. Administration**

**1. Initial Situation Reports**

As soon as communications are established, the Spartanburg County Transportation Planner will secure reports from all school districts, public, and volunteer transportation organizations, and submit a report to the Spartanburg County EOC, which will include the following:

- a. Status of mobilization of the County Transportation Services.
- b. Available communications.
- c. Emergency tasks or operations that require immediate initiation.
- d. Immediate support required from the Spartanburg County EOC.

**2. Special Reports**

Any significant change in the status of the Transportation Service's capability to accomplish its mission will be reported immediately to the Spartanburg County EOC.

**3. After Action Reports**

After action reports will be made following termination of any emergency, or other action in which the Transportation Service was involved. The Transportation Planner will submit a report to the Spartanburg County Office of Emergency Management, which will include the following:

- a. Type and scope of action completed.
- b. Elements of the Transportation Service that were involved.
- c. Nature and extent of any further public assistance required.

**B. Logistics**

Necessary supplies, operational aids, and all available transportation resources will be used by all organizations of the Transportation Service. Additional

**ANNEX 1 (ESF-1)**  
**TRANSPORTATION**

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supplies, transportation, and manpower will be requested through the Spartanburg County Emergency Operations Center (EOC).

**VII. DIRECTION AND CONTROL**

- A. Transportation activities and operations will be controlled from the Spartanburg County Emergency Operations Center (EOC).
- B. The Spartanburg County EOC is located at 175 Community College Dr., Spartanburg SC 29303, or other designated location.
- C. Transportation activities will be directed over radio and telephone.
- D. Line of Coordination
  - 1. Planner, Transportation Service
  - 2. Planner, Emergency Management

**VIII. ANNEX MAINTENANCE**

- A. The Spartanburg County Transportation Planner is responsible for the revision, update, and maintenance of this annex.
- B. This annex will be reviewed and revised on an annual basis.
- C. After each exercise or actual emergency, this annex will be reviewed and updated as necessary. Any changes made will be highlighted.



**ANNEX 2 (ESF-2)  
COMMUNICATIONS**

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PRIMARY: Spartanburg County Communications Director

SUPPORT: Spartanburg County Radio Communications Shop; Spartanburg County 9-1-1 Telecommunications Division; Radio Amateur Civil Emergency Service/Amateur Radio Emergency Service.

**I. GENERAL**

A. Purpose

1. To provide a system capable of receiving information relative to an impending or actual man-made, natural or nuclear disaster and disseminating this information to designated county and municipal officials and to the residents of Spartanburg County.
2. Communications includes information and reports, surveillance of threatening conditions, and 24-Hour radio, telephone, and Internet, capability. County assistance under this function consists of utilization of equipment and personnel essential to coordinate and disseminate information before, during and after an impending or actual disaster situation. In the event normal emergency preparedness communications channels become overburdened or destroyed, other county channels shall be utilized as necessary to augment county communications; assist local law enforcement, firefighting, search and rescue; lifesaving, etc.; provide 9-1-1 service; and disseminate instructions and operational guidance relating to disaster relief.

B. Authority

Spartanburg County Ordinance Number 333, dated December 18, 1985

C. Definitions

WARNING SERVICE – A service provided by local governments to warn and alert county and municipal officials and the public of actual or impending disasters.

D. Organization

1. The Spartanburg County Warning Service is organized with the Emergency Management Director designated as Chief.
2. The Spartanburg County Communications Director will serve as the Warning Officer.
3. The Spartanburg County Warning Point is Spartanburg County Communications/911 located at 461 East Main St, Spartanburg.
4. Alternate warning points are located in the Spartanburg County Sheriff's Office and municipal law enforcement agencies.

## ANNEX 2 (ESF-2) COMMUNICATIONS

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### **II. SITUATION**

In all types of emergency/disaster situations, the warning system would function basically the same. The initial warning would enter the system from the County Warning Point and would be disseminated over whatever means available to alert government officials, departments, agencies, and the public of an impending an emergency or a disaster.

### **III. MISSION**

- A. To provide a well-organized communications organization capable of receiving, documenting, analyzing, and disseminating warning information to the populace in the shortest period of time, and to alert key government officials.
- B. To provide a means of defining, specifying, and performing the functions of communication through coordination with appropriate federal, state, county, and municipal agencies/organizations and commercial providers to minimize loss of life and property in the event of an emergency or disaster.

### **IV. CONCEPT OF OPERATIONS**

- A. The Spartanburg County Communications Director is responsible for coordinating all ESF-2 administrative, management, planning, training, preparedness, mitigation, response, and recovery activities to include developing, coordinating, and maintaining the ESF-2 Annex. All ESF-2 supporting agencies will assist the Communications Director in the planning and execution of the above.
- B. The Spartanburg County Communications Director will coordinate with all supporting and other appropriate departments/agencies and organizations to ensure communications readiness during disasters or other emergency situations.
- C. In the event of an imminent or actual emergency/disaster, the Communications Director will initiate actions appropriate to the functions of communications. Every effort will be made to support local equipment and personnel needs when requested and to integrate local resources when appropriate.
- D. In coordination with and in support of the Spartanburg County Damage Assessment Team, ESF-2 will assess the situation (both pre- and post-event) and, in coordination with the Spartanburg County Office of Emergency Management, develop strategies to respond to the emergency.
- E. The Spartanburg County Office of Emergency Management Mobile Command Post capability shall be maintained to:
  - 1. Support emergency communications in the event of a catastrophic system failure as a result of an actual disaster.
  - 2. Use as a Mobile Command Post to provide on-scene coordination of emergency forces participating in emergency operations.
- F. Contact with other Emergency Operations Centers, The South Carolina Emergency Management Division, and other emergency management organizations shall be maintained.

**ANNEX 2 (ESF-2)  
COMMUNICATIONS**

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- G. The Spartanburg County Communications Director shall prepare plans and procedures for employment of local emergency communications, utilizing all available systems and networks. Personnel and facilities shall be organized and exercised to provide centralized communications on a 24-hour-a-day basis.
- H. Agreements and contracts shall be made to ensure equipment and system maintenance is available on a 24-hour-a-day basis. Alternate communications systems shall be identified, maintained, and tested quarterly for use in the event the existing systems are damaged or rendered inoperable. Amateur Radio capability will be provided by the Spartanburg County Amateur Radio Society, which will be supported by the South Carolina ARES.
- I. ESF-2 will participate in exercises and conduct ESF-2 training and exercises to validate this annex and supporting SOP's.
- J. Warning operations will be conducted as follows:
  - 1. Warning information may be received at the county warning point by means of:
    - a. State Warning Point (Telephone and NAWAS)
    - b. State Alternate Warning Point (Telephone and NAWAS)
    - c. Other state government agencies having access to county government.
    - d. Local and municipal governmental agencies
    - e. Non-governmental agencies having access to county government.
    - f. General public
  - 2. Each municipal agency having an assigned emergency management responsibility will have, in addition, a warning responsibility to alert the population of pending disasters by any means available, including house-to-house contact.
  - 3. County Warning Point  
Spartanburg County Communications/911 is the county primary point for receipt and dissemination of attack warning, natural disaster warning, and other emergency information. The County Warning Point operates on a 24 hour-a-day basis.
  - 4. Dissemination of Warning
    - a. In the event of an actual attack upon the United States, all warning systems will disseminate the attack warning. Warning Systems include Tone Alert Radios, Code Red, and the Outdoor Warning Siren System. Additionally, the National Weather Service will further disseminate the warning over the National Oceanic and Atmospheric Administration (NOAA) All-Hazards Radio System.

**ANNEX 2 (ESF-2)  
COMMUNICATIONS**

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- b. Warning officers will sound the attack-warning signal on public warning devices, and disseminate the information to the public, institutions, agencies, news, media, and industry.
- 5. Hazardous Materials Producers will notify Spartanburg County of HAZMAT incidents via the 9-1-1 telephone system.

**V. ESF ACTIONS**

The emergency operations necessary for the performance of this function include, but are not limited to:

**A. Pre-Disaster Phase**

- 1. County Warning Officer:
  - a. Develops procedures to implement this plan.
  - b. Briefs assigned 9-1-1 Communication Center Dispatchers of the requirements of this plan.
  - c. Identifies, trains, and assigns personnel to operate alerting and warning equipment.
  - d. Determines critical and sensitive facilities and the additional requirements needed to adequately warn these facilities. A list of critical facilities will be maintained in the Spartanburg County Emergency Operations Center.
  - e. Develops and maintains agreements and working relationships with government/non-government agencies.
  - f. Assigns areas of responsibility at department levels of emergency vehicles equipped with sirens and/or public address systems. Coordinates with ESF-4 during Disaster Phase. (See Spartanburg County Route Alerting Plan)
  - g. Periodically tests and reviews plan procedures to ensure personnel are knowledgeable of assigned responsibilities.
  - h. Ensures plan is periodically reviewed and updated as required.
  - i. Maintains liaison with all departments/agencies having a warning capability.
  - j. Develops procedures to notify warning service personnel.
  - k. Maintains liaison with Spartanburg County Office of Emergency Management.
  - l. Installs, maintains, and tests Tone Alert radios in public and private schools, daycare centers, hospitals, institutions, healthcare facilities, nursing homes, assisted living facilities, and major industries.
  - m. Develops procedures for warning hearing-impaired and non-English-speaking populations.
  - n. Develops procedures for warning special needs populations.

## ANNEX 2 (ESF-2) COMMUNICATIONS

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- o. Maintains a listing of the types, locations, and coverage of warning devices.
- p. Crisis relocation implementation pertaining to warning to be coordinated through Public Information Officer and Spartanburg County Office of Emergency Management.
- q. Maintains a listing of radio frequencies utilized for communication with federal, state, local, and mutual aid organizations. This list will be kept in the Emergency Operations Center.
- r. Ensures that the Spartanburg County Communications Technician develops and maintains back-up or alternate communications systems for use in the event of failure of the primary systems.
- s. Develop and coordinate frequency management plans for use in disaster areas.
- t. Maintains the Dam Failure and Flooding Index in the Emergency Operations Center.
- u. Ensure all ESF-2 personnel integrate NIMS principles in all planning. All ESF-2 personnel will complete all required NIMS training, as outlined in the Department of Homeland Security (DHS) training guidance.

### B. Disaster Phase

#### 1. County Warning Officer:

- a. Alerts Communications Center Dispatchers to begin notifying departments/agencies and key personnel on the emergency notification list and local warning points of the emergency and provide all information and directions if possible.
- b. Alerts warning service personnel to report to duty.
- c. Conducts communications needs assessment (to include determining status of all communications systems), prioritize requirements, and make recommendations to deploy equipment and personnel to affected area, as required.
- d. Monitor actions of commercial telecommunications companies to restore services.
- e. Maintain constant two-way communication with all appropriate emergency operating services of county and municipal governments.
- f. Implement frequency management plans in disaster area as required.
- g. Provide capability for responsible officials to receive emergency information and communicate decisions.
- h. Continues to maintain liaison with Public Information Officer (PIO).
- i. Continues to maintain liaison with all departments/agencies having a warning capability.

**ANNEX 2 (ESF-2)  
COMMUNICATIONS**

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- j. Continues to maintain liaison with Spartanburg County Emergency Management Director.
- k. Activates Spartanburg County Tone Alert Warning System in schools, healthcare facilities, daycare centers and major industry to keep them informed of the situation.
- l. Activates the CODE Red ENS System as need in certain designated areas or Countywide.

**C. Recovery Phase**

**1. County Warning Officer:**

- a. Arrange for alternate communications systems to replace systems that are inoperable due to damage from disasters.
- b. Make communications channels available so appropriate information can be disseminated by ESF-15 (External Affairs/Public Information) to the public concerning safety and resources required for disaster recovery.
- c. Gather communications damage assessment information from public and private organizations (including telephone outages) and report to the Spartanburg County Emergency Management Director.
- d. Ensure ESF-2 team members or their agencies maintain appropriate records of costs incurred during the event.
- e. Continue to provide warning service as required until situation returns to normal.
- f. After action reports will be made following termination of any emergency or other action in which Communications was involved. The Communications Director will submit a report to the Spartanburg County Office of Emergency Management detailing the type and scope of actions completed, the elements of Communications that were involved, and the nature and extent of any further assistance needed.

**VI. ADMINISTRATION AND LOGISTICS**

**A. Administration**

**1. Situation Reports**

The Public Safety Communications Director shall submit a narrative report to the Spartanburg County Emergency Management Director to include the following:

- a. Time warning notice received (list each notice separately).
- b. Name of person receiving warning.
- c. How received (telephone, NAWAS, etc).
- d. Time each local warning point, department, and individual notified.

**ANNEX 2 (ESF-2)  
COMMUNICATIONS**

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- e. Time warning completed.
- f. Any difficulties encountered.

**B. Logistics**

County agencies/departments and private organizations will utilize supplies, operational aids, and transportation available to their specific organizations. Additional supplies, transportation, and manpower required will be requested through the Spartanburg County EOC.

**VII. DIRECTION AND CONTROL**

**A. Direction**

- 1. Warning activities will be coordinated from the Spartanburg County EOC.
- 2. The Spartanburg County EOC is located at 175 Community College Dr, Spartanburg SC 29307 or any other designated location.

**B. Control**

- 1. Line of Coordination
  - a. Spartanburg County Communications Director
  - b. Emergency Services Director
  - c. Emergency Management Coordinator

**VIII. ANNEX MAINTENANCE**

- A. The Spartanburg County Communications Director is responsible for the revision, update, and maintenance of this annex.
- B. This annex will be reviewed and revised as necessary on an annual basis. After each exercise or actual emergency, this annex will be reviewed and updated as necessary. Any changes made will be highlighted.

**ANNEX 3 (ESF-3)**  
**PUBLIC WORKS AND ENGINEERING**

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PRIMARY: Spartanburg County Public Works Director

SUPPORT: Spartanburg County Solid Waste; Spartanburg County Road Maintenance; Spartanburg County Equipment Maintenance; Spartanburg County Water and Sewer; Spartanburg County Animal Control; Spartanburg County Engineering.

**I. GENERAL**

A. Purpose

1. To provide for the coordination and use of Public Works and Engineering personnel and resources to effect emergency restoration of essential public buildings, highway facilities, and utilities damaged or destroyed resulting from an emergency or a disaster either natural, man-made, or war.
2. Public Works refers to those engineering and procurement activities required to provide or restore: emergency power supplies for critical facilities; water and sewer services, including emergency supply of potable water, temporary restoration of water supply and sewer systems, and providing water for firefighting; and emergency ice, snow, and debris removal.
3. Engineering activities technical expertise regarding the structural safety of damaged buildings, bridges, and highways; restoration of transportation infrastructure; coordination of emergency repairs to public facilities; appropriate construction services (i.e. electrical, plumbing, soils, etc.), and emergency demolition or stabilization of damaged structures and facilities designated as hazards to public health and safety.

B. Authority

1. Spartanburg County Ordinance Number 333, dated December 18, 1985

C. Definitions

1. Public Works and Engineering – An organization comprised of all public works and engineering personnel and resources, public and privately owned resources within the county, including local government, appropriate state agencies and volunteer organizations.
2. Facilities – As used in this annex, pertains to roads, streets, public buildings, highways, bridges, waterways, and highway/railroad overpasses.
3. Utilities – As used in this annex, pertains to the buildings and equipment associated with services of the public, such as lights, power, water, and, and telephone.
4. Crisis Relocation – The movement of populations from high-risk areas to those of lower risk.



**ANNEX 3 (ESF-3)**  
**PUBLIC WORKS AND ENGINEERING**

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5. Congregate Care Facilities – Public or private buildings in the host areas that may be used to lodge and care for evacuees.

D. Organization

1. The Spartanburg County Public Works Director is designated as coordinator of ESF-3 and has primary responsibility of this service within Spartanburg County for the coordination of the activities of the following organizations when requested to support the conduct of operations under this annex.
  - a. Local Government
    - 1) Spartanburg County Public Works
    - 2) Spartanburg County Solid Waste Division
    - 3) Spartanburg County Road Maintenance
    - 4) Spartanburg County Equipment Maintenance
    - 5) Spartanburg County Water and Sewer
    - 6) Spartanburg County Animal Control
    - 7) Spartanburg County Engineering
  - b. Non-Governmental Organizations
    - 1) Privately-owned engineering firms
    - 2) Privately-owned construction companies
    - 3) Privately-owned utility companies
  - c. State Government
    - 1) South Carolina Department of Transportation
    - 2) Public Service Authority
    - 3) Employment Security Commission
    - 4) Adjutant General
    - 5) S.C. Forestry Commission
    - 6) S.C. Department of Natural Resources
    - 7) S.C. Department of Health and Environmental Control

**II. SITUATION**

Spartanburg County is subject to disasters (natural, man-made, or war) that could result in the need for the restoration of damaged or destroyed essential facilities and utilities.

**III. MISSION**

- A. To provide a well-organized and equipped Public Works and Engineering Service to effectively support the needs of Spartanburg County during any an emergency or a disaster.

**ANNEX 3 (ESF-3)**  
**PUBLIC WORKS AND ENGINEERING**

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- B. To establish policy, procedures, and priorities for the control and restoration of transportation infrastructure, water resources, and sewer facilities and to provide for coordinating immediate and continued engineering resources, construction management, emergency contracting, and expertise following a disaster.
- C. To provide an accurate assessment of damages, losses, and expenditures resulting from an emergency or disaster in order to determine the need for state and/or federal assistance and to conduct safety evaluations to protect the public health and welfare.

**IV. CONCEPT OF OPERATIONS**

- A. The Spartanburg County Public Works Director is responsible for the coordination of all ESF-3 administrative, management, planning, training, preparedness, mitigation, response, and recovery activities to include developing, coordinating, and maintaining the ESF-3 Annex. All ESF-3 supporting agencies will assist the Spartanburg County Public Works Director in the planning and execution of the above.
- B. All ESF-3 personnel will be trained on the principles of the National Incident Management System (NIMS) and Incident Command and integrate those principles into all ESF-3 planning and response operations.
- C. Coordination with all supporting and other appropriate departments/agencies and organizations will be performed to ensure continual operational readiness.
- D. In coordination with, and in support of the Spartanburg County Damage Assessment Team, ESF-3 will assess the situation (both pre- and post-event), and in coordination with the Spartanburg County Office of Emergency Management, develop strategies to respond to the emergency.
- E. Activities will be directed and coordinated from the Spartanburg County Emergency Operations Center.
- F. The Public Works Coordinator has the overall responsibility for mission assignments and coordination of the available engineering and construction resources within the county.
- G. Each municipal director of utilities is primarily responsible for public works and engineering operations within the limits of the municipality.
- H. The combined municipal engineering resources and those within the county are available to the ESF-3 Coordinator. They become an integral part of the Public Works and Engineering Service. They also become an integral part of the resources available for use in the public interest, with due regard to local needs.
- I. State forces used in support of this plan will be committed on a mission type basis.
- J. South Carolina Department of Transportation is responsible for the restoration and repair of state-maintained roads and bridges.

**ANNEX 3 (ESF-3)**  
**PUBLIC WORKS AND ENGINEERING**

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K. Spartanburg County Public Works and Engineering resources will support the South Carolina Department of Transportation when available.

**V. ESF ACTIONS**

The emergency operations necessary for the performance of this function include, but are not limited to:

A. Pre-Disaster Phase

1. Public Works Director:

- a. Develop procedures to implement this section of the county plan.
- b. Coordinate those procedures jointly affecting city/county disaster operations with each municipality utilities director.
- c. In coordination with the Spartanburg County Office of Emergency Management, maintain resource lists, Engineering/Public Works assignments, and alert lists to include points-of-contact and telephone numbers of agencies, counties, municipalities, and organizations supporting public works and engineering functions.
- d. Maintain a current inventory of equipment and supplies, to include points-of-contact and telephone numbers, required to sustain emergency operations, including emergency power generators.
- e. Establish operational needs for restoration of public works service during the emergency.
- f. In coordination with the Spartanburg County Office of Emergency Management, develop policy for conservation, distribution, and use of potable and firefighting water.
- g. Provide additional or alternative sources of potable water to augment or maintain water supplies.
- h. Plan for the provision of water (potable and non-potable) and ice for the disaster area if local supplies become inadequate.
- i. Develop and maintain listings of commercial and industrial suppliers of services and products, to include points-of-contact and telephone numbers, associated with public works and engineering functions.
- j. Plan engineering, contracting, and procurement assistance for emergency debris, snow, or ice clearance, demolition, public works repair, and water supply and sewer missions.
- k. Maintain formal agreements and/or working relationships with city, state, and federal agencies having mutual Engineering/Public Works emergency responsibilities.
- l. Coordinate with municipal, county, and state agencies in the development and maintenance of a priority restoration list on all essential/critical facilities and utilities.

**ANNEX 3 (ESF-3)**  
**PUBLIC WORKS AND ENGINEERING**

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- m. In coordination with the Spartanburg County Office of Emergency Management, develop and participate in training and periodic test exercises for the Engineering/Public Works service.
- n. Develop procedures for clearance of debris in an emergency or disaster.
- o. In coordination with the Spartanburg County Tax Assessor, develop procedures for damage assessment.
- p. In coordination with Rescue Service Coordinator, develop procedures to assist with search and rescue operations.
- q. Ensure all ESF-3 personnel integrate NIMS principles into all activities.
- r. Ensure all ESF-3 staff members complete all required NIMS training, as outlined in the Department of Homeland Security (DHS) training guidance.

**B. Disaster Phase**

**1. Public Works Director:**

- a. Upon notification from the Coordinator of the Spartanburg County Office of Emergency Management, activate the Public Works and Engineering Service.
- b. Evaluate available information concerning the nature and extent of the disaster situation and establish a program based on priority lists, for the restoration of essential facilities and utilities.
- c. Identify water and sewer service restoration, debris management, potable water supply, and engineering requirements as soon as possible.
- d. Evaluate status of current resources to support ESF-3 operations.
- e. Establish priorities to clear roads, repair damaged water/sewer systems and coordinate the provision of temporary, alternate or interim sources of emergency power and water/sewer services.
- f. As needed, recommend priorities for water and other resource allocations.
- g. Procure equipment, specialized labor, and transportation to repair or restore public works systems.
- h. Coordinate with ESF-6 for shelter support requirements.
- i. Coordinate with ESF-17 for advice and assistance regarding disposal of debris containing or consisting of animal carcasses.
- j. Coordinate with ESF-10 for advice and assistance regarding disposal of hazardous materials.
- k. Coordinate with ESF-4 for advice and assistance regarding firefighting water supply.
- l. Based on available information to include radiological data and established priorities, determine manpower and equipment requirements.

**ANNEX 3 (ESF-3)**  
**PUBLIC WORKS AND ENGINEERING**

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- m. Determine structural safety of evacuation routes and report findings to the Spartanburg County Emergency Management Director.

C. Recovery Phase

- 1. Public Works Director:
  - a. Continue to direct Public Works and Engineering Service operations.
  - b. In coordination with the Spartanburg County Office of Emergency Management, develop long-range recovery plans.
  - c. Establish priority of tasks to be accomplished.
  - d. Ensure that ESF-3 team members, their agencies, or other tasked organizations, maintain appropriate records of time and costs incurred during the event.

**VI. ADMINISTRATION AND LOGISTICS**

A. Administration

1. Initial Situation Reports

As soon as communications are established, the Coordinator of ESF-3 will gather data from the agencies/organizations and individuals who have engineering, maintenance, and construction support assignments. The coordinator will submit a report to the Spartanburg County EOC, which will include, but not be limited to the following:

- a. Status of essential personnel of the service.
- b. Availability of supplies and equipment.
- c. Emergency tasks or operations underway and/or to be taken in accordance with previously established priority lists.
- d. Immediate support and/or assistance required of any other county or state agency or private firm.

2. Special Reports

- a. Any significant change in status of the services' capability to accomplish its mission will be reported immediately.
- b. Immediately report any essential facility that cannot be repaired or restored in accordance with established priorities.
- c. Immediately report any recommended changes to priority lists and the reason(s) for the change.

3. After Action Reports

An after-action report will be submitted to the Spartanburg County Office of Emergency Management upon request and will include, but not be limited to the following:

- a. Type and nature of services performed

**ANNEX 3 (ESF-3)**  
**PUBLIC WORKS AND ENGINEERING**

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- b. Forces involved (include municipalities, county, state, federal, and private)
- c. Casualties
- d. Nature and extent of further assistance required.

**B. Logistics**

Supplies, equipment, and manpower needed by the agencies comprising the Public Works Service will be fully utilized if possible. Additional supplies, equipment, and manpower will be requested through the Spartanburg County Emergency Operations Center.

**VII. DIRECTION AND CONTROL**

- A. Public Works Service activities will be coordinated through the Emergency Operations Center and controlled at the Public Works Office.
- B. The County Emergency Operations Center is located at 175 Community College Dr., Spartanburg SC 29306
- C. Public Works operations will be directed over the Spartanburg County Comprehensive 800 MHz Communications System.
- D. Line of Coordination
  - 1. Spartanburg County Public Works Director
  - 2. Assistant Public Works Director

**VIII. ANNEX MAINTENANCE**

- A. The Spartanburg County Public Works Director is responsible for the revision, update, and maintenance of this annex.
- B. This annex will be reviewed and revised on an annual basis.
  - 1. After each exercise or actual emergency, this annex will be reviewed and updated as necessary. Any changes made will be highlighted.

**ANNEX 4 (ESF-4)  
FIREFIGHTING**

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PRIMARY: Spartanburg County Fire Coordinator

SUPPORT: South Carolina Forestry Commission; South Carolina Department of Labor, Licensing, and Regulation, Division of Fire and Life Safety

**I. GENERAL**

A. Purpose

1. To provide for the coordination and use of all firefighting organizations, personnel, and equipment in Spartanburg County during an emergency or a disaster situation.
2. To provide for the application of equipment, manpower and technical expertise to control and suppress urban, rural, and wildland fires and other assignments. Provisions of such services will be in accordance with the Firefighter Mobilization Act of 2000, mutual aid compact agreements with local governments, private industry, other states, and established recognized standard firefighting methods.

B. Authority

1. Spartanburg County Ordinance Number 333, dated December 18, 1985
2. South Carolina Code of Laws, 1976 as amended, 16-11-1410 through 16-11-1450 (Emergency Powers Act)
3. South Carolina Firefighter Mobilization Act of 2000

C. Definitions

Fire Service – Composed of all firefighting organizations, their personnel, facilities, equipment, and resources at the county level, including local government, appropriate state agencies/departments, and non-government/volunteer departments. The primary function of the fire service is the prevention, protection and suppression of fire and the saving of lives and property subsequent to these functions. Fire departments provide a range of other functions and services on an as needed or individual assignment basis.

D. Organization

The Spartanburg County Fire Coordinator is designated as Coordinator of ESF-4. Close coordination is required with all County Fire Departments. Responsibilities include, but are not limited to, coordinating the fire fighting activities of all forces when they are requested to support the concept of operations. The Fire Service in Spartanburg County is comprised of the following fire departments:

a. Local Government

Boiling Springs Fire Dept
Campobello Fire Dept
Cherokee Springs Fire Dept

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FIREFIGHTING**

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Chesnee Community Fire Dept
Converse Fire Dept
Cooley Springs Fire Dept
Cowpens Fire Dept
Croft Fire Dept
Cross Anchor Fire Dept
Drayton Fire Dept
Duncan Fire Dept
Enoree Fire Dept
Glendale Fire Dept
Glenn Springs Pauline Fire Dept
Gowansville Fire Dept
Greer Fire Dept
GSP Fire Dept
Hilltop Fire Dept
Hobbysville Fire Dept
Holly Springs Fire Dept
Inman Community Fire Dept
Inman Fire Dept
Landrum Fire Dept
Mayo Fire Dept
New Prospect Fire Dept
North Spartanburg Fire Dept
Pacolet Fire Dept
Pelham Batesville Fire Dept
Poplar Springs Fire Dept
Reidville Fire Dept
Roebuck Fire Dept
Spartanburg City Fire Dept
Startex Fire Dept
Tyger River Fire Dept
Una Fire Dept
Westview Fairforest Fire Dept
Whitney Fire Dept
Woodruff Fire Dept

b. State Government

1. South Carolina Department of Labor, Licensing, and Regulation, Division of Fire and Life Safety.
2. State Fire Marshal

**II. SITUATION**

A. Spartanburg County is subject to disasters/emergencies (natural, man-made, technological, WMD, and terrorism) that could result in a need for fire service operations, greatly affect public health, and result in deaths and/or injuries and property damage. While Spartanburg County has the capability and adequate



## **ANNEX 4 (ESF-4) FIREFIGHTING**

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resources to meet routine fire service needs, a more serious an emergency or a disaster would multiply and create more complex problems.

- B. The potential for damage from fires in urban areas during and after a major disaster is extremely high. Numerous fires have the potential to spread rapidly causing extensive damage and threatening life and property. Normally available firefighting resources may be difficult to obtain and utilize because of massive disruptions of communications, transportation, utility, and water systems.
- C. The responsibility of maintaining a radiological monitoring and decontamination capability fall within the functional area of the Fire Coordinator's Office, in coordination with the Spartanburg County Emergency Management Coordinator and/or the Spartanburg County Emergency Services Director. A radiological accident/incident could tax the capability and resources of the county fire service.

### **III. MISSION**

- A. To provide a well-organized and equipped firefighting organization for fire suppression, and if required, provide radiological monitoring and decontamination as well as rescue operations during a disaster situation.
- B. To coordinate and mobilize fire and emergency services resources, personnel and equipment; and coordinate other county resources to support Spartanburg County with these resources to suppress urban, rural, wildland fires, and other fire protection issues.

### **IV. CONCEPT OF OPERATIONS**

- A. ESF-4 is responsible for the coordination of all administrative, management, planning, training, preparedness, mitigation, response, and recovery activities pertaining to structural and wildland fires. The Spartanburg County Fire Coordinator is responsible for developing, coordinating, and maintaining the ESF-4 SOP. All ESF-4 supporting agencies will assist the Spartanburg County Fire Coordinator in the planning and execution of the above.
- B. All ESF-4 personnel will be trained on the principles of the National Incident Management System (NIMS) and Incident Command and integrate those principles into all ESF-4 planning and response operations.
- C. Activities will be directed and coordinated from the Spartanburg County Emergency Operations Center (EOC) or other designated area.
- D. Coordination of mission assignments will be made by the Spartanburg County Fire Coordinator.
- E. The Fire Chiefs of the various organizations will direct emergency firefighting operations in their respective areas.
- F. The Spartanburg County Fire Coordinator and Municipal Fire Chiefs have overall responsibility for the coordination of fire fighting forces during emergencies and providing decision making advice on the hazards associated with hazardous materials.

## **ANNEX 4 (ESF-4) FIREFIGHTING**

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- G. Radiological monitoring and decontamination activities will be directed from the Spartanburg County Emergency Operations Center (EOC).
- H. State Forces used in support of this plan will be committed on a mission type basis when requested and in accordance with the South Carolina Emergency Operations Plan.
- I. Municipal governments and fire districts are responsible for providing fire prevention and suppression services within their incorporated areas. ESF-4 will provide assistance when requested.
- J. Municipal fire protection organizations are responsible for requesting support through the Spartanburg County Emergency Operations Center (EOC) when a fire hazard, fire incident, or disaster exceeds local capabilities. Additional assistance may be other state agencies, private companies, and cooperating industries. Based on known or projected threats, imminent hazards or predicted disasters that may require additional resources, ESF-4 may mobilize resources and stage them at designated locations in a condition to respond if assistance is requested.
- K. The Firefighter Mobilization Act of 2000 mobilizes fire and rescue services statewide to respond to any type of emergency that requires additional resources. ESF-4 will use the mobilization plan to obtain additional fire resources as needed.
- L. In coordination with, and in support of, the Spartanburg County Damage Assessment Team, ESF-4 will assess the situation (both pre- and post-event), and in coordination with the Spartanburg County Office of Emergency Management, develop strategies to respond to the emergency.

### **V. ESF ACTIONS**

In preparation for and execution of its fire protection mission, ESF-4 will:

#### **A. Pre-Disaster Phase**

1. Develop procedures to implement this plan.
2. Identify, train, and assign personnel to radiological monitoring and decontamination teams.
3. Develop and be prepared to implement an accelerated training program for additional firefighting personnel and radiological monitors.
4. Determine location of shelters to be used by assigned personnel.
5. Maintain agreements and working relationships with supporting agencies/departments.
6. Upon notification that a disaster is imminent or that a threat of a disaster exists, establish communications with the Spartanburg County Emergency Operations Center.
7. Upon notification that a disaster is imminent or that a threat of a disaster exists, anticipate and plan for arrival of and coordination with State ESF-4 personnel in the Spartanburg County Emergency Operations Center.

**ANNEX 4 (ESF-4)**  
**FIREFIGHTING**

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8. Keep all Fire Service personnel on alert and informed of the situation.
9. Notify Spartanburg County EOC of operational readiness.
10. Develop procedures for inspection of congregate care, upgradeable, and essential facilities for fire protection.
11. Develop and maintain a fire service resource list to include personnel and equipment.
12. Develop Search and Rescue procedures for fire service personnel.
13. Organize and train fire service personnel to rapidly respond to requests for assistance.
14. Monitor weather and hazardous conditions that contribute to increased fire danger.
15. Maintain personnel and equipment in a state of readiness appropriate to existing and anticipated emergency conditions to include mobilizing resources and staging them at various locations.
16. Based on hazardous conditions, conduct fire prevention and education activities for the public.
17. Ensure all ESF-4 personnel integrate NIMS principles in all planning. All ESF-4 personnel will complete all required NIMS training, as outlined in the Department of Homeland Security (DHS) training guidance.

**B. Disaster Phase**

1. Maintain liaison with the Spartanburg County Emergency Operations Center (EOC).
2. Perform firefighting duties as needed to include monitoring emergency shelters.
3. If radioactive material is involved, coordinate with the Spartanburg County EOC and Radiological Officer for monitoring and decontamination activities.
4. Perform radiological monitoring assignments as directed by Spartanburg County EOC and Radiological Officer.
5. Prepare for decontamination operations if needed as directed by Spartanburg County EOC and Radiological Officer.
6. Determine needs for disaster victims.
7. Assist in search and rescue duties as necessary and other areas when feasible.
8. Keep the Spartanburg County EOC informed of the situation within their areas of responsibilities.
9. Support county and municipal fire departments and the SC Forestry Commission with appropriate resources to include mobilizing and deploying firefighting teams and resources as needed.

**ANNEX 4 (ESF-4)  
FIREFIGHTING**

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10. Monitor status of firefighting resources committed to an incident.
11. Maintain staging area locations.
12. In accordance with the Fire Fighters Mobilization Plan, plan for and establish relief resources to replace or rotate with command resources for extended operations.
13. Support fire investigations and inspections.
14. Obtain and submit fire situation and damage assessment reports and provide information to the Spartanburg County EOC.
15. Once resources are requested, provide for direct liaison with fire chiefs in affected areas to coordinate requests for specific assistance.
16. Require supporting agencies maintain appropriate records of cost incurred during an event.
17. Document any lost or damaged equipment and any personnel or equipment accidents.

**C. Recovery Phase**

1. Maintain liaison with the Spartanburg County EOC.
2. Continue to provide firefighting capabilities within affected areas until conditions return to normal.
3. Maintain adequate resources to support local operations and plan for a reduction of resources and demobilization.
4. Conduct reviews of incident actions with teams involved to improve future operations.
5. Inventory any lost or damaged equipment and record any personnel injuries or equipment accidents.
6. Inform agencies that provided resources where to send records for costs incurred during the event.

**VI. ADMINISTRATION AND LOGISTICS**

**A. Administration**

**1. Initial Situation Report**

Initial situation reports will be submitted to the Spartanburg County Fire Coordinator as soon as practicable. Reports will be consolidated and submitted to the Spartanburg County Office of Emergency Management for analysis and should contain, but not be limited to the following:

- a. Type of fire
- b. Damage
- c. Action(s) taken
- d. Casualties incurred

**ANNEX 4 (ESF-4)  
FIREFIGHTING**

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- e. Nature and extent of any assistance required
- f. Estimated cost of damage

2. Special Reports

Any significant change in the status of the Fire Service capability to accomplish its mission will be reported immediately to the Spartanburg County EOC.

a. After Action Reports

After action reports will be made following termination of any emergency, or other action in which the Fire Service was involved. The Spartanburg County Fire Coordinator will submit a report to the Spartanburg County Office of Emergency Management, which will include the following:

- 1) Type and scope of action completed.
- 2) Elements of the Fire Service that were involved.
- 3) Nature and extent of any further public assistance required.

B. Logistics

Individual fire departments will utilize supplies, equipment, and transportation specific to their department. Additional supplies, firefighting equipment, transportation, and personnel will be requested through the Spartanburg County EOC.

**VII. DIRECTION AND CONTROL**

- A. Firefighting activities will be coordinated from the Spartanburg County EOC under the direction and control of the Spartanburg County Fire Coordinator and /or Municipal Fire Chiefs.
- B. The Spartanburg County EOC is located at 175 Community College Dr., Spartanburg SC 29306
- C. Firefighting operations will be directed over the Spartanburg County VHF Fire Radio System.
- D. Line of Coordination
  - 1. Spartanburg County Fire Coordinator
  - 2. Spartanburg County Emergency Services Academy Chief
  - 3. President, Spartanburg County Fire Chiefs Association

**VIII. ANNEX MAINTENANCE**

- A. The Spartanburg County Fire Coordinator is responsible for the revision, update, and maintenance of this annex.
- B. This annex will be reviewed and revised on an annual basis. After each exercise or actual emergency, this annex will be reviewed and updated as necessary. Any changes made will be highlighted.

**ANNEX 5 (ESF-5)**  
**EMERGENCY MANAGEMENT**

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PRIMARY: Spartanburg County Office of Emergency Management

SUPPORT: Emergency Support Functions

**I. GENERAL**

A. Purpose

ESF-5 is responsible for coordination of incident management efforts, issuance of mission assignments, resource and human capital, incident action planning, financial management, and the compilation, analysis and coordination of overall information and planning activities in the Spartanburg County EOC in support of emergency operations. ESF-5 is also responsible for providing emergency/disaster information to citizens and visitors of Spartanburg County, South Carolina.

B. Authority

1. Spartanburg County Ordinance Number 333, dated December 18, 1985

C. Definitions

Code Red Emergency Notification System- Delivers emergency notifications via voice and text messages to virtually all devices

PalmettoEOC – Web-based common operating software utilized by Spartanburg County EOC to track critical events.

D. Organization

The Spartanburg County Emergency Management Coordinator is the designated ESF-5 coordinator and is responsible for coordinating Emergency Management activities and operations of all county Emergency Management activities during an emergency or a disaster situation in support of emergency operations.

**II. SITUATION**

Spartanburg County is subject to disasters/emergencies (natural, man-made, technological, WMD, and terrorism) that could result in a need for increased Emergency Management capability. While Spartanburg County has the capability and adequate resources to meet routine Emergency Management needs, a more serious an emergency or a disaster would multiply and create more complex problems.

**III. MISSION**

- A. To provide for the protection of the people, property, and resources in Spartanburg County in order to minimize damage, injury, and loss of life resulting from any natural, man-made, and technological hazards including, but not limited to, terrorism and weapons of mass destruction.
- B. To warn of impending danger.

**ANNEX 5 (ESF-5)**  
**EMERGENCY MANAGEMENT**

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- C. To support disaster operations with timely, effective deployment of county resources.
- D. To keep affected residents informed about the situation and how they can protect themselves.
- E. To collect, process, and disseminate information concerning a potential or actual emergency or disaster.

**IV. CONCEPT OF OPERATIONS**

- A. The Spartanburg County Office of Emergency Management is responsible for the coordination of all ESF-5 administrative, management, planning, training, preparedness, mitigation, response, and recovery activities, and developing and maintaining the ESF-5 SOPs.
- B. All ESF-5 personnel will be trained on the principles of the National Incident Management System (NIMS) and Incident Command and integrate those principles into all ESF-5 planning and response operations.
- C. The Spartanburg County Office of Emergency Management will coordinate with all supporting agencies and other appropriate organizations to ensure continual operational readiness.
- D. ESF-5 will:
  - 1. Perform information processing: Using PalmettoEOC, Microsoft Word, and other software collect, process, and consolidate information from Emergency Support Functions (ESFs), municipal governments, and other information sources, as appropriate, into a Situation Report (SITREP) and disseminate the information for use by the Operations Group. The following includes, but is not limited to, information that may be included in the SITREP:
    - a. Boundaries of the disaster area and designation of an area of operations
    - b. Infrastructure status (transportation, communications, energy, and medical)
    - c. Weather data and/or Hazard-specific information
    - d. Fires reported in impacted area(s)
    - e. Spartanburg County Emergency Operations Center Status
    - f. Declarations and Status
    - g. State Emergency Operations Center Status
    - h. Mass Care Information (Shelters, Special Needs, Feeding Sites)
    - i. Medical Information (casualties, injuries, missing persons, hospital status)
    - j. Develop, manage, and provide daily incident action plans and other incident action plans as requested.
  - 2. Ensure ESFs maintain and update status boards with current information, maps, charts, and other means such as computer displays, as available.

**ANNEX 5 (ESF-5)  
EMERGENCY MANAGEMENT**

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3. Coordinate the operation of Code Red Emergency Notification System when required by the Spartanburg County EOC Manager.
4. Provide weather and climate information during emergencies and disasters as required.
5. Consolidate and disseminate Spartanburg County Damage Assessment Team information and other damage related reports.
6. Provide Palmetto EOC data management support operations during activations.
7. Develop computer projection displays as necessary to display ESF event information within the Spartanburg County EOC.
8. Provide Geographic Information System (GIS) spatial mapping needs for the Spartanburg County EOC Manager and the ESF-5 coordinator and for the various ESFs as required.

**V. ESF ACTIONS**

The emergency operations necessary for the performance of this function include, but are not limited to:

**A. Pre-Disaster Phase**

1. Develop procedures and formats for information gathering and reporting to include SITREP format and submission.
2. Train support agencies on roles and responsibilities.
3. In coordination with the Operations Group, develop information displays within the Spartanburg County EOC.
4. Ensure weather products are up to date and available for use.
5. Ensure all software and computers located in the EOC are updated and operational.
6. Ensure all ESF-5 personnel integrate NIMS principles in all planning. All ESF-5 personnel will complete all required NIMS training, as outlined in the Department of Homeland Security (DHS) training guidance.

**B. Disaster Phase**

1. Notify all ESF-5 supporting agencies upon activation.
2. Assign duties to support agency personnel and provide training as required.
3. Coordinate Spartanburg County EOC effort in collecting, processing, reporting and displaying essential information to include development and publication of the SITREP.
4. Use various hazards modeling tools (to include, but not limited to, Hurrevac, CAMEO, Marplot, SARPOPO) to analyze and provide accurate data.



**ANNEX 5 (ESF-5)  
EMERGENCY MANAGEMENT**

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5. Conduct planning to identify priorities, develop approaches and devise recommended solutions for future response operations.
6. Develop, manage, and provide daily incident action plans and conduct other incident action plans as requested.
7. Utilize Code Red to disseminate information as required.
8. Provide weather information and briefings to the Spartanburg County EOC and the Spartanburg County Emergency Management Coordinator and/or Spartanburg County Emergency Service Department Director as required.
9. Monitor locations and assist as requested, in set-up, operation, and demobilization of mobilization sites, staging areas, and distribution points.

**C. Recovery Phase**

1. Continue information gathering and processing.
2. Collect and process information concerning recovery activities to include anticipating types of recovery information to the Spartanburg County EOC, other local government and municipal agencies.
3. Anticipate and plan for the support and establishment of a JFO, DRCs, and other local, state, and/or federal emergency work teams and activities in the impacted area.
4. Ensure that ESF-5 team members, or their agencies maintain appropriate records of costs incurred during the event.

**VI. ADMINISTRATION AND LOGISTICS**

**A. Administration**

**1. Situation Reports**

The ESF-5 Coordinator will collect, process, and consolidate information from Emergency Support Functions (ESFs), municipal governments, and other information sources, as appropriate, into a Situation Report (SITREP) and disseminate the information for use by the Spartanburg County EOC Critical Incident Management Group and the SEOC.

**2. Special Reports**

Any significant change in status of an emergency or a disaster or the ability of the Information and Planning Group to accomplish its mission will be reported immediately to the Spartanburg County Emergency Management Director.

**3. After Action Reports**

An after-action report will be submitted to the Spartanburg County Office of Emergency Management upon request.

**ANNEX 5 (ESF-5)  
EMERGENCY MANAGEMENT**

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B. Logistics

Supplies, equipment, and manpower needed by the agencies comprising ESF-5 will be utilized to the fullest extent possible. Additional supplies, equipment, and manpower will be requested through the Spartanburg County Emergency Operations Center.

**VII. DIRECTION AND CONTROL**

- A. ESF-5 activities will be coordinated through the Emergency Operations Center.
- B. The Spartanburg County Emergency Operations Center is located at 175 Community College Dr., Spartanburg SC 29306.
- C. Line of Coordination
  - 1. Spartanburg County Emergency Management Coordinator
  - 2. Spartanburg County Emergency Services Director
  - 3. Spartanburg County Senior Emergency Management Specialist

**VIII. ANNEX MAINTENANCE**

- A. The Spartanburg County Emergency Management Coordinator is responsible for the revision, update, and maintenance of this annex.
- B. This annex will be reviewed and revised on an annual basis.  
After each exercise or actual emergency, this annex will be reviewed and updated as necessary. Any changes made will be highlighted.

**ANNEX 6 (ESF-6)**  
**MASS CARE, EMERGENCY ASSISTANCE, HOUSING & HUMAN SERVICES**

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**PRIMARY:** Spartanburg County Department of Social Services

**SUPPORT:** American Red Cross; Salvation Army; Spartanburg School District 1 -7; Spartanburg County Health Department (DHEC); Spartanburg County Sheriff's Office; Municipal Law Enforcement Agencies; Spartanburg County Community Emergency Response Team (CERT); Spartanburg County Mental Health

**I. GENERAL**

**A. Purpose**

1. To organize within Spartanburg County the capability to meet basic human needs in an emergency/disaster situation, and to outline responsibility and policy established for Mass Care, Emergency Assistance, Housing, and Human Services operations before, during, and after an emergency or disaster, whether natural, man-made, technological, or act of terrorism.
2. The Spartanburg County Department of Social Services is the primary agency designated for coordinating ESF-6 Operations.
3. Mass Care encompasses sheltering (existing or constructed facilities; feeding fixed sites, mobile feeding units); bulk distribution of food and supplies; first aid at mass care facilities and designated sites; and disaster welfare inquiry. The American Red Cross – Spartanburg County Chapter is the primary organization that operates mass care shelters in Spartanburg County with the assistance of the Spartanburg County Community Emergency Response Team. The American Red Cross, Spartanburg CERT, and the Salvation Army provide feeding capability through their own resources.
4. The Department of Social Services and SCDHEC will jointly open Special Needs Shelters (SMNS) in Spartanburg County. SCDHEC will manage SMNS.

**B. Authority**

1. Spartanburg County Ordinance Number 333, dated December 18, 1985
2. Robert T. Stafford Disaster Relief and Emergency Assistance Act Sub-Chapter 6, Public Law 103-337, Title VI, October 5, 1994

**C. Definitions**

Mass Care/Emergency Welfare Service – Composed of and coordinated by the Spartanburg County Department of Social Services and the Spartanburg County Chapter of the American Red Cross; their personnel, facilities, and resources at the State and County levels; The seven Spartanburg County School Districts and their personnel, facilities, and resources; The Salvation Army; Spartanburg CERT, Other State, County, and local governmental agencies; Appropriate Federal agencies; Supporting private and religious organizations.

Services – A collective term for services provided by ESF-6 for provision of basic human needs required as a result of an emergency/disaster situation. The services

## ANNEX 6 (ESF-6)

### MASS CARE, EMERGENCY ASSISTANCE, HOUSING & HUMAN SERVICES

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provided include, but are not limited to, shelter, food, clothing, information, referral, counseling, etc.

Shelter Area – The geographical unit that divides the Emergency Welfare Service shelter operations into identifiable areas.

Shelter – Pre-identified sites in existing structures or temporary facilities used to house personnel displaced as a result of an emergency evacuation or the effects of a natural or man-made disaster.

Sheltering – A shelter (congregate housing) is typically defined as housing for day 1 through day 30 (could be longer) where the residents do not have a lock and key.

Shelter Management – The internal organization, administration, and operation of a shelter facility by either pre-trained or emergent leadership.

#### D. Organization

1. The Commissioner, South Carolina Department of Social Services (SCDSS), is the State Director of Emergency Welfare Service (EWS). The State EWS Director is responsible to the Governor. A designated State EWS Coordinator will represent the Commissioner of the SCDSS in the State Emergency Operations Center. The lines of authority applicable to the EWS adhere to normal organizational patterns except for such special assignments the Governor and the State EWS Director deem advisable.
2. The Spartanburg County DSS Director is the ESF-6 Coordinator and is responsible for the coordination of all governmental and non-governmental agencies that comprise the Mass Care, Emergency Assistance, Housing, and Human Services organization, which effectively supports the needs of the populace of the county during emergencies/disasters.

## II. SITUATION

Spartanburg County is subject to disasters/emergencies (natural, man-made, technological, WMD, and terrorism) that could result in a need for mass care and emergency welfare services for the populace of Spartanburg County including sheltering (existing or constructed facilities), feeding (fixed sites, mobile feeding units), bulk distribution of food and supplies, first aid at mass care facilities, and disaster welfare inquiry.

## III. MISSION

- A. To provide mass care, emergency assistance, housing, and human services to the populace of Spartanburg County and persons who have been relocated to Spartanburg County as a result of an emergency/disaster or impending disaster.
- B. To organize within county government the capability to meet basic human needs (shelter, food, clothing, inquiry, and emergency social services) in emergency/disaster situations and to outline responsibility and policy established for Mass Care operations before, during, and after a disaster.

**ANNEX 6 (ESF-6)**  
**MASS CARE, EMERGENCY ASSISTANCE, HOUSING & HUMAN SERVICES**

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**IV. CONCEPT OF OPERATIONS**

- A. Upon notification by the Spartanburg County Emergency Management Director, the DSS Director will activate ESF-6. Requests for assistance will be routed through the Spartanburg County Emergency Operations Center. The ESF-6 Coordinator or designee makes decision for response.
- B. When conditions warrant Spartanburg County EOC activation, ESF-6 will be coordinated at the Spartanburg County Emergency Operations Center, located at 175 Community College Dr., Spartanburg SC 29303. When lesser conditions prevail, operations will be conducted from an appropriate location designated by the ESF-6 Coordinator.
- C. DSS is responsible for coordinating all ESF-6 administrative, management, planning, training, preparedness, mitigation, response and recovery activities to include coordinating, and maintaining the ESF-6 SOP.
- D. All ESF-6 supporting agencies will assist DSS in the planning and execution of the above.
- E. All ESF-6 personnel will be trained on the principles of the National Incident Management System (NIMS) and Incident Command and integrate those principles into all ESF-6 planning and response operations.
- F. DSS will coordinate with the American Red Cross (ARC), Salvation Army, Spartanburg CERT, other volunteer relief organizations, and all supporting and other appropriate agencies/organizations to facilitate interagency/inter-organizational planning and to promote operational coherence.
- G. DSS shall act as the primary Mass Care coordinator. However, each Mass Care member agency/organization will manage its own program and maintain administrative and financial control over its activities.
- H. The American Red Cross, Spartanburg County CERT, and other voluntary agencies independently provide mass care to disaster victims as part of a broad program of disaster relief.
- I. Mass care encompasses the following:
  - 1. Sheltering
  - 2. Feeding
  - 3. Emergency First Aid
  - 4. Disaster Welfare Inquiry
  - 5. Bulk Distribution of Emergency Relief Supplies
  - 6. Special Needs Shelters (DHEC and DSS will jointly open SMNS; DHEC will manage SMNS.)

**ANNEX 6 (ESF-6)**  
**MASS CARE, EMERGENCY ASSISTANCE, HOUSING & HUMAN SERVICES**

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**V. ESF ACTIONS**

The emergency operations necessary for the performance of this function include, but are not limited to:

**A. Pre-Disaster Phase**

1. ESF-6 will maintain a roster of primary contact ESF personnel.
2. ESF-6 will coordinate with the Spartanburg County Office of Emergency Management (including CERT), American Red Cross, Salvation Army, and SCEMD to ensure an up-to-date shelter list is available.
3. ESF-6 will develop, maintain, and update a list of all agencies (public and private) that have a mission and capability to provide mass feeding in times of disaster.
4. ESF-6 agencies will participate in exercises and conduct training to validate this annex and supporting SOPs.
5. Ensure all ESF-6 personnel integrate NIMS principles in all planning. All ESF-6 personnel will complete all required NIMS training, as outlined in the Department of Homeland Security (DHS) training.

**B. Disaster Phase**

1. Primary and support agencies will have and maintain appropriate listings of agency staff to notify for response activities.
2. ESF-6 will coordinate with ESF-5 (Emergency Management) and the Spartanburg County Emergency Management Coordinator regarding mass feeding sites.
3. Shelters will be opened and closed in accordance with public need as assessed by the Spartanburg County Emergency Management Coordinator, CERT, ARC, SCEMD, and appropriate volunteer organizations. Final decision rests with the ARC for ARC managed shelters.
4. ESF-6 will monitor occupancy levels and ongoing victim's needs and will provide ESF-5 with an updated list of operational shelters.
5. ESF-6 will coordinate with SCEMD, ARC, CERT, DHEC, and counties to update lists of available shelters including Special Needs Shelters (SMNS).
6. ESF-6 will coordinate with ESF-8 (Public Health and Medical Services) for the provision of medical services and mental health services in shelters with the appropriate agencies.
7. ESF-6 will coordinate with the Spartanburg County Office of Emergency Management to ensure that each shelter has a working communications system and has contact with the Spartanburg County EOC and the managing agency. This may include radio, telephone, email, or cellular telephone.

## ANNEX 6 (ESF-6)

### MASS CARE, EMERGENCY ASSISTANCE, HOUSING & HUMAN SERVICES

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8. ESF-6 will provide a list of mass care sites requiring restoration of services to the Spartanburg County EOC.
9. ESF-6 will coordinate with ESF-13 (Public Safety & Security) regarding additional security resources, if needed, at mass care shelters.
10. ESF-6 will maintain shelter status information during a disaster and provide that information to the Spartanburg County EOC at pre-determined intervals. This information will be maintained in the Shelter Status Tracking Board in Palmetto EOC.

#### C. Recovery Phase

1. ESF-6 will coordinate with ESF-5 to establish or support existing mass feeding sites operated by the American Red Cross, Salvation Army, or other volunteer agencies. The priority of mass feeding activities will be disaster victims.
2. ESF-6 will coordinate mass feeding locations to ensure optimal access for public service based on emergency needs.
3. ESF-6 will coordinate with ESF-3 (Public Works & Engineering) for garbage removal and ESF-8 (Public Health and Medical Services) for sanitation requirements and inspections at mass feeding sites in conjunction with the Spartanburg County Health Department.
4. ESF-6 will coordinate with responsible agencies for the provision of food and water to mass feeding sites, if needed.

#### D. Roles and Responsibilities of the Mass Care Component Agencies/Individuals Applicable to all three Emergency Phases:

1. Spartanburg County School Districts
  - a. School District Superintendents will coordinate all activities pertaining to the provision of shelter and feeding services within the schools of their respective districts with the ESF-6 Coordinator.
2. American Red Cross – Spartanburg County Chapter
  - a. Mitigate suffering by meeting the immediate emergency needs of victims in advance of a potential disaster or after disaster has struck.
  - b. Identify, train, and assign ARC liaison to staff ESF-6 in the Spartanburg County EOC.
  - c. Recruit and train disaster volunteer workers in ARC shelter staff operations.
  - d. Conduct community disaster and mitigation education programs.
  - e. Manage all disaster shelters and will be responsible for all activities pertaining to the provision of the following services:
    - 1) Internal Shelter Operations

**ANNEX 6 (ESF-6)**  
**MASS CARE, EMERGENCY ASSISTANCE, HOUSING & HUMAN SERVICES**

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- 2) Registration and Inquiry
  - 3) Shelter Staffing upon the opening of a designated shelter or as soon thereafter as practical
  - 4) Emergency first aid and medical care
  - f. In event of an emergency or a disaster, the ARC will administer authorized ARC disaster relief programs, in accordance with the ARC 3000 series regulations and procedures.
3. Salvation Army – Spartanburg County
- a. The Salvation Army is a national religious and charitable organization with the capability to immediately render emergency disaster relief services to individuals and families threatened or directly affected by disaster.
  - b. Identify, train, and assign personnel to staff ESF-6 in the Spartanburg County Emergency Operations Center.
  - c. Conduct disaster response training for Salvation Army staff and volunteers.
  - d. Upon request, and in coordination with ESF-6, the Salvation Army will be the coordinating agency for activities pertaining to the provision of the following services:
    1. Clothing
    2. Counseling
    3. Recreation
    4. Religious Activities
  - e. Provide additional services in support of ESF-6 to include:
    1. Feeding (Mobile Canteen)
    2. Other services as deemed necessary by the ESF-6 Coordinator (when agreed upon by the Salvation Army)
  - f. In event of an emergency or a disaster, the Salvation Army will administer authorized Salvation Army disaster relief programs.
4. Spartanburg County Department of Social Services Director
- a. Coordinate ESF-6 activities pertaining to the provision of the following services:
    1. All county disaster shelter planning and operations
    2. All mass feeding planning and operations
    3. provision of DSS services (upgraded to emergency status)
    4. The provision of support staff for shelter operations



**ANNEX 6 (ESF-6)**  
**MASS CARE, EMERGENCY ASSISTANCE, HOUSING & HUMAN SERVICES**

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- b. Provide additional services in support of the primary responsibilities of the other ESF-6 components. These services include:
  - 1. Counseling
  - 2. Registration and Inquiry
  - 3. Other services as may be deemed necessary and appropriate by the EWS.
- c. Administer state and federal disaster relief programs (when authorized).
- 5. Law Enforcement
  - a. Responsible for shelter security
- 6. Spartanburg County Health Department (DHEC)
  - a. Identify, train, and assign DHEC personnel to maintain contact with and prepare to execute missions in support of ESF-6 during periods of activation.
  - b. Provide personnel, sanitation and food inspection, health care, crisis counseling and water quality services to support mass care operations.
  - c. Identify, staff (including nurses), and manage Special Needs Shelters (SMNS).
  - d. Update SMNS shelter status information in the DHEC automated shelter tracking system.
  - e. Provide nurses to ARC shelters per existing agreement.
- 7. Spartanburg CERT
  - a. Assist the Red Cross with personnel needs at official ARC Shelters
  - b. Open Pet Friendly Shelters, with the assistance of the Disaster Animal Response Team and other partnering agencies
  - c. Manage all Pet Friendly shelters and will be responsible for all activities pertaining to the provision of the following services:
    - 1) Internal Shelter Operations
    - 2) Registration and Inquiry
    - 3) Shelter Staffing upon the opening of a designated shelter or as soon thereafter as practical
    - 4) Emergency first aid and medical care

**C. ADMINISTRATION AND LOGISTICS**

- A. Reports, Invoices, and Vouchers

**ANNEX 6 (ESF-6)**  
**MASS CARE, EMERGENCY ASSISTANCE, HOUSING & HUMAN SERVICES**

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Shelter Managers in each designated shelter shall be responsible for maintaining reports, invoices, and vouchers for that shelter. The ARC as well as Spartanburg CERT will follow their own regulations in maintaining records for the shelters they manage.

**B. Logistics**

**1. Food and Clothing Supplies**

- a. ESF-6 will use local resources to the fullest extent including all reasonable substitutions and improvisations until nearing depletion before requesting assistance from the SEOC. The release, sale, or use of emergency items for purposes other than authorized by the Spartanburg County Emergency Management Coordinator is prohibited.
- b. Officials in charge of essential mass care services and facilities shall be instructed to continue to place orders with normal sources of supply. Orders that cannot be filled through normal distribution channels will be summarized by ESF-6 in the Spartanburg County EOC and communicated to the ESF-6 Coordinator in the SEOC.

**2. American Red Cross Shelters and Spartanburg CERT Pet Friendly Shelters**

- a. ARC will manage internal shelter operations in accordance with ARC regulations and CERT will manage shelter operations in accordance with CERT regulations. Both agencies will support each other as the need arises.
- b. The Spartanburg County Emergency Management Coordinator shall determine the need for shelters. The decision to open a shelter and supporting data, such as number of people to be sheltered and their geographical location, shall be communicated to the ESF-6 Coordinator.
- c. The Spartanburg County Emergency Management Coordinator will confer with the ARC or the Spartanburg County CERT Coordinator to contact the appropriate School District Superintendent if the shelter is a school or the owner/manager of designated shelter facilities not located in a school.
- d. The American Red Cross and Spartanburg Emergency Management/CERT shall maintain current facility utilization agreements with the school districts relative to the opening of schools for utilization as shelters. The ARC and and Spartanburg Emergency Management/CERT will also obtain facility utilization agreements from owners or administrators of non-school facilities (Churches, Community Centers, etc).
- e. The ARC may request Spartanburg County DSS staff in support of shelter operations as required.

**3. Requests for Mass Care support resources (manpower, supplies, services, and coordination action) beyond the capability of Spartanburg County may be communicated to the ESF-6 Coordinator in the SEOC.**

## **ANNEX 6 (ESF-6)**

### **MASS CARE, EMERGENCY ASSISTANCE, HOUSING & HUMAN SERVICES**

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4. Mass Care, Emergency Assistance, Housing, and Human Services shall be rendered to any person in need of such services with no discrimination because of race, religious creed, political beliefs, or national origin.

#### **D. DIRECTION AND CONTROL**

- A. Upon request of the Spartanburg County Emergency Management Coordinator, the Spartanburg County DSS Director will report to the Spartanburg County Emergency Operations Center and direct ESF-6 operations.
- B. Mass Care will be coordinated through the Emergency Operations Center.
- C. The Spartanburg County Emergency Operations Center is located at 175 Community College Dr., Spartanburg SC 29306.
- D. Line of Coordination
  1. Spartanburg County Department of Social Services Director
  2. Director, American Red Cross – Spartanburg County Chapter
  3. Coordinator, Spartanburg County CERT

#### **E. ANNEX MAINTENANCE**

- A. The Spartanburg County Department of Social Services Director is responsible for the revision, update, and maintenance of this annex.
- B. This annex will be reviewed and revised on an annual basis. After each exercise or actual emergency, this annex will be reviewed and updated as necessary. Any changes made will be highlighted.

**ANNEX 7 (ESF-7)**  
**RESOURCE SUPPORT AND LOGISTICS MANAGEMENT**

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PRIMARY: Spartanburg County Purchasing Department

SUPPORT: Spartanburg County Finance Department; Spartanburg County Administrator; Assistant County Administrator; Spartanburg County Emergency Management Director.

**I. GENERAL**

A. Purpose

1. To provide for the coordination necessary to assure effective resource support and logistics management for Spartanburg County emergency operations during an emergency or a disaster situation.

B. Authority

1. Spartanburg County Ordinance Number 333, dated December 18, 1985

C. Definitions

1. Resource Support and Logistics Management Service – Comprised of all supply and procurement sources and resources, both public, private, and those not otherwise under Federal or State control, located in Spartanburg County prior to, or entering the county, subsequent to disaster.
2. Supply and Procurement - The acquisition, use, and payment for those commodities and services necessary during and after a disaster.

D. Organization

The Supply and Procurement Service of Spartanburg County is organized as the Spartanburg County Purchasing Department.

**II. SITUATION**

- A. Disasters or emergencies (natural, man-made, technological or acts of terrorism) may occur in Spartanburg County at any time and create varying degrees of damage, human suffering, injury, death, and destruction of property.
- B. Disasters can close normal resource channels, deplete vital commodities, impact response capabilities, and place high demand on specialized personnel.
- C. ESF-7 will have procedures to evaluate, locate, procure, and through coordination with the ESF-1 (Transportation) coordinator, deliver essential material and personnel resources upon request by the Spartanburg County Emergency Management Director.

**III. MISSION**

- A. To provide a trained resource support and logistics management organization for the purchase, supply, and delivery of those commodities and services necessary to meet the needs of Spartanburg County during any an emergency or a disaster.

**ANNEX 7 (ESF-7)**  
**RESOURCE SUPPORT AND LOGISTICS MANAGEMENT**

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- B. Provide or coordinate the provision of services, equipment, and supplies to support expedient operations associated with an emergency or a disaster; and for the approval and acquisition of equipment and supplies not available through normal purchasing channels and ordering time frames.

**IV. CONCEPT OF OPERATIONS**

- A. The Resource Support and Logistics Management service of Spartanburg County is coordinated and managed by the Spartanburg County Purchasing Agent.
- B. The Spartanburg County Purchasing Agent will plan, organize, and maintain a resource support and logistics management program during a disaster.
- C. The Spartanburg County Purchasing Agent is responsible for all ESF-7 administrative, management, planning, preparedness, mitigation, response, and recovery activities to include developing, coordinating, and maintaining the ESF-7 Standard Operating Procedures.
- D. All ESF-7 supporting agencies will assist the Spartanburg County Purchasing Agent in the planning and execution of the above.
- E. All ESF-7 personnel will be trained on the principles of the National Incident Management System (NIMS) and Incident Command and integrate those principles into all ESF-7 planning and response operations.
- F. The Spartanburg County Emergency Management Coordinator shall act as the principal advisor to the County Administrator on emergency resource management activities and shall act on behalf of the County Administrator in coordinating the emergency resource activities between the Emergency Support Functions (ESFs).
- G. The primary source of equipment, supplies, and personnel shall be from existing county-owned resources and local sources outside the impacted area. Support, which cannot be provided from these sources, will be obtained through commercial sources and/or donated resources. Logistical support necessary to save lives will receive first priority.
- H. The Spartanburg County Purchasing Agent will provide the foundation and is responsible for assisting in procurement activities necessary to support the emergency operations of Spartanburg County agencies. To the extent practical, county contracts will be established with local vendors to ensure expedient emergency purchases.
- I. All procurements will be made in accordance with current county ordinances and regulations.
- J. ESFs requiring assistance in procuring needed items will contact ESF-7 which will locate a source, a point of contact, a price and a schedule by which the material will be available.
- K. Before taking any emergency resource support and logistics management actions, the Spartanburg County Purchasing Agent will coordinate with the ESF-6 (Mass Care, Emergency Assistance, Housing & Human Services) coordinator to ensure

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**RESOURCE SUPPORT AND LOGISTICS MANAGEMENT**

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the proper utilization of ESF-6 resources and to avoid any duplication of supply and procurement efforts.

- L. The Spartanburg County Purchasing Agent, or his duly authorized representative, will follow regular resource support and logistics management procedures in carrying out the responsibility assigned to ESF-6 during an emergency or a disaster situation.
- M. The Spartanburg County Administrator will review and authorize all disaster-related purchase requests.

**V. ESF ACTIONS**

The emergency operations necessary for the performance of this function include, but are not limited to:

**A. Pre-Disaster Phase**

- 1. Spartanburg County Administrator
  - a. Upon notification that a disaster is imminent, the Spartanburg County Administrator will establish communications with the Spartanburg County Purchasing Agent.
  - b. Will authorize those purchase requests necessary for the effectiveness of the resource support and logistics management service of Spartanburg County.
  - c. Will remain in contact with the Spartanburg County Purchasing Agent to give additional instructions and guidance.
- 2. Spartanburg County Purchasing Agent
  - a. Upon notification that disaster is imminent, the Spartanburg County Purchasing Agent will, after approval from the Spartanburg County Administrator, implement the resource support and logistics management procedures necessary to provide for the commodities and services needed during the disaster period.
  - b. Develop and maintain a standard resource list to include local government, municipal, and county resources.
  - c. In coordination with the South Carolina Budget and Control Board, Division of Procurement Services, Materials Management Office, maintain state emergency contract information, to include a list of vendors and general services.
  - d. In coordination with the Spartanburg County Administrator, develop emergency/disaster procurement procedures.
  - e. Develop methods and procedures for responding to and complying with requests for resources.
  - f. Develop procedures for reimbursing private vendors for services rendered.

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**RESOURCE SUPPORT AND LOGISTICS MANAGEMENT**

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- g. Develop lists of private vendors and suppliers and their available resources.
- h. Establish pre-planned contracts where necessary to ensure prompt support from vendors during emergencies.
- i. Develop and train ESF personnel on Spartanburg County emergency procurement procedures for acquiring supplies, resources, and equipment.
- j. Ensure all ESF-7 personnel integrate NIMS principles in all planning. All ESF personnel will complete all required NIMS training, as outlined in the Department of Homeland Security (DHS) training guidance.

**B. Disaster Phase**

- 1. Spartanburg County Administrator
  - a. Authorize all purchase requests necessary for the effectiveness of the resource support and logistics management service.
  - b. Remain in contact with the Spartanburg County Purchasing Agent to give additional instructions and guidance.
- 2. Spartanburg County Purchasing Agent
  - a. Maintain accurate records of supply and procurement expenditures.
  - b. Alert those agencies whose personnel, equipment, or other resources may be used.
  - c. Establish a resource tracking and accounting system, including management reports.
  - d. Assess initial situation reports to identify potential resource needs.
  - e. Identify procurement resources and potential facility locations in the disaster area of operations.
  - f. Provide data to ESF-15 (External Affairs/Public Information) for dissemination to the public as necessary.
  - g. Locate, procure, and issue to county agencies the resources necessary to support emergency operations.

**C. Recovery Phase**

- 1. Spartanburg County Administrator
  - a. Continue to authorize those purchase requests necessary for an effective resource support and logistics management service.
  - b. Coordinate with the Spartanburg County Purchasing Agent on the accountability of all the authorized purchase requests.
- 2. Spartanburg County Purchasing Agent

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**RESOURCE SUPPORT AND LOGISTICS MANAGEMENT**

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- a. Continue to provide for those purchases needed to support the resource support and logistics management service of Spartanburg County as long as necessary and until procurement needs have been met.
- b. Continue to coordinate with the Spartanburg County Administrator on all purchases to authenticate their need, accountability, and accuracy.

**VI. ADMINISTRATION AND LOGISTICS**

- A. Authorization for disaster-related purchase requests must come from the Spartanburg County Administrator. The Spartanburg County Purchasing Agent will then act upon those requests that have been authorized and provide the necessary resource support and logistics management services.
- B. All resource support and logistics management documentation will be maintained and reviewed by the Spartanburg County Purchasing Agent.

**VII. DIRECTION AND CONTROL**

- A. Coordination of ESF-7 will be under the general direction of the Spartanburg County Purchasing Agent.
- B. Direction and Control of ESF-7 will be conducted from the Spartanburg County Emergency Operations Center, when conditions warrant Spartanburg County EOC activation, and other designated locations when lesser conditions prevail (i.e., Spartanburg County Purchasing Agent's office).
- C. The Spartanburg County Emergency Operations Center is located at 175 Community College Dr., Spartanburg SC 29306.
- D. Line of Coordination
  - 1. Spartanburg County Purchasing Agent
  - 2. Spartanburg County Administrator
  - 3. Assistant County Administrator
  - 4. Spartanburg County Emergency Services Director
  - 5. Spartanburg County Emergency Management Coordinator

**VIII. ANNEX MAINTENANCE**

- A. The Spartanburg County Purchasing Agent is responsible for the revision, update, and maintenance of this annex.
- B. This annex will be reviewed and revised on an annual basis. After each exercise or actual emergency, this annex will be reviewed and updated as necessary. Any changes made will be highlighted.



**ANNEX 8 (ESF-8)**  
**PUBLIC HEALTH AND MEDICAL SERVICES**

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PRIMARY: Spartanburg Emergency Medical Services

SUPPORT: Spartanburg County Coroner's Office; Spartanburg County Health Department (DHEC); American Red Cross – Spartanburg County Rescue Squads; Spartanburg County First Responders; Spartanburg Regional Hospital System, Mary Black Hospital System; Spartanburg Mental Health

**I. GENERAL**

A. Purpose

1. To provide emergency health and medical service resources (including transportation) for the people of Spartanburg County. Programs having coordination or direct service capability include medical care, public health and sanitation, behavioral health, and deceased identification and mortuary service.
2. To provide for the coordination and use of all medical resources within and/or made available to Spartanburg County during emergencies resulting from natural and man-made disasters, technological hazards, weapons of mass destruction, or acts of terrorism.
3. To provide to the coordination and use of all emergency medical service stations, personnel, and equipment in the county during an emergency or a disaster situation and employ mutual aid assets as required.

B. Authority

1. Spartanburg County Ordinance Number 333, dated December 18, 1985
2. South Carolina Code of Laws 1976 as Amended
3. South Carolina Regulations 58-1 and 58-101

C. Definitions

1. Ambulance Service – Composed of all ambulance stations, personnel, facilities, and equipment at the county level including rescue squad ambulance services that have been authorized by Spartanburg County to operate such services and are designated to provide such services as described in Spartanburg County Emergency Operations Plan. Neighboring county ambulance services, and appropriate state/federal agencies may also be utilized as appropriate. A license by the South Carolina Department of Health and Environmental Control or other certifying agency is required to provide ambulance services.
2. Crisis Counseling - Service provided by mental health professionals to disaster casualties including bystanders, victims, relatives of victims, and emergency responders who experience trauma related symptoms or loss such as damage to home or workplace, displacement, missing family members, etc.
3. Medical Care – Refers to emergency medical services (including field operations and first responders), resident medical care, doctors, nurses,

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**PUBLIC HEALTH AND MEDICAL SERVICES**

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technicians, pharmaceuticals, supplies, equipment, hospitals, clinics, planning and operation of facilities, and services.

4. Medical Service – The organization of professional, skilled, and unskilled groups and individuals who will utilize all available personnel, facilities, and resources provided during an emergency to assure transportation and treatment for those people who are injured, sick, aged, bed-ridden, and/or institutionalized.
5. Medical First Responder - A licensed agency providing medical care at the EMT-Basic level or above, such as a non-transporting first responder.
6. Medical Service (MS) Coordinator – The individual designated to coordinate all elements of MS into a functional emergency organization.
7. Public Health and Sanitation – Refers to the services, equipment, and staffing essential to protect the public from communicable diseases and contamination of food and water supplies; development and monitoring of health information; inspection and control of sanitation measures; inspection of individual water supplies; disease vector and epidemic control; immunization; laboratory testing.
8. Behavioral Health – To include crisis counseling and psychological first aid, refers to the professional personnel, services, and facilities to relieve mental health and/or substance abuse problems caused or aggravated by a disaster or its aftermath.
9. Deceased Identification and Mortuary Services – Refers to the identification and disposition of human remains.
10. DMAT – Disaster Medical Assistance Team. A regional group of volunteer medical professionals and support personnel with the ability to quickly move into a disaster area and provide medical care. Under the control of the U.S. Public Health Service, DMATs can rapidly deploy for any type of disaster that requires an immediate medical response.
11. DMORT – Disaster Mortuary Operational Response Team. A team of professional scientists under control of the United States Department of Homeland Security/FEMA, National Disaster Medical System, who is available to assist with the identification and processing of victims of a mass fatality incident. DMORT works under the local jurisdictional authorities such as Coroner/Medical Examiner, Law Enforcement, and Emergency Management.
12. Emergency Services Number (ESN) – A three-digit number representing a unique combination of emergency service agencies (Law Enforcement, Fire, and Emergency Medical Service) designated to serve a specific range of addresses within a particular geographical area, or Emergency Service Zone. The ESN facilitates selective routing and selective transfer, if required, to the appropriate PSAP and the dispatching of the proper service agency(ies).

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13. South Carolina Funeral Directors Association (SCFDA) – A state organization designed to assist members in training, coordination, communication, and policy formulation in matters relevant to funeral procedures.
14. SCFDA Disaster Committee – A three-member committee appointed by the President of SCFDA to formulate disaster plans and policies and to support the SCFDA.

**D. Organization**

The Spartanburg EMS Designee is coordinator of ESF-8 and is responsible for the coordination of all elements of Health and Medical Services into a functional emergency response organization that effectively supports the needs of the populace of Spartanburg County during an emergency/disaster.

1. Local Government and Non-Governmental Agencies
  - a. Spartanburg County/SRHS Emergency Medical Service  
(Spartanburg EMS holds the county-wide contract to provide emergency medical services to Spartanburg County citizens.)
  - b. Spartanburg County Rescue Squads
    - 1) Rescue 11 – Landrum – Secondary Service – 3 Ambulance
    - 2) Rescue 21 – Wellford – 1 Ambulance
  - c. Spartanburg County Coroner’s Office
  - d. Spartanburg County Health Department
  - e. Spartanburg County Mental Health Center
  - f. Local Funeral Homes
2. State Government and Non-Governmental Agencies
  - a. South Carolina Department of Health and Environmental Control
  - b. South Carolina Department of Mental Health
  - c. South Carolina Funeral Directors Association
  - d. South Carolina Mortician’s Association
  - e. South Carolina International Association for Identification Squad (SCIAI) Disaster Squad
3. Federal Government
  - a. United States Public Health Service – DMAT
  - b. United States Department of Homeland Security/FEMA
  - c. National Disaster Medical System – DMORT

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**II. SITUATION**

Spartanburg County is subject to emergencies/disasters (natural, man-made, technological, and acts of terrorism) that could result in the need for increased emergency medical services, personal care, mental health, sanitation, and mortuary services. While Spartanburg County has the capability and adequate resources to meet these services, a disaster resulting in mass casualties, mass fatalities, and injuries could tax these resources. The county must organize all existing resources to provide a coordinated health and medical service during an emergency/disaster situation.

**III. MISSION**

- A. To ensure emergency provision of Spartanburg County's resources for medical and personal care.
- B. To facilitate and/or coordinate the provision of private resources for medical and personal care for disaster victims.
- C. To provide a trained and well-equipped emergency medical service organization whose duties are to locate, provide basic and advanced life support, and transport patients to hospitals or other designated health care facilities.
- D. To supplement and support disrupted or overburdened local medical service personnel and facilities.
- E. To ensure continued provision of safe food and water supplies.
- F. To perform deceased identification and mortuary services operations.
- G. To meet the basic human needs of persons experiencing extreme emotional/psychological stress in an emergency/disaster situation.
- H. To relieve personal suffering and trauma.

**IV. CONCEPT OF OPERATIONS**

- A. The Spartanburg EMS Designee is responsible for the coordination of ESF-8 administrative, management, planning, training, preparedness/mitigation, response, and recovery activities to include developing, coordinating, and maintaining the ESF-8 SOP. All ESF-8 supporting agencies will assist the EMS Designee in the planning and execution of the above.
- B. All ESF-8 personnel will be trained on the principles of the National Incident Management System (NIMS) and Incident Command and integrate those principles into all ESF-8 planning and response operations.
- C. Coordination with all supporting and other appropriate departments/agencies and organizations will be performed to ensure operational readiness in time of emergency.
- D. Service Areas: Service areas for providers of emergency ambulance services will be designated by established Emergency Service Numbers (ESNs) in the 9-1-1 system. Only one service provider will be assigned authority to be the primary provider of emergency ambulance services in an ESN. The

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Spartanburg County Emergency Management Director/Director of Communications or their designee may approve mutual aid services from other jurisdictions or the use of private services to support ESF-8 on an as needed basis. For general day-to-day emergency operations and non-disaster situations the Telecommunications Operator/9-1-1 Operator may dispatch response services to any area of the county to meet the emergency needs of the county.

- E. ESF-8 will assess the situation (both pre- and post-event) and in coordination with the Spartanburg County Emergency Management Director, develop strategies to respond to the emergency.
- F. Medical Care: Provide or coordinate emergency and resident medical care, doctors, nurses, technicians, pharmacists, pharmaceuticals, supplies, equipment, licensed ambulance services, hospital, clinics, and medical units, planning and operation of facilities, and services. Stage medical assets and deploy as needed to affected areas. Assists with coordination of patient relocation and establishment of emergency medical care centers.
- G. Public Health and Sanitation: Coordinates the services, equipment, and staffing essential to protect the public from communicable diseases and contamination of food and water supplies; development and monitoring of health information; inspection and control of sanitation measures; inspection of water supplies; surveillance; disease vector and epidemic control; immunization; and laboratory testing.
- H. Behavioral Health: Manages psychological first aid, crisis counseling and mental health assistance under the direction of Spartanburg Mental Health.
- I. Deceased Identification and Mortuary Services:
  - 1. The Spartanburg County Coroner has overall responsibility for care, identification, and disposition of human remains within his/her jurisdiction. The organizations assisting the Coroner in the recovery, identification, and ultimate disposition of those remains are specifically to support the Spartanburg County Coroner in meeting these responsibilities.
  - 2. ESF-8 shall contact authoritative organizations, local and municipal government entities, and county health officials to assess the magnitude of need, determine appropriate location for mortuary and temporary facilities and specify equipment or materials deemed necessary. ESF-8 will coordinate security issues with ESF-13 (Public Safety & Security).
  - 3. ESF-8 will assure the procurement of supplies and equipment (i.e. refrigeration units, body bags, stretchers, embalming supplies, transportation, etc.) as required to maintain appropriate condition of the deceased until proper identification, notification and disposition can be determined.

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4. In the event a deceased victim has no surviving family or next-of-kin, the Spartanburg County Coroner shall assure that a dignified burial is provided by the county.

**V. ESF ACTIONS**

The emergency operations necessary for the performance of this function include, but are not limited to:

**A. Pre-Disaster Phase**

**1. General**

- a. Develop mutual support relationships with professional associations and other private services and volunteer organizations that may assist during an emergency or disaster.
- b. Ensure all ESF-8 personnel integrate NIMS principles in all planning. All ESF personnel will complete all required NIMS training, as outlined in the Department of Homeland Security (DHS) training guidance.
- c. Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of ESF-8 during periods of activation.

**2. Medical Services**

- a. Coordinate the provision of medical care.
- b. Identify and coordinate the deployment of doctors, nurses, technicians and other medical personnel to disaster areas.
- c. Maintain inventory lists of medical supplies, equipment, licensed ambulance services, hospitals, clinics, and medical units.
- d. Plan for establishment of staging areas for medical personnel, equipment, and supplies.
- e. Develop and maintain plans to implement Strategic National Stockpile operations in Spartanburg County.
- f. When traditional health care facilities are not available, plan for establishment of alternate care sites.
- g. Maintain liaison with the Spartanburg County Emergency Management Director and all supporting agencies.
- h. Coordinate the development and/or revision of Health and Medical Services plans and procedures.
- i. Identify medical facilities and their capabilities to provide care for the sick, injured, elderly, handicapped, and those with Special Needs during a disaster.
- j. Assist in the development and conduct of training exercises to validate this annex and supporting SOPs.

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- k. Develop and maintain a capability for treatment of personnel exposed to or contaminated by radioactive material.
  - l. Ensure hospitals and nursing homes develop patient evacuation policies and procedures.
  - m. Develop and maintain a medical service resource list to include equipment and personnel.
  - n. Develop DMAT request and use procedures.
  - o. In coordination with the Emergency Management and Communications, develop communications procedures for medical service response during a disaster.
3. Emergency Medical Service
- a. Develop and maintain plans and procedures for providing ambulance service during a disaster.
  - b. Maintain a training program for ambulance service personnel.
  - c. Participate in training exercises.
  - d. Develop emergency transport procedures to include special needs and Special Needs population.
  - e. Develop procedures to implement this plan and alert all EMS personnel.
  - f. Identify, train, and assign personnel to triage teams.
  - g. Train personnel in mass casualty/mass fatality operations.
  - h. Maintain agreements and working relationships with supporting agencies and departments.
  - i. Identify additional or alternate medical facilities.
  - j. Develop transportation procedures.
  - k. Develop procedures and train personnel in Hazardous Materials response.
  - l. Maintain an EMS resource list to include personnel and equipment.
  - m. Establish EMS protocols with area hospitals.
  - n. In coordination with the Communications Director, develop communications procedures for use during a disaster situation.
  - o. Develop and maintain a capability for the transportation and treatment of personnel contaminated by or exposed to radioactive material.
  - p. Ensure Spartanburg County Rescue Squads develop and maintain plans and procedures for providing rescue service and emergency medical service during a disaster.

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4. Public Health and Sanitation (Spartanburg County Health Department)
  - a. Develop procedures to protect the public from communicable diseases and contamination of food, water, and drug supplies.
  - b. Develop procedures to monitor public health information.
  - c. Develop sanitation inspection procedures and protocols to control unsanitary conditions.
  - d. Develop procedures for inspection of individual water supplies.
  - e. Develop procedures for identification of disease, vector, and epidemic control.
  - f. Develop plans and procedures for the maintenance of official death records in mass fatality situations.
  - g. Support the Spartanburg County Coroner's Office in planning and training.
  - h. Develop emergency immunization procedures.
  - i. Identify laboratory testing facilities.
  - j. Identify facilities capable of receiving and treating sick and injured persons during a disaster.
  - k. Participate in exercises to validate this annex and supporting SOPs.
5. Behavioral Health (Spartanburg Mental Health)
  - a. Develop procedures for rapidly providing assistance to individuals and families, to include organizing and training rapidly deployable crisis counseling and other behavioral health teams.
  - b. Develop support relationships with government agencies, professional associations, private services, and volunteer organizations to provide behavioral health and substance abuse assistance during disasters.
  - c. Plan to provide crisis counseling in accordance with Spartanburg Mental Health.
  - d. Develop procedures for evacuation of mental patients.
  - e. Establishment of a communication center and its operating procedures.
  - f. Develop a staffing list.
  - g. Participate in exercises to validate this annex and supporting SOPs.
6. Deceased Identification and Mortuary Services
  - a. Develop plans for location, identification, removal, and disposition of the deceased.
  - b. Coordinate Emergency Mortuary Service planning and training activities.



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- c. Maintain coordination with SCDHEC, SCFDA, Spartanburg County Office of Emergency Management, and local Emergency Mortuary Services.
- d. Locate and establish suitable facilities for emergency morgues and develop plans for activation of morgues, to include procedures for disposition of unidentified remains to include mass burial.
- e. Develop and maintain resource lists.
- f. Establish a system for collecting and disseminating information regarding victims and have the operational capability to deliver the information in a field environment in coordination with ESF-15 (External Affairs/Public Information).
- g. Develop DMORT request and use procedures.
- h. Identify agencies, organizations, and individuals capable of providing support services for deceased identification including South Carolina Funeral Directors Disaster Committee, SC Mortician's Association, and South Carolina Coroners Association.
- i. Develop a procedure to manage death records.
- j. Develop death notification procedures.
- k. Develop a deceased identification team.
- l. Develop and maintain a Mass Casualty Plan.
- m. Funeral Homes should maintain liaison with the Spartanburg County Coroner and the ESF-8 Coordinator.
- n. Funeral Homes should develop and maintain plans and procedures to support emergency mortuary requirements.
- o. Funeral Homes should identify technical personnel and equipment requirements for emergency morgue operations.
- p. South Carolina Funeral Directors Association should provide technical training through the Disaster Committee in emergency mortuary planning and training.

**B. Disaster Phase**

**1. General**

- a. Coordinate information releases to the public with the Public Information Officer in ESF-15 (External Affairs/Public Information).
- b. Coordinate with other agencies/departments as required.
- c. Maintain records of expenditures and resources used for possible later reimbursement.

**2. Medical Services**

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- a. Maintain liaison with the Spartanburg County Emergency Operations Center.
  - b. Coordinate the delivery of health and medical services.
  - c. Arrange for the provision of medical personnel, equipment, pharmaceuticals, and supplies.
  - d. Assist the coordination of patient evacuation and relocation.
  - e. Implement Strategic National Stockpile operations, as needed.
  - f. When required, coordinate with the Spartanburg County Emergency Management Director for NDMS services to include patient evacuation assistance and DMAT through SCEMD.
  - g. In conjunction with the SC Hospital Association and other appropriate organizations, identify hospital and nursing home vacancies.
  - h. Coordinate treatment for mass casualties in accordance with established plans and procedures.
  - i. Coordinate the assignment and/or transfer of sick, injured, elderly, handicapped, and those with Special Needs to designated medical facilities.
  - j. Coordinate transportation for the evacuation of special needs population.
  - k. Coordinate the request of additional medical resources through the Spartanburg County Emergency Operations Center.
  - l. Provide treatment for personnel exposed to or contaminated by radioactive material.
  - m. Assign medical personnel to shelters as required.
3. Emergency Medical Service
- a. Coordinate the delivery of emergency medical and rescue services.
  - b. Maintain liaison with the Spartanburg County Emergency Operations Center.
  - c. Perform ambulance service basic and advanced life support duties as needed.
  - d. Perform triage and prioritize assignments.
  - e. Evaluate and report all available information concerning the nature and extent of trauma and injuries in the affected areas.
  - f. Provide transportation and treatment for personnel exposed to or contaminated by radioactive materials.
  - g. Assist with transportation of special needs population.
4. Public Health and Sanitation (Spartanburg County Health Department)
- a. Coordinate and manage the public health and sanitation services.

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- b. Maintain liaison with the Spartanburg County Emergency Operations Center and keep the ESF-8 coordinator advised on availability of resources.
  - c. Determine the need for health surveillance programs throughout Spartanburg County.
  - d. Issue Public Health Notices in coordination with the Public Information Officer (ESF-15) as necessary.
  - e. Coordinate with county and municipal water and sewer departments to assist in inspection of potable water and sewage disposal, in addition to supporting emergency water and sewer requirements.
  - f. Maintain official death records in accordance with state law.
  - g. Coordinate support for emergency mortuary service through SCDHEC.
5. Behavioral Health (Spartanburg Mental Health)
- a. Coordinate for the provision of psychological first aid and recovery services to individuals, families, and communities.
  - b. Activate the mental health disaster plan upon notification by the Spartanburg County Office of Emergency Management.
  - c. Staff crisis counseling sites.
  - d. Assign staff to the Spartanburg County Emergency Operations Center.
  - e. Maintain liaison with the Spartanburg County Emergency Operations Center and ESF-8 coordinator.
6. Deceased Identification and Mortuary (Spartanburg County Coroner)
- a. Coordinates emergency mortuary operations, performs functions of the Coroner's Office in accordance with established law, and establishes emergency morgues.
  - b. Initiate the notification of deceased identification teams.
  - c. Maintain victim identification and death records.
  - d. When required, coordinate with the Spartanburg County Emergency Management Director to request DMORT through SCEMD.
  - e. When required, coordinates the response of the Disaster Mortuary Trailer Unit
  - f. When required, coordinate the procurement of an appropriate location and/or facility for DMORT.
  - g. Coordinate next-of-kin notification.
  - h. Maintain liaison with the Spartanburg County Emergency Operations Center and ESF-8 coordinator.

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- i. Coordinates requests for additional support through the ESF-8 coordinator.

C. Recovery Phase

1. General

Ensure ESF-8 members or their agencies maintain appropriate records of activities and costs incurred during the event.

2. Medical Services

- a. Assist with restoration of essential health and medical care systems.
- b. Assist with restoration of permanent medical facilities to operational status.
- c. Support emergency services infrastructure as required.

3. Emergency Medical Services

- a. Maintain liaison with the Spartanburg County Emergency Operations Center.
- b. Continue to provide ambulance service including basic and advanced life support within the affected area(s) until conditions return to normal.
- c. Assist with other emergency functions when feasible.

4. Public Health and Sanitation (Spartanburg County Health Department)

- a. Maintain environmental and epidemiologic surveillance.
- b. Continue long-term emergency environmental activities.
- c. Maintain liaison with the Spartanburg County Emergency Operations Center.

5. Behavioral Health (Spartanburg Community Mental Health)

- a. Coordinate the management of continuous mental health, crisis counseling and recovery services, and substance abuse assistance to individuals and families.
- b. Maintain liaison with the Spartanburg County Emergency Operations Center.
- c. Maintain a list of mental health staff on alert as required.
- d. Continue to ensure case finding activities and referrals of individuals requiring crisis counseling to an appropriate site.
- e. Continue to insure staffing of mental health emergency stations.

6. Deceased Identification and Mortuary Services

- a. Continue the operations necessary for the identification and disposition of the deceased and their personal effects.

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- b. Direct the disposition of unidentified remains to include mass burial as required.
- c. Coordinates requests for additional support through the ESF-8 Coordinator.
- d. Receive the required death reports.
- e. Provide a final fatality report to the Spartanburg County Emergency Management Director.

**VI. ADMINISTRATION AND LOGISTICS**

**A. Administration**

Situation reports will be submitted to the ESF-8 Coordinator, where they will be consolidated and further submitted to the Spartanburg County Emergency Management Director for analysis.

**B. Logistics**

Each agency/organization will utilize supplies, operational aids, equipment, and transportation available to their organization. After these supplies are exhausted, additional assistance will be requested through the Spartanburg County Emergency Operations Center.

**VII. DIRECTION AND CONTROL**

A. ESF-8 activities will be coordinated from the Spartanburg County Emergency Operations Center, located at 175 Community College Dr., Spartanburg SC 29303.

B. ESF-8 operations will be coordinated, and communications maintained with the Spartanburg County EOC utilizing the Spartanburg County Comprehensive 800 MHz Communications System.

**C. Line of Coordination**

- 1. Spartanburg EMS Designee
- 2. SRHS Designee
- 3. Spartanburg County Emergency Services Director
- 4. Spartanburg County Emergency Management Coordinator

**VIII. ANNEX MAINTENANCE**

A. The ESF-8 Coordinator is responsible for the revision, update, and maintenance of this annex.

B. Each supporting agency/organization is responsible for developing and maintaining SOPs in support of this annex.

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**PUBLIC HEALTH AND MEDICAL SERVICES**

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- C. This annex should be reviewed and revised on an annual basis. After each exercise or actual emergency, this annex should be reviewed and updated as necessary. Any changes made should be highlighted or noted.

**ANNEX 9 (ESF-9)  
SEARCH AND RESCUE**

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**PRIMARY:** Spartanburg County Fire Coordinator and/or Spartanburg County Emergency Management Coordinator

**SUPPORT:** Spartanburg County Emergency Services; City of Spartanburg FD, Spartanburg County Sheriff's Office, Spartanburg County CERT, South Carolina Search & Rescue Dog Association

**I. GENERAL**

**A. Purpose**

1. To provide for the coordination and use of all rescue organizations, personnel, and equipment in Spartanburg County during an emergency/disaster situation and employ rescue assets of mutual aid, state, and federal resources as required.
2. This annex applies to both rural and urban search and rescue.
  - a. Urban search and rescue is the process of locating, extricating, and providing initial medical treatment to victims trapped in collapsed structures or rescuing or removing persons threatened or stranded in harm's way by any emergency or hazardous event when they cannot remove themselves.
  - b. Rural search and rescue activities include, but are not limited to, emergency incidents involving locating missing persons, locating boats lost in or around inland waters, water rescue, locating downed aircraft, extrication if necessary, and first aid/medical treatment of victims.

**B. Authority**

1. Spartanburg County Ordinance Number 333, dated December 18, 1985

**C. Definitions**

Rescue Service – Composed of all rescue/fire stations, their personnel, facilities, equipment, and resources at the county level, including local government, volunteer organizations, and upon request, state agencies.

**D. Organization**

The Spartanburg County Emergency Management Coordinator is coordinator of ESF-9 and is responsible for the coordination of all elements of Search and Rescue into a functional emergency response organization that effectively supports the needs of the populace of Spartanburg County during an emergency/disaster.

1. ESF-9 consists of the following agencies:
  - a. Spartanburg County Rescue Services:
    - 1) Spartanburg County Sheriff's Office (to include dog teams and dive team)

**ANNEX 9 (ESF-9)  
SEARCH AND RESCUE**

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- 2) Spartanburg County Emergency Service Department Fire Coordinator
- 3) Spartanburg Advanced Rescue Team (Urban/Collapsed Structure searches)
- 4) Spartanburg EMS – (Swift Water Rescue)
- 5) South Carolina Search & Rescue Dog Association (urban and rural searches)
- 6) South County Community Emergency Response Team (urban and rural searches)
- 7) Spartanburg County Fire Departments (urban and rural searches)

**II. SITUATION**

Spartanburg County is subject to emergencies/disasters (natural, man-made, technological, WMD, or acts of terrorism) that could result in a need for search and rescue operations, greatly affecting public health, and resulting in injuries or death. While Spartanburg County has the capability and adequate resources to meet routine search and rescue needs, during a more serious emergency or disaster problems are multiplied and more complex and would tax the resources of the county rescue services.

**III. MISSION**

To provide a trained and well-equipped organization whose duties are: to locate, remove, or release persons in vehicle accidents, or trapped under debris; to administer first aid; to transport litter and non-ambulatory patients to hospitals or other designated health care facilities; to recover bodies; to maintain radiological monitoring teams; to perform water rescue; and to perform search and rescue functions as directed by the Spartanburg County Office of Emergency Management and/or Fire Coordinator's Office.

**IV. CONCEPT OF OPERATIONS**

- A. ESF-9 activities will be directed and coordinated from the Spartanburg County Emergency Operations Center, on the emergency scene when necessary, or other locations designated by the Spartanburg County Emergency Management Coordinator or the Spartanburg County Emergency Services Director.
- B. The Spartanburg County Emergency Management Coordinator and/or Fire Coordinator has the overall responsibility for mission assignments and coordination of search and rescue forces during emergencies/disasters. If a situation exceeds the capabilities and resources of Spartanburg County, the Emergency Management Coordinator will request assistance from the South Carolina Emergency Management Division.
- C. The captain and senior officers of the various rescue organizations will direct emergency operations of their respective squads. The Spartanburg County Emergency Management Coordinator or Fire Coordinator will make mission assignments.



**ANNEX 9 (ESF-9)  
SEARCH AND RESCUE**

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- D. State forces used in support of this plan will be committed on a mission type basis at the discretion of the Spartanburg County Emergency Management Coordinator.
- E. Coordination with all supporting and other appropriate departments/agencies and organizations will be performed to ensure continual operational readiness.
- F. ESF-9 shall organize, train, equip, and employ Spartanburg County Rescue Services, conduct periodic testing of team capabilities, and be prepared to coordinate the integration of local efforts with state and federal assistance when necessary.
- G. Spartanburg County Emergency Management is responsible for the activation of plans and appropriate use of personnel and equipment for search and rescue missions.
- H. ESF-9 will assess the situation (both pre- and post-event), and in coordination with the Spartanburg County Office of Emergency Management, develop strategies to respond to the emergency.
- I. The Spartanburg County Emergency Fire Coordinator may coordinate with adjacent counties for additional support.
- J. The Firefighter Mobilization Act of 2000 mobilizes fire and rescue services statewide to respond to any type of emergency that requires additional resources. ESF-9 may use the mobilization plan to obtain additional fire and rescue resources, as needed.
- K. ESF-9 will coordinate deployment of liaison staff to the Spartanburg County Emergency Operations Center and/or the on-scene unified command post, to support the implementation of this plan.

**V. ESF ACTIONS**

The emergency operations necessary for the performance of this function include, but are not limited to:

**A. Pre-Disaster Phase**

**EMD**

1. Develop procedures to implement this plan.
2. Train personnel in search and rescue techniques.
3. Maintain agreements and working relationships with supporting agencies/departments.
4. Develop and maintain a rescue service resource list to include personnel and equipment. The resource list is maintained in the Spartanburg County E911 Telecommunications Center General Information Book and in the Code Red ENS System.
5. Participate in exercises to validate this annex and supporting SOPs.

**ANNEX 9 (ESF-9)  
SEARCH AND RESCUE**

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6. Maintain personnel and equipment in a state of readiness appropriate to existing and anticipated emergency conditions to include mobilizing resources and staging them at various locations.
7. Train personnel for land and search and rescue operations.
8. Ensure all ESF-9 personnel integrate NIMS principles in all planning. All ESF-9 personnel will complete all required NIMS training, as outlined in the Department of Homeland Security (DHS) training guidance.

Office of Fire Coordinator

1. Identify, train, and assign personnel to radiological monitoring teams and response teams when feasible.
2. Develop and be prepared to implement an accelerated training program to include radiological monitoring and decontamination.
3. Identify potentially hazardous areas.
4. Develop procedures and train personnel in Hazardous Materials response.
5. Develop procedures and train personnel in Weapons of Mass Destruction/Terrorism operations.
6. Maintain personnel and equipment in a state of readiness appropriate to existing and anticipated emergency conditions to include mobilizing resources and staging them at various locations.
7. Train personnel for Search & Rescue missions in a Hazardous Material Environment
8. Participate in exercises to validate this annex and supporting SOPs.

Support Agencies (CERT, SCSARDA, EMS SRT, Sheriff's Office Dog/Dive, SART)

1. Maintain personnel and equipment in a state of readiness appropriate to existing and anticipated emergency conditions to include mobilizing resources and staging them at various locations.
2. Trainer personnel for Search & Rescue missions in your areas of expertise
3. Participate in exercises to validate this annex and your supporting agencies SOPs.
4. Develop procedures and train personnel in Search & Rescue response.

B. Disaster Phase

1. Maintain liaison with the Spartanburg County Emergency Operations Center.
2. Perform search and rescue duties as required.

**ANNEX 9 (ESF-9)  
SEARCH AND RESCUE**

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3. Office of Fire Coordinator, perform or coordinate radiological monitoring assignments as needed.
4. Evaluate all available information concerning the nature and extent of search and rescue needs in the affected area(s).
5. Support local operations with appropriate resources, to include mobilizing and deploying teams and equipment as needed.
6. Using the Incident Command System, assume responsibility for coordinating and tracking all resources committed to an incident. This may include placing personnel at the on-scene command post.
7. Plan for and establish relief resources to replace or rotate with committed resources for extended operations.
8. Coordinate with ESF-1 (Transportation) for use of buses to transport rescue teams or rescued victims or persons evacuated from an emergency area to a safe location or emergency shelter.

**C. Recovery Phase**

1. Maintain liaison with the Spartanburg County Emergency Operations Center.
2. Be prepared to provide rescue functions within the affected area(s) until conditions return to normal.
3. Assist in other emergency functions when feasible.
4. Plan for a reduction of operations.
5. Inventory any lost or damaged equipment and record any personnel injuries or equipment accidents.
6. Require ESF-9 team members and their agencies maintain appropriate records of costs incurred during the event.

**VI. ADMINISTRATION AND LOGISTICS**

**A. Administration**

Initial situation reports will be submitted to the Spartanburg County Emergency Management Coordinator as soon as possible. Reports will be consolidated by the Spartanburg County Emergency Management Coordinator or his designee for analysis and further distribution.

**VII. DIRECTION AND CONTROL**

- A. Search and Rescue activities will be coordinated from the Spartanburg County Emergency Operations Center or other locations designated by the Spartanburg County Emergency Management Director, such as on scene.
- B. The Spartanburg County Emergency Operations Center is located at 175 Community College Dr., Spartanburg SC 29306.

**ANNEX 9 (ESF-9)**  
**SEARCH AND RESCUE**

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- C. Search and Rescue operations will be directed over the Spartanburg County Comprehensive 800 MHz Communication System or other designated emergency response frequencies.
- D. Mutual aid agreements have been made between Spartanburg County and adjacent counties for support of search and rescue operations as necessary.
- E. Emergency Medical Service and Spartanburg County Rescue Squads are to aid each other as required.
- F. Search and Rescue operations will be conducted under a unified command system. The National Incident Management System (NIMS) will be utilized for all multi-jurisdictional responses in Spartanburg County.
- G. Line of Coordination
  - 1. Spartanburg County Fire Coordinator
  - 2. Spartanburg County Emergency Management Coordinator
  - 3. Spartanburg County Emergency Services Academy Chief

**VIII. ANNEX MAINTENANCE**

- A. The Spartanburg County Fire Coordinator or the Office of Emergency Management is responsible for the revision, update, and maintenance of this annex.
- B. This annex will be reviewed and revised on an annual basis. After each exercise or actual emergency, this annex will be reviewed and updated as necessary. Any changes made will be highlighted.

**ANNEX 10 (ESF-10)**  
**OIL AND HAZARDOUS MATERIALS RESPONSE**

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**PRIMARY:** Spartanburg County Hazardous Materials Coordinator

**SUPPORT:** Spartanburg County Office of Emergency Management; Spartanburg County Fire Departments; Spartanburg County Hazardous Materials Team; Spartanburg County Emergency Services Academy

**GENERAL**

A. Purpose

Effectively mitigate against, prepare for, respond to, and recover from a Hazardous Material Response

B. Authority

1. Spartanburg County Ordinance Number 333, dated December 18, 1985
2. Superfund Amendments and Reauthorization Act of 1986 (SARA Title III)
3. OSHA 29 CFR 1910.120
4. EPA 40 CFR 311
5. Comprehensive Environmental Response, Compensation, and Liability Act of 1980

C. Definitions

Hazardous Material – Any substance or material in a quantity or form that may be harmful or injurious to humans, domestic animals, wildlife, economic crops, or property, when released into the environment. Hazardous Materials are classified in this annex as chemical, biological, radiological, or explosive.

Chemical - Toxic, corrosive, or injurious substance because of inherent chemical properties and includes, but is not limited to, such items as petroleum products, paints, plastics, acids, caustics, industrial chemicals, poisons, drugs, and mineral fibers (asbestos).

Biological – Micro-organisms or associated products which may cause disease in humans, animal, or economic crops and includes pathogenic wastes from medical institutions, slaughterhouses, poultry processing plants, and the like, and imported unprocessed wool fibers.

Radiological – Any radioactive substance emitting ionizing radiation at a level sufficient to produce a health hazard.

Explosive – Material capable of releasing energy with blast effect in a split second upon activation; the released energy usually damages or destroys objects in a close proximity to that blast.

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**OIL AND HAZARDOUS MATERIALS RESPONSE**

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**D. Organization**

1. The Spartanburg County Hazardous Materials Coordinator is the ESF-10 Coordinator and is responsible for implementing and coordinating this annex.
2. Local Government
  - a. Spartanburg County Emergency Services Department
  - b. Spartanburg County Emergency Management
  - c. Spartanburg County Fire Departments
  - d. Spartanburg County Sheriff's Office – Hazardous Materials Device Unit
  - e. Spartanburg County EMS/Rescue Squads
  - f. Spartanburg County Ambulance Providers
  - g. Municipal Police Departments
3. State Government
  - a. South Carolina Emergency Management Division
  - b. South Carolina Department of Health and Environmental Control
  - c. South Carolina Forestry Commission
  - d. South Carolina Department of Natural Resources
  - e. South Carolina Department of Transportation
  - f. South Carolina Department of Agriculture
  - g. South Carolina Department of Labor, Licensing, and Regulation, Division of Fire and Life Safety
  - h. South Carolina Department of Public Safety
  - i. South Carolina Law Enforcement Division

**I. SITUATION**

- A. Spartanburg County, because of the number of hazardous materials used by industries and routes of the various types of transportation of hazardous materials, is subject to hazardous materials accidents. The county is capable of coping with routine accidents, but a major catastrophic accident could require outside assistance.
- B. An emergency or disaster could result in hazardous materials being released into the environment. Fixed facilities (e.g. chemical plants, nuclear facilities, tank farms, laboratories, operating hazardous waste sites) which produce, generate, use, store, or dispose of hazardous materials, including radioactive materials, could be damaged so severely that existing spill control apparatus and containment measures are not effective. Hazardous materials that are transported may be involved in rail or air accidents, highway collisions, or waterway mishaps. Abandoned hazardous waste sites could be damaged, causing further degradation of tanks, drums, etc. The damage to, or rupture of, pipelines transporting

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**OIL AND HAZARDOUS MATERIALS RESPONSE**

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materials that are hazardous, if improperly released, will present serious problems.

- C. Spartanburg County might be overwhelmed by the extent of the response effort required to assess, mitigate, monitor, clean up, and dispose of hazardous materials, including radioactive materials, released into the environment. There may be numerous incidents occurring simultaneously in separate locations. Standard communications equipment and practices (phone lines, radio systems, etc.) may be disrupted or destroyed. Response personnel, cleanup crews, and response equipment may have difficulty in reaching the site of a hazardous materials release because of damage sustained by the transportation infrastructure (roads, rails, bridges, etc.). Additional response/cleanup personnel and equipment might be needed to supplement existing capabilities and to provide backup or relief resources.
- D. Even if a natural or other disaster does not cause situations where there are actual releases, there will be considerable concern about facilities which are located in or near the affected area. These facilities will need to be assessed and monitored. Information submitted in compliance with Title III of the Superfund Amendments and Reauthorization Act (SARA Title III) will be useful in identifying these facilities.
- E. ESF-10 consists of two components:
  - 1. **Radiological** refers to radioactive (Class 7) hazardous substances or materials in a quantity or form that pose a risk to health and safety. When a discharge or release involves radioactive materials, the county response will be consistent with the South Carolina Radiological Emergency Response.
  - 2. **Non-Radiological** refers to non-radioactive hazardous substances or materials in a quantity or form that pose a risk to health and safety.

## **II. MISSION**

To provide a well-organized emergency service organization to rapidly mobilize and employ, in a coordinated effort, all resources available, to contain and neutralize, or minimize the disastrous effects of an accident involving hazardous materials. The resources of industry, local, state, or federal government, separately or in combination, may be required to cope with the emergency, dependent on the magnitude, nature, and area threatened by hazardous materials.

## **III. CONCEPT OF OPERATIONS**

- A. Hazardous materials accidents may result in fire, explosions, BLEVE (Boiling Liquid Expanding Vapor Explosion), radiation dangers, or contamination and toxic fumes. Firefighting personnel are generally accepted as having the greatest expertise and capability to combat these dangers. Upon occurrence of a hazardous materials accident/incident, overall control of the situation will be assumed by the fire department chief in whose area the accident occurs.
- B. Prior to the arrival of the fire chief, initial control of the situation and assumption of on-scene commander responsibilities will be assumed by the first emergency

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**OIL AND HAZARDOUS MATERIALS RESPONSE**

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- service arriving on scene. The on-scene commander is authorized to recommend evacuation of the area, if required. The fire authority, who is the on-scene commander, may order an evacuation if necessary. The Spartanburg County Office of Emergency Management will coordinate evacuation procedures. A forward command post will be established to marshal and manage the personnel and material to combat the hazard.
- C. If a state of emergency is declared, the Spartanburg County Emergency Operations Center will be activated to coordinate the efforts of other county, municipal, state, federal, and personnel response. When evacuation is ordered, refer to ESF-6 (Mass Care, Emergency Assistance, Housing & Human Services) for shelter and care of evacuees.
  - D. Accidents/Incidents involving radioactive materials will be handled in accordance with the proper handling procedures.
  - E. The Spartanburg County Hazardous Materials Team will respond, upon occurrence of a hazardous materials accident/incident, to assist the county fire department incident commander in evaluating the scene to see if the incident requires the use of chemical protective clothing or special containment or control devices.
  - F. The Spartanburg County Hazardous Materials Coordinator is responsible for the coordination of all ESF-10 administrative, management, planning, preparedness, mitigation, response, and recovery activities to include developing, coordinating, and maintaining the ESF-10 SOP which detail both radiological and non-radiological responsibilities.
  - G. All ESF-10 supporting agencies will assist the Spartanburg County Fire Coordinator in the planning and execution of the above.
  - H. All ESF-10 personnel will be trained on the principles of the National Incident Management System (NIMS) and Incident Command and integrate those principles into all ESF-10 planning and response operations.
  - I. Coordination with all supporting and other appropriate departments/agencies and organizations will be performed to ensure operational readiness in time of emergency.
  - J. Spartanburg County Emergency Services Department assistance under this function will include the application of available personnel, equipment, and technical expertise necessary to contain, counteract, and supervise cleanup of hazardous materials that have become a threat to Spartanburg County.
  - K. The Spartanburg County Emergency Management Coordinator, or his designee, will coordinate, integrate, and manage the overall county effort to detect, identify, contain, clean up, dispose of, or minimize releases of hazardous substances and minimize the threat of potential releases.
  - L. In order to make the best use of limited resources and to ensure the most efficient overall response, damage information must be gathered quickly, analyzed, and response priorities established as soon as possible.



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**OIL AND HAZARDOUS MATERIALS RESPONSE**

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- M. In coordination with, and in support of the Spartanburg County Damage Assessment Team, ESF-10 will assess the situation (both pre- and post-event), and in coordination with the Spartanburg County Office of Emergency Management, develop strategies to respond to the emergency.
- N. Spartanburg County has the responsibility for the protection and well being of its citizens. However, owners and shippers of hazardous materials are responsible for subsequent cleanup and containment. Consequently, Spartanburg County, through the designated response agencies, will respond to hazardous material incidents of all types and sizes; make initial assessments as to the severity/magnitude of the situation; and take appropriate protective measures to prevent or minimize injuries and property damage.
- O. The South Carolina Law Enforcement Division and SCEMD are the lead agencies for crisis and consequence management respectively, regarding suspected or confirmed Terrorism or Weapons of Mass Destruction (WMD) incidents involving chemical, biological, or radiological agents. ESF-10 will act in a support capacity.

**IV. ESF ACTIONS**

The emergency operations necessary for the performance of this function include, but are not limited:

**A. Fire Departments and Hazardous Materials Response Teams**

**1. Pre-Disaster Phase**

- a. Develop procedures to implement this annex.
- b. Be prepared to assume control of forward command post of accident in area of jurisdiction.
- c. Maintain a training program to cope with hazardous materials accidents/incidents.
- d. Maintain mutual aid agreements and working relationships with supporting agencies/departments.
- e. Develop procedures for identification, control and cleanup of hazardous materials.
- f. Provide, obtain, or recommend training for response personnel using courses made available by the Spartanburg County Emergency Services Academy, Spartanburg County Office of Emergency Management, South Carolina Fire Academy, FEMA, DHS, SCEMD, USEPA, and manufacturers and transporters of hazardous materials, as well as training based on OSHA requirements for each duty position.
- g. Participate in exercises to validate this annex and supporting SOPs.
- h. Ensure all ESF-10 personnel integrate NIMS principles in all planning. All ESF-10 personnel will complete all required NIMS training, as

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**OIL AND HAZARDOUS MATERIALS RESPONSE**

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outlined in the Department of Homeland Security (DHS) training guidance.

2. Disaster Phase

- a. Assume on-scene control.
- b. Perform firefighting duties as needed and as appropriate.
- c. Order evacuation if the situation warrants.
- d. If radioactive materials are involved, initiate action in accordance with Appendix 2 to ESF-10.
- e. Coordinate with the Unified/Incident Command, all hazardous substance response-specific efforts and provide information to the Spartanburg County EOC.
- f. ESF-10 will assess the situation to include: the nature, amount, and location of real or potential releases of hazardous materials; pathways to human and environmental exposure; probable direction and time of travel of the materials; potential impact on human health, welfare, safety, and the environment; types, availability and location of response resources, technical support, and cleanup services; and priorities for protecting human health, welfare, and the environment.
- g. After reviewing reports, gathering, and analyzing information and consulting with appropriate agencies, determine and provide, as available, the necessary level of assistance.
- h. Provide protective action recommendations (PARs), as the incident requires.
- i. Consult with appropriate local, state, or federal agencies and/or private organizations regarding the need for decontamination. Coordinate with ESF-8 (Public Health and Medical Services) regarding decontamination of injured or deceased personnel.
- j. Coordinate decontamination activities with appropriate local, state, and federal agencies.
- k. Coordinate with appropriate local, state, and federal agencies to ensure the proper disposal of wastes associated with hazardous materials incidents.
- l. Coordinate with ESF-3 (Public Works and Engineering) for technical assistance on water, wastewater, solid waste, and disposal.

3. Recovery Phase

- a. Maintain liaison with Spartanburg County EOC.
- b. Continue to provide firefighting capabilities.
- c. Assist in rescue duties as necessary.

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**OIL AND HAZARDOUS MATERIALS RESPONSE**

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- d. Assist in the decontamination of the area.
  - e. Coordinate final restoration of area and return of evacuees with appropriate officials.
  - f. Request and maintain documented records of all expenditures, money, and physical resources of the various departments/agencies involved in emergency operations. Ensure ESF-10 team members or their agencies maintain appropriate records of costs incurred during the event.
- B. Rescue and Emergency Medical Services
- 1. Pre-Disaster Phase
    - a. Develop procedures to implement this annex.
    - b. Be prepared to conduct rescue operations, provide on-scene medical care, and transport victims to medical facilities, if necessary.
    - c. Be prepared to assume command and establish on-scene command post, if first on scene.
    - d. Be prepared to support other emergency services in the emergency operation.
    - e. Be prepared to dedicate a unit to the Hazardous Materials Team for all responses.
  - 2. Disaster Phase
    - a. Maintain liaison with on-scene incident commander, Hazardous Materials Team Leader, Spartanburg County EOC, and medical facilities.
    - b. Conduct rescue operations as required and appropriate.
    - c. Provide on-scene medical attention.
    - d. Transport victims requiring further medical attention.
    - e. Provide medical support to all responders.
  - 3. Recovery Phase
    - a. Continue liaison with appropriate officials.
    - b. Continue to provide rescue, medical, and transport service as required.
    - c. Assist in the final cleanup and restoration of the area.
- C. Law Enforcement
- 1. Pre-Disaster Phase
    - a. Develop procedures to implement this annex.
    - b. Be prepared to establish on-scene command post if first on-scene.
    - c. Be prepared to coordinate with Spartanburg County Emergency Management to conduct evacuation if such action is required.

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**OIL AND HAZARDOUS MATERIALS RESPONSE**

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- d. Be prepared to provide security at the scene and activated the Hazardous Devices Unit if applicable
  - e. Be prepared to establish evacuation routes.
  - f. Be prepared to re-route traffic, if required.
2. Disaster Phase
- a. Establish command post if first on-scene.
  - b. Senior official report to on-scene command post for operational coordination.
  - c. Establish and maintain security of scene.
  - d. Remove by-standers and control access to area.
  - e. In coordination with Spartanburg County Emergency Management, initiate and conduct evacuation, if ordered.
  - f. Establish evacuation routes and re-route traffic as appropriate.
  - g. Assist in rescue operations as appropriate.
  - h. Conduct other law enforcement activities as appropriate.
  - i. Maintain liaison with the Spartanburg County EOC and other officials as appropriate.
3. Recovery Phase
- a. Provide security until complete recovery is obtained.
  - b. Maintain liaison with other officials until recovery is obtained.
- D. Spartanburg County Emergency Management Coordinator
1. Pre-Disaster Phase
- a. Be prepared to activate the Spartanburg County EOC.
  - b. Be prepared to implement this annex.
  - c. Coordinate agencies/departments responsibilities and maintain current annex with altering list.
  - d. Coordinate with state and other agencies whose response could be needed to cope with hazardous materials accidents.
  - e. Maintain close coordination with all emergency service activities to ensure county readiness to respond and implement this annex.
  - f. Maintain agreements with private industry to ensure they provide written or electronic copies of response plans, copies of all reports submitted to SCDHEC as required by SARA Title III, immediate notification of any release, and written follow-up information following releases.
  - g. Prepare an inventory of existing threats using SARA Title III, Tier II information.

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**OIL AND HAZARDOUS MATERIALS RESPONSE**

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- h. Plan for response to hazardous materials incidents.
  - i. Develop plans for communications, warning, and public information.
  - j. Maintain a list of private contractors capable of performing emergency and/or remedial actions associated with a hazardous materials incident.
  - k. Develop plans and/or mutual aid agreements regarding hazardous materials incidents with local agencies, state agencies, contiguous states, and private organizations as required.
  - l. Collect and utilize licensing, permitting, monitoring, and/or transportation information from the appropriate local, state, or federal agencies and/or private organizations to facilitate emergency response.
  - m. Participate in exercises to validate this annex and supporting SOPs.
2. Disaster Phase
- a. Activate Spartanburg County Emergency Operations Center if required.
  - b. Coordinate activities of emergency services of county, state, and other officials to provide adequate support to the on-scene commander to effectively handle the situation.
  - c. Coordinate shelter and care of evacuees as required.
  - d. Coordinate outside assistance if needed.
  - e. Keep local government officials and county management informed of the situation.
  - f. Coordinate preparation of news releases as appropriate.
  - g. Coordinate other emergency responses as needed.
3. Recovery Phase
- a. Maintain liaison with on-scene commander and other sources until complete recovery has been made.
  - b. Coordinate all county activities related to the problem until emergency and recovery has been completed.
  - c. Coordinate preparation of news releases as appropriate.
  - d. Evaluate county emergency response and actions and be prepared to implement changes in plans or procedures if it is determined a need to do so for future incidents.

**V. ADMINISTRATION AND LOGISTICS**

**A. Administration**

The on-scene commander will make initial situation reports to the Spartanburg County Office of Emergency Management. They should contain, but not be limited to, the following:

- 1. Type of accident

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**OIL AND HAZARDOUS MATERIALS RESPONSE**

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2. Potential hazards
3. Casualties incurred.
4. Nature and extent of assistance required.
5. Precautionary measures to observe.

**B. Logistics**

The individual fire department in whose jurisdiction the accident/incident occurs will utilize existing resources. All additional equipment, personnel, and assistance will be coordinated through the Spartanburg County Emergency Operations Center.

**VI. DIRECTION AND CONTROL**

- A. The fire chief in whose jurisdiction the accident/incident occurs will direct on-scene emergency activities.
- B. The Spartanburg County Emergency Operations Center, under the direction of the Spartanburg County Emergency Management Coordinator, will coordinate all assistance, public information, and other support activities.
- C. The Spartanburg County Emergency Operations Center is located at 175 Community College Dr., Spartanburg SC 29306.
- D. Line of Coordination:
  1. On-Scene Fire Ranking Officer
  2. Spartanburg County Hazardous Materials Coordinator
  3. Fire Chief of jurisdiction where incident occurred.
  4. Spartanburg County Fire Coordinator
- E. Mutual Aid Agreements

Existing mutual aid agreements of agencies involved will apply.

**VII. ANNEX MAINTENANCE**

- A. The Spartanburg County Hazardous Materials Coordinator is responsible for the revision, update, and maintenance of this annex.
- B. This annex will be reviewed and revised on an annual basis. After each exercise or actual emergency, this annex will be reviewed and updated as necessary. Any changes made will be highlighted.

**VIII. APPENDICES**

**ANNEX 10 (ESF-10)**  
**OIL AND HAZARDOUS MATERIALS RESPONSE**

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APPENDIX 1 TO ESF-10 – HAZARDOUS MATERIALS

FORWARD COMMAND POST

In response to a hazardous materials accident, the senior member of the first arriving emergency unit automatically assumes the duties and responsibilities of the on-scene commander. He will retain these responsibilities until relieved by the local jurisdiction ranking fire officer. He must make an immediate estimate and evaluation of the situation to determine if a disaster or the potential for a disaster exists. He will establish a Forward Command Post at a location of his discretion, taking into account the hazard involved, accessibility, and space requirement to marshal and manage personnel and material to combat the hazard. If the on-scene commander determines that a disaster has occurred or is imminent, he will:

1. Notify other emergency agencies as appropriate of situation and Command Post location.
2. Contact the Spartanburg County Hazardous Materials Team
3. If the situation is critical for impending disaster (explosion, poisonous fumes, high level radiation, etc.), assume authority to declare a state of emergency and/or order immediate evacuation.
4. Do not approach hazardous material area until positive identification of the material has been made. If positive identification cannot be made, assume the material to be dangerous.
5. Transfer control to local jurisdictional fire chief or ranking officer as appropriate.
6. Conduct appropriate rescue, firefighting, and containment as the situation permits.
7. Continue emergency operations until complete recovery has been accomplished.
8. Coordinate actions with the Spartanburg County Emergency Management Director or his designee.
9. Issue appropriate After-Action Report to the Spartanburg County Office of Emergency Management.
10. Submit situation reports to the Spartanburg County Emergency Operations Center on a regular basis as established by the Spartanburg County Emergency Management Coordinator.

**ANNEX 10 (ESF-10)  
OIL AND HAZARDOUS MATERIALS RESPONSE**

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APPENDIX 2 TO ESF-10 – HAZARDOUS MATERIALS

RADIOLOGICAL

**I. PURPOSE**

The purpose of this appendix is to provide general guidance for the emergency response actions to be taken in the event of an accident/incident involving radioactive materials. It provides for the essential services required to protect the public and the resources of Spartanburg County from the harmful effects of nuclear radiation resulting from an accident/incident involving radioactive materials.

**II. RESPONSE**

Response to an accident/incident involving radioactive materials will require specialized skills, resources, and equipment. Therefore, the following responsibilities and functions at all levels of government are supplemental to those in the Spartanburg County Emergency Operations Plan.

1. Local Government

A. The Spartanburg County Emergency Management Coordinator will:

1. Coordinate the emergency resources of Spartanburg County to minimize the effects of a radiological accident.
2. Notify local government and state officials, providing them with details of the accident/incident.
3. Activate the Spartanburg County Emergency Operations Center.
4. Provide coordination of other services as deemed necessary by the command post.

B. The on-scene commander will establish monitoring capabilities by utilizing radiological monitoring equipment.

C. The Spartanburg County Radiological Officer will report to the on-scene commander and assume control of and coordinate the monitoring teams and advise the on-scene commander of protective actions, safe perimeters, and all matters pertaining to exposure control.

D. Law enforcement will establish a safe perimeter, as identified by the on-scene commander, to prevent the spread of contamination, and to minimize personnel exposure.

E. Rescue and/or Emergency Medical Service will provide for the rescue of injured and/or exposed individuals, and transport to a medical facility.

F. Fire service will assist in the monitoring and decontamination of personnel and equipment as appropriate.

G. The Spartanburg County Hazardous Materials team leader or his designee will report to the on-scene commander and assume control and coordination of the Hazardous Materials Team. In coordination with the DHEC and other



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**OIL AND HAZARDOUS MATERIALS RESPONSE**

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supporting agencies, the Hazardous Materials Team will proceed with monitoring and mitigating the radiological hazard.

2. State Government

- A. The South Carolina Emergency Management Division will be responsible for coordinating all requests for state and federal resources, which are requested by local government.
- B. The South Carolina Department of Health and Environmental Control, Bureau of Radiological Health, is responsible for providing professional personnel at the scene for:
  - 1. Monitoring of radiation levels
  - 2. Protective action guides
  - 3. Radiological exposure control
  - 4. Personnel monitoring
  - 5. Technical advice on decontamination, containment, and disposal of radioactive substances
  - 6. Determine when the area is safe, and all radiation hazards have been removed.

**ANNEX 10 (ESF-10)  
OIL AND HAZARDOUS MATERIALS RESPONSE**

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APPENDIX 3 TO ESF-10 – HAZARDOUS MATERIALS TITLE III

**I. PURPOSE**

To establish policy and procedures within Spartanburg County to provide a timely, effective, and coordinated emergency response in the event of a hazardous chemical accident/incident as identified by Title III of the Superfund and Reauthorization Act of 1986.

**II. AUTHORITY**

- A. Spartanburg County Ordinance Number 333 dated December 18, 1985.
- B. Public Law 99-499, Superfund Amendment and Reauthorization Act of 1986 (SARA).
- C. State of South Carolina Executive Order Number 87-17 dated May 11, 1987.

**III. DEFINITIONS**

SARA – The Superfund Amendments and Reauthorization Act of 1986.

CERCLA – The Comprehensive Environmental Response, Compensation, and Liability Act of 1980 (Superfund Act).

SIC CODE – Standard Industrial Classification Code; SIC codes 20 through 39 include all manufacturing facilities.

OSHA – Occupational Safety and Health Administration.

EPA - United States Environmental Protection Agency.

EXTREMELY HAZARDOUS SUBSTANCE – EPA substances listed in 40 CFR, Part 355, originally issued April 22, 1987.

MATERIAL SAFETY DATA SHEET (MSDS) – Compilation of the health, flammability, and reactivity hazards of chemicals.

**IV. SITUATION**

Spartanburg County has the ability and resources to effectively respond to routine day-to-day emergencies/disasters. However, in the event of a hazardous chemical accident, these resources would be taxed beyond limit. The county would require assistance from local industry, state, and federal agencies.

**V. MISSION**

To provide a well-organized emergency response organization, which includes county and local resources, as well as local industry, to effectively respond to a hazardous chemical accident/incident in order to protect the lives and property of citizens.

**VI. EXECUTION**

A. Concept of Operations

- 1. Hazardous materials accidents may result in fire, explosion, radiation dangers, or contamination and toxic fumes. Firefighting personnel are generally accepted as having the greatest expertise and capability to combat these

**ANNEX 10 (ESF-10)**  
**OIL AND HAZARDOUS MATERIALS RESPONSE**

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dangers. Upon occurrence of a hazardous materials accident/incident, overall control of the situation will be assumed by the fire chief in whose area the accident occurs.

2. Prior to the arrival of the fire chief, initial control of the situation and assumption of on-scene incident commander responsibilities will be assumed by the first emergency service arriving on scene. The on-scene commander is authorized to recommend/order evacuation of the area if required. A Forward Command Post will be established to marshal and manage the personnel and material to combat the hazard.
3. The Spartanburg County Hazardous Materials Team will respond, upon occurrence of a hazardous materials accident/incident, to assist the fire department incident commander, in evaluating the scene to see if the incident requires the use of chemical protective clothing or special containment of control devices.
4. If a state of emergency is declared, the Spartanburg County Emergency Operation Center will be activated to coordinate the efforts of other county, municipal, state, and federal agencies and response personnel. When evacuation is ordered, refer to ESF-6 (Mass Care) for shelter and care of evacuees.
5. Accidents/incidents involving radioactive materials will be handled in accordance with established HazMat procedures.
6. Operation of the forward command post will be in accordance with Appendix 1, this annex.

**B. Tasks/Responsibilities**

The following tasks/responsibilities are in addition to other tasks identified in this annex and the Spartanburg County Emergency Operations Plan.

1. Pre-Disaster Phase
  - a. During this phase, the following are common to all county and municipal agencies:
    1. Develop procedures to implement this appendix, and to update them annually, or as required.
    2. Develop plans to implement a training program for all personnel involved in a hazardous chemical accident/incident, in accordance with Title III requirements.
    3. Ensure alert lists are available and current.
    4. Develop a list of available resources and special equipment available within the county, and adjacent counties, to effectively respond to a hazardous chemical accident/incident.
    5. Participate in an annual county wide hazardous chemical accident/incident exercise.

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**OIL AND HAZARDOUS MATERIALS RESPONSE**

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6. Maintain mutual aid agreements with other county and municipal agencies, and local industry.
- b. Local Industry
  1. Develop on-site contingency plan, which specifies notification, emergency response procedures, and responsibilities.
  2. Provide technical support for the development of off-site risk assessment.
  3. Provide planning support for off-site release contingency plan.
  4. Be prepared to provide emergency response liaison to the Spartanburg County Emergency Operations Center.
  5. Be prepared to provide emergency response liaison to the on-scene command post.
  6. Be prepared to provide a public information representative to the Spartanburg County Emergency Operations Center.
  7. Participate in exercises and drills as required with county government.
  8. Coordinate on-site emergency plans with the Spartanburg County Emergency Management Coordinator.
2. Disaster Phase
  - a. County Government/Municipalities

Have overall responsibility for decision-making within their jurisdiction in the event of a hazardous chemical accident/incident.
  - b. Emergency Management Coordinator
    1. Coordinates the activities of all emergency responders and resources involved in a hazardous chemical accident/incident.
    2. Keeps county/municipal governments informed of current situations.
    3. Coordinates county/municipal support as required.
    4. Coordinates requests to State Emergency Management Division for additional personnel and resources, which are beyond the county or local municipality capability to provide.
    5. Maintains and updates resource list as required.
    6. Coordinates requests for technical assistance from county/municipal on-scene responders.
    7. Activates Spartanburg County Emergency Operations Center or Mobile Command Post.
  - c. County/Municipal Fire Departments
    1. Assume on-scene control.

**ANNEX 10 (ESF-10)**  
**OIL AND HAZARDOUS MATERIALS RESPONSE**

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2. Establish staging area(s) if necessary.
  3. Decides which protective actions are necessary, in coordination with on-site authorities and county/municipal decision makers.
  4. Order evacuation if situation warrants.
  5. Coordinates and/or directs (as appropriate) on-scene activities of Hazardous Materials Team.
  6. Provide liaison officer to Spartanburg County Emergency Operations Center, with means of communicating between the EOC and on-scene.
- d. County/Municipal Law Enforcement
1. Assume on-scene control (if first arriving unit) until fire service representative arrives.
  2. Coordinate with Command Post and establish perimeter security, traffic control points, and access control points as required.
  3. Coordinate with Command Post, and assist as required, in evacuation of on-scene and surrounding area(s).
  4. Provide liaison to Spartanburg County Emergency Operations Center with means to communicate between EOC and on-scene.
- e. Local Industry
- In accordance with Title III requirements, provide the following:
1. Implement on-site contingency plan, to include notification procedures.
  2. Provide technical liaison representative to Command Post and the Spartanburg County Emergency Operations Center.
  3. Provide Public Information representative to the Spartanburg County Emergency Operations Center.
  4. Provide personnel and resources, if available, to assist county/municipal emergency responders as required.
- f. Hazardous Materials Response Team
1. Assists the fire department incident commander in evaluating the scene to determine which protective actions are necessary.
  2. Coordinates all Hazardous Materials Team on-scene activities with the fire department incident commander.
  3. Provides liaison to the Command Post.
  4. Provides liaison to the Spartanburg County Emergency Operations Center to communicate between the EOC and the on-scene commander.

**ANNEX 10 (ESF-10)**  
**OIL AND HAZARDOUS MATERIALS RESPONSE**

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3. Recovery Phase

a. County/Municipal Government

Continue to provide direction and control until the hazardous chemical accident/incident final cleanup and restoration is complete.

b. Emergency Management Coordinator

1. Maintain liaison with on-scene personnel until recovery has been completed.
2. Continue to coordinate for on-scene assistance until recovery has been completed.

c. County/Municipal Fire Departments

1. Maintain communication with Spartanburg County EOC until recovery is complete, or no longer required.
2. Continue to provide firefighting capabilities as required.
3. Coordinate final restoration of area for return of evacuees.

d. County/Municipal Law Enforcement

1. Continues security of scene until recovery is complete or released by command post or Spartanburg County Emergency Operations Center.
2. Coordinate with command post and Spartanburg County Emergency Management Director on return of evacuees.

e. Hazardous Materials Response Team

1. Maintains communication with command post and Spartanburg County Emergency Operations Center until recovery is complete or no longer required.
2. Continues to provide Hazardous Materials response capabilities until recovery is complete or no longer required.

**VII. ADMINISTRATION AND LOGISTICS**

A. Administration

1. Initial situation reports will be submitted as required by this annex.
2. Reports required by SARA Title III will be submitted as required in accordance with the appropriate section, sub-section, etc. of Title III.

B. Logistics

The individual fire department in whose jurisdiction the accident/incident occurs as well as the Hazardous Materials Response Team will utilize existing resources. All additional equipment, personnel, and assistance will be coordinated through the Spartanburg County Emergency Operations Center.

**ANNEX 10 (ESF-10)**  
**OIL AND HAZARDOUS MATERIALS RESPONSE**

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TAB A TO APPENDIX 3, ESF-10 – HAZARDOUS MATERIALS

TITLE III – NOTIFICATION PROCEDURES

**I. PURPOSE**

To define notification procedures required under Section 304, Public Law 99-499 (SARA) by local industry or transportation in the event of a hazardous chemical accident/incident within the county.

**II. PROCEDURES**

The following procedures will be followed if a release of an extremely hazardous substance, referred to in Section 302(a), Public Law 99-499 (SARA), occurs from a facility at which a hazardous chemical is produced, used, or stored, and such release requires notification under Section 103(a) of the CERCLA.

**A. Fixed Facility**

1. Immediately after a release, the owner or operator of the facility will notify Spartanburg County Office of Emergency Management through the Spartanburg County Warning Point (9-1-1 Telecommunications Center).
2. The facility will provide the following information if known. If all required information is not available at time of notification of release, provide what information is known. As soon as the remaining information is available, report it with a follow-up notification.
  - a. Person(s) to be contacted for further information.

**B. Transportation Accident/Incident**

1. Immediately call the Spartanburg County Office of Emergency Management (864-595-5366, 864-595-5368, or 9-1-1).
2. Provide information required in paragraph A.2 above.

**C. Follow-Up Emergency Notice**

As soon as practicable after a release which requires notice under subsection (a), such owner or operator shall provide a written follow-up emergency notice (or notices, as more information becomes available) setting forth and updating the information required under subsection (b), and including additional information with respect to:

1. Actions taken to respond to and contain the release.
2. Any known, or anticipated, acute or chronic health risks associated with the release.
3. Where appropriate, advice regarding medical attention necessary for exposed individuals.

**ANNEX 11 (ESF-11)**  
**FOOD SERVICES**

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**PRIMARY:** Spartanburg County Department of Social Services

**SUPPORT:** American Red Cross; The Salvation Army; Spartanburg School Districts 1-7; Spartanburg VOAD; Faith-based organizations; Spartanburg County Health Department

**I. GENERAL**

A. Introduction

1. An emergency or disaster may deprive substantial numbers of people of access to food or the means to prepare food. In addition, commercial food supplies and distribution networks may be substantially disrupted due to partial or total devastation of food products stored in affected areas. There may also be disruption of energy sources (electricity and gas) causing most commercial cold storage and freezer facilities to be inoperable.
2. Schools, institutions with food inventories, and faith-based feeding organizations could be used to begin feeding disaster victims. An effective feeding operation must be immediately initiated to include obtaining appropriate US Department of Agriculture food supplies, arranging for transportation of food supplies to designated staging areas within the disaster area, and requesting the Disaster Food Stamp Program through SCEMD as required.

B. Authority

1. Spartanburg County Ordinance Number 333, dated December 18, 1985

C. Organization

The Spartanburg County DSS Director will coordinate all food services activities.

**II. SITUATION**

- A. Spartanburg County is subject to disasters (natural, technological, man-made, and war) that could result in a need for food services to citizens in the affected areas.
- B. A disaster may severely damage or impede the food services infrastructure in Spartanburg County.

**III. MISSION**

- A. To coordinate and identify food requirements in areas affected by a disaster.
- B. To obtain and secure food products to organizations engaged in mass feeding operations and/or staging areas within affected areas.
- C. To ensure the safety and security of the commercial food supply.

**IV. CONCEPT OF OPERATIONS**

- A. Spartanburg County DSS is responsible for coordinating all ESF-11 administrative, management, planning, training, preparedness, mitigation, response, and recovery activities to include developing, coordinating, and



**ANNEX 11 (ESF-11)**  
**FOOD SERVICES**

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- maintaining ESF-11 Standard Operating Procedures. All ESF-11 support agencies will assist DSS in the planning and execution of the above.
- B. All ESF-11 personnel must be trained in the principles of the National Incident Management System (NIMS) and Incident Command and integrate those principles into all ESF-11 planning and response operations.
  - C. ESF-11 will operate under existing USDA authorities and regulations as well as the requirements of supporting agencies, to provide disaster food supplies to designated disaster staging areas, Points of Distribution (PODS) and/or coordinate the issuance of disaster food stamps. Coordination with all supporting agencies and other appropriate departments/agencies and organizations will be performed to ensure operational readiness. Each agency/organization will operate under their mandated federal, state, or organizational regulations and will maintain complete administrative and financial control over their activities.
  - D. Under the general coordination of DSS, ESF-11 will operate in accordance with existing USDA authorities and regulations, as well as the Stafford Act to provide USDA food supplies to designated disaster staging areas.
  - E. DSS will manage the Disaster Food Stamp Program under the rules and regulations of the USDA Food and Nutrition Service (FNS). The purpose of the Disaster Food Stamp Program is to provide temporary food assistance to victims of a disaster that has disrupted commercial channels of food distribution if such households are in need of temporary food assistance. Following a Presidential disaster declaration, and upon a request from the Governor, the United States Secretary of Agriculture may direct USDA Food Nutrition Services (FNS) to distribute disaster food stamps if:
    - 1. Commercial channels of food distribution have been restored.
    - 2. As a result of the disaster, income or resources are reduced or inaccessible, and food assistance needs cannot be met by the regular Food Stamp Program procedures.
  - F. ESF-11 will obtain from ESF-6 (Mass Care, Emergency Assistance, Housing, and Human Services) the number of people that may be impacted in order to assess the amount of food needed to meet the anticipated demand. If food supplies are needed that cannot be met by local resources, ESF-11 will make a request through ESF-11 in the SEOC to obtain and coordinate the transportation of food and supplies to the affected disaster area.
  - G. ESF-11 will gather information from Red Cross, The Salvation Army, VOADS, faith-based organizations, and other supporting agencies concerning their operational response, locations of feeding sites, distribution areas, and any problems. ESF-11 will compile reports for submission to the SEOC as required.
  - H. Menus will be determined by volunteer organizations conducting food preparation with full consideration of special population dietary needs. Menus may be built around USDA foods that are available. Other mass care organizations with food

**ANNEX 11 (ESF-11)**  
**FOOD SERVICES**

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resources may supplement the food supply. Menus will be adjusted based on food quantities and needs as determined by volunteer agencies.

- I. ESF-11, in coordination with the Spartanburg County Office of Emergency Management, will assess the situation (both pre- and post-event) and develop strategies to respond to the emergency.
- J. ESF-11 will assess the effectiveness of the food distribution network and oversee the inventory of food resources procured by this ESF. Staff will coordinate with Spartanburg County officials and ESF-6 to ensure timely delivery of food services.
- K. The SEOC will be the point of contact for all requests for USDA food.
- L. Harvest Hope Food Bank, as the lead agency for the South Carolina Food Bank Association, will manage donated food to include delivering and distributing donations to affiliated food banks.
- M. ESF-11 will support and coordinate with ESF-17 (Animal/Agriculture Emergency Response) as required to address feeding issues for household pets.

**V. ESF ACTIONS**

The emergency operations necessary for the performance of this function include, but are not limited to:

**A. Pre-Disaster Phase**

- 1. Maintain an accurate roster of personnel assigned to perform ESF-11 duties during a disaster.
- 2. Identify and schedule disaster response training for ESF-11 personnel.
- 3. Identify likely transportation needs and coordinate with ESF-1 (Transportation).
- 4. Participate in county exercises and conduct an ESF-11 exercise to validate this annex and supporting SOPs.
- 5. Ensure all ESF-11 personnel integrate NIMS principles in all planning activities. All ESF personnel will complete all required NIMS training, as outlined in the Department of Homeland Security (DHS) training guidance.
- 6. Ensure procedures are in place to document costs for any potential reimbursement.

**B. Disaster Phase**

- 1. Inventory any existing food supplies and determine availability of food within the disaster area.
- 2. Identify and assess requirements for food to meet critical emergency needs immediately following the disaster as well as considering long-term sustained needs after the emergency phase is over.

**ANNEX 11 (ESF-11)**  
**FOOD SERVICES**

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3. Coordinate with ESF-6 (Mass Care) to identify the number of people in shelters and others in need of food.
  4. Coordinate with ESF-6 (Mass Care) to identify the locations of all mass feeding and distribution sites.
  5. Coordinate with ESF-7 (Logistics Management and Resource Support) and ESF-18 (Donated Goods and Volunteer Services) to acquire food, equipment, and supplies required to support food service operations. Acquisitions include, but are not limited to: donated food, purchase of additional food, and refrigerated trailers.
  6. Coordinate with ESF-1 (Transportation) and ESF-19 (Military Support) for transportation of food supplies into the disaster areas.
  7. Assess needs for Points of Distribution (PODS).
  8. Coordinate flow of request and delivery of food into disaster areas to ensure daily requirements are met.
  9. Assess need and feasibility of issuing food stamps.
  10. In coordination with ESF-6 (Mass Care), monitor the number of mass feeding sites, soup kitchens, VOADS, Faith-Based organizations, and food pantries providing food to disaster victims.
  11. Establish communications with ESF-11 in the SEOC to request and coordinate food service assets beyond the capability and resources of Spartanburg County.
  12. Coordinate with the Spartanburg County Health Department to evaluate potential food safety threats.
- C. Recovery Phase
1. Continue to monitor food requirements.
  2. Coordinate with DSS regarding the implementation of the Disaster Food Stamp Program if necessary.
  3. In coordination with ESF-6 (Mass Care), assess special food concerns of impacted residents.
  4. Establish logistical links with local organizations, VOADS, and faith-based organizations involved in long-term congregate meal services.
  5. Anticipate and plan for the arrival of and coordination with FEMA and State ESF-11 personnel in the SEOC and Joint Field Office (JFO).
  6. Ensure ESF-11 team members or their agencies maintain appropriate records of costs incurred during the event.
  7. ESF-11 will support long-term recovery priorities as identified by ESF-5 (Emergency Management) and the Spartanburg County Emergency Management Coordinator.

**ANNEX 11 (ESF-11)**  
**FOOD SERVICES**

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**VI. ADMINISTRATION AND LOGISTICS**

A. Administration

Initial situation reports should be given to the Spartanburg County DSS Director or his/her representative as soon as practicable. Report will be submitted to the Spartanburg County Emergency Operations Center for analysis.

B. Logistics

ESF-11 will utilize existing resources. Additional resources, supplies, and manpower will be requested through the Spartanburg County EOC. ESF-11 will utilize and track supplies, operational aids, and transportation under control of their organizations.

**VII. DIRECTION AND CONTROL**

A. When conditions warrant activation of the Spartanburg County Emergency Operations Center, coordination of ESF-11 activities will be under the direction and control of the Spartanburg County DSS Director and will be conducted from the EOC.

B. The Spartanburg County Emergency Operations Center is located at 175 Community College Dr., Spartanburg SC 29306.

C. Line of Coordination

1. Spartanburg County DSS Director
2. Emergency Management Coordinator or Designee

**VIII. ANNEX MAINTENANCE**

A. The ESF-11 Coordinator is responsible for the revision, update, and maintenance of this annex.

B. This annex will be reviewed and revised on an annual basis. After each exercise or actual emergency, this annex will be reviewed and updated as necessary. Any changes made will be highlighted.

**ANNEX 12 (ESF-12)**  
**ENERGY & OPERATIONS SUPPORT**

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**PRIMARY:** Spartanburg County Facilities Maintenance

**SUPPORT:** Spartanburg County Emergency Services Department

**GENERAL**

A. Introduction

Energy & Operations Support includes maintenance and repair to all motorized equipment and vehicles belonging to departments and agencies of Spartanburg County. ESF-12 also operates and manages the county's fleet fueling system as well as providing 24-hour emergency road service for county vehicles when needed.

B. Authority

Spartanburg County Ordinance Number 333, dated December 18, 1985

C. Organization

The Spartanburg County Facilities Maintenance Supervisor will coordinate all Energy & Operations Support activities.

**I. SITUATION**

Spartanburg County is vulnerable to a wide spectrum of natural, technological, and man-made disasters that could injure or kill many people and damage or destroy property over a wide area. This may result in a need for coordination of operations support to ensure necessary motorized equipment and fuel is available to effectively respond to the disaster.

**II. MISSION**

To maintain, repair, and ensure an adequate fuel supply to all motorized equipment and vehicles in support of emergency operations before, during, and after an emergency or disaster in Spartanburg County.

**III. CONCEPT OF OPERATIONS**

A. The Spartanburg County Facilities Maintenance Supervisor is responsible for the coordination of all ESF-12 administrative, management, planning, training, preparedness, mitigation, response, and recovery activities to include developing, coordinating, and maintaining the ESF-12 SOP. All ESF-12 supporting agencies will assist the Facilities Maintenance Supervisor with the above.

B. All ESF-12 personnel will be trained on the principles of the National Incident Management System (NIMS) and Incident Command and integrate those principles into all ESF-12 planning and response operations.

C. Coordination with all supporting and other appropriate departments/agencies, and organizations will be performed to ensure operational readiness.

D. ESF-12 will assess the situation (both pre and post-event) and in coordination with the Spartanburg County Emergency Services Director or his/her designee, develop strategies to respond to the emergency.

**ANNEX 12 (ESF-12)**  
**ENERGY & OPERATIONS SUPPORT**

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- E. ESF-12 will maintain and repair all county owned motorized equipment used in support of disaster operations.
- F. ESF-12 will ensure emergency response personnel and county owned motorized equipment used in support of disaster operations have adequate fuel supplies.
- G. ESF-12 will provide 24-hour emergency road service for county vehicles when needed.
- H. ESF-12 will coordinate with ESF-7 (Logistics Management & Resource Support) to obtain fuel (gasoline & diesel) in the event of a shortage to ensure adequate fuel supplies are available for county vehicles.
- I. The Spartanburg County Fire Coordinator will assist with the facilitation of repair, maintenance, and service to county fire apparatus.
- J. Coordination of fuel and maintenance for vehicles/equipment of non-county responders who are assisting the county response and recovery efforts. Adequate documentation processes must be utilized to determine actual cost of fuel, goods, and services provided.

**IV. ESF ACTIONS**

The emergency operations necessary for the performance of this function include, but are not limited to:

**A. Pre-Disaster Phase**

- 1. Develop and maintain current listing of suppliers of products and services associated with this function (Parts, Fuel Supply, Lubricants, Tires, etc).
- 2. Establish liaison with support agencies.
- 3. Ensure plans for repair of damaged equipment are maintained.
- 4. Develop fuel conservation protocols.
- 5. Ensure all ESF-12 personnel integrate NIMS and Incident Command principles in all planning. All ESF personnel must complete all required NIMS training, as outlined in the Department of Homeland Security (DHS) training guidance.
- 6. Ensure procedures are in place to document costs for any potential reimbursement.
- 7. Ensure procedures are in place to document motorized equipment repair, parts/supplies used, man hours, and fuel used in support of emergency operations.
- 8. Ensure procedures are in place to effectively manage large numbers of flat tires that may occur during and following a disaster.
- 9. Coordinate in advance (if possible) for the delivery of fuel or other services that may be needed during the disaster or recovery phase.

**ANNEX 12 (ESF-12)**  
**ENERGY & OPERATIONS SUPPORT**

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**B. Disaster Phase**

1. Analyze damaged, inoperable, and disabled motorized equipment to determine operational priorities and emergency repair procedures.
2. Provide motorized equipment repair, service, and maintenance as required to support emergency operations.
3. Provide status of equipment resources requiring repair to the Operations Group in the Spartanburg County Emergency Operations Center.
4. Operate and maintain the county-owned refueling sites in Spartanburg County. Ensure an adequate fuel supply is maintained for emergency operations.
5. Repair or replace flat tires on county-owned motorized vehicles as necessary.
6. Provide fuel conservation guidance to all county motorized equipment users.
7. Coordinate with ESF-1 (Transportation) for transportation resource maintenance/repair issues.
8. Coordinate with ESF-13 (Public Safety & Security) to secure county owned refueling sites.
9. Monitor/coordinate actions regarding fueling/re-fueling operations, and post-impact fueling/re-fueling actions.

**C. Recovery Phase**

1. Maintain coordination with all supporting agencies and organizations on operational priorities and emergency repair and restoration.
2. Continue to provide equipment maintenance, repair, and emergency service to support recovery operations.
3. Continue to operate and maintain county owned refueling sites to ensure adequate fuel resources to support recovery operations.
4. Ensure that appropriate records of costs incurred during the event are maintained.

**V. ADMINISTRATION AND LOGISTICS**

**A. Administration**

Initial situation reports should be given to the Spartanburg County Facilities Maintenance Supervisor or his/her representative as soon as practicable. A report will be submitted to the Spartanburg County Emergency Operations Center for analysis.

**B. Logistics**

ESF-12 will utilize existing resources. Additional resources, supplies, and manpower will be requested through the Spartanburg County EOC. ESF-12 will utilize and track supplies, operational aids, and transportation under control of their organization.

**ANNEX 12 (ESF-12)**  
**ENERGY & OPERATIONS SUPPORT**

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**VI. DIRECTION AND CONTROL**

- A. When conditions warrant activation of the Spartanburg County Emergency Operations Center, coordination of ESF-12 activities will be under the direction and control of the Spartanburg County Facility Maintenance Supervisor and will be conducted from the Spartanburg County EOC.
- B. The Spartanburg County Emergency Operations Center is located at 175 Community College Dr., Spartanburg SC 29306.
- C. Line of Coordination
  - 1. Spartanburg County Facilities Maintenance Supervisor
  - 2. Spartanburg County Fleet Supervisor

**VII. ANNEX MAINTENANCE**

- A. The ESF-12 Coordinator is responsible for the revision, update, and maintenance of this annex.
- B. This annex will be reviewed and revised on an annual basis. After each exercise or actual emergency, this annex will be reviewed and updated as necessary. Any changes made will be highlighted.



**ANNEX 13 (ESF-13)**  
**PUBLIC SAFETY AND SECURITY**

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PRIMARY: Spartanburg County Sheriff's Office

SUPPORT: Municipal Police Forces; College/University Police Forces; South Carolina Highway Patrol; South Carolina Law Enforcement Division.

**I. GENERAL**

A. Purpose

To provide for the coordination and use of all law enforcement personnel and equipment in Spartanburg County during an emergency or a disaster situation.

B. Authority

1. Spartanburg County Ordinance Number 333, dated December 18, 1985
- 2.

C. Definitions

Law Enforcement – Composed of all law enforcement organizations, their personnel, facilities, and resources at the county level. Upon request, qualified commissioned personnel from state and federal agencies may be utilized.

D. Organization

1. The Spartanburg County Sheriff is the Senior Law Enforcement Officer in the county and is responsible for coordinating all ESF-13 (Public Safety & Security) activities of the following forces when they are requested to support the conduct of operations under this plan. Close coordination is required with all municipal, state, and federal law enforcement agencies.
2. Elements of Spartanburg County Law Enforcement consist of the following:
  - a. Spartanburg County Sheriff's Office
  - b. Municipal Police Departments
  - c. College/University Police Departments/Campus Safety

**II. SITUATION**

Spartanburg County is subject to disasters/emergencies (natural, man-made, technological, WMD, and terrorism) that could result in a need for increased law enforcement, greatly affect public safety, and result in a large number of deaths and/or injuries. While Spartanburg County has the capability and adequate resources to meet routine law enforcement needs, a more serious an emergency or a disaster would multiply and create more problems.

**III. MISSION**

- A. To provide a well-organized and equipped law enforcement organization which operates on a 24-hour basis for traffic control, crime prevention, security, roadblocks, and warning during an emergency/disaster situation.
- B. To provide for coordination and use of law enforcement personnel and equipment in an emergency or disaster.

**ANNEX 13 (ESF-13)**  
**PUBLIC SAFETY AND SECURITY**

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**IV. CONCEPT OF OPERATIONS**

- A. ESF-13 activities will be directed and coordinated from the Spartanburg County Emergency Operations Center, which is located at 175 Community College Dr., Spartanburg SC 29306.
- B. The Spartanburg County Sheriff is the Senior Law Enforcement official and has overall responsibility for the coordination of ESF-13 and support forces during an emergency or a disaster situation. State forces used in support of this plan will be committed on a mission-type basis.
- C. The police chiefs of the various municipalities will direct emergency law enforcement operations in their respective jurisdictions and coordinate those actions with the ESF-13 Coordinator in the Spartanburg County Emergency Operations Center.
- D. The Spartanburg County Sheriff is responsible for the coordination of all ESF-13 administrative, management, planning, training, preparedness, mitigation, response, and recovery activities to include developing, coordinating, and maintaining the ESF-13 SOP.
- E. All ESF-13 supporting agencies will assist the Spartanburg County Sheriff in the planning and execution of the above.
- F. All ESF-13 personnel will be trained on the principles of the National Incident Management System (NIMS) and integrate those principles into all ESF-13 planning and response operations.
- G. Coordination with all supporting and other appropriate departments/agencies and organizations will be performed to ensure operational readiness in time of emergency.
- H. In accordance with SC Code of Laws Section 23-3-15 (A) (8), SLED has specific and exclusive jurisdiction and authority for coordinating the state response in the event of a terrorist threat or actual incident.
- I. In coordination with, and support of The Spartanburg County Damage Assessment Team, ESF-13 will assess the situation (both pre- and post-event), and in coordination with the Spartanburg County Office of Emergency Management, develop strategies to respond to the emergency and secure damaged areas.
- J. The local law enforcement agency in command will retain direction and control. SLED will coordinate directly with the local law enforcement agency in control and will coordinate activities for all other state law enforcement agencies involved as it relates to general law enforcement duties.
- K. As the ESF-13 Coordinator, the Spartanburg County Sheriff will coordinate all general law enforcement assistance from county and municipal agencies. In cooperation with the Spartanburg County Emergency Management Director, the Spartanburg County Sheriff will integrate law enforcement functions with other emergency actions.

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**PUBLIC SAFETY AND SECURITY**

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- L. ESF-13 will receive and act on requests from local governments. Representatives from county and municipal law enforcement agencies will jointly decide on deployment of personnel and equipment. Individual agencies will maintain operational control of their resources in the field.

**V. ESF ACTIONS**

The following actions are common to all law enforcement agencies during the three phases listed below:

A. Pre-Disaster Phase

1. Develop procedures to implement this plan.
2. Participate in exercises to validate this annex and supporting SOP's.
3. Participate in radiological emergency worker training for law enforcement agencies as required.
4. Determine location and responsibility for establishing and manning Traffic Control Points (TCP's) in jurisdictional areas.
5. Identify critical and sensitive facilities and the additional requirements needed to adequately safeguard them.
6. Determine evacuation routes out of the disaster area.
7. Develop a pass system for essential workers, support personnel, and emergency operations.
8. Develop procedures for emergency vehicle identification.
9. Check readiness of law enforcement facilities, equipment, supplies, and personnel. Correct any deficiencies.
10. Develop plans to reduce the prisoner population and provide for the care and security of those remaining, and those to be received from the disaster area.
11. Develop plans to provide security in the host areas and other affected areas such as a disaster area.
12. Develop procedures for limiting access to evacuated areas during response and recovery operations.
13. Develop and maintain a resource list to include personnel and equipment.
14. Identify agencies, organizations, and individuals, capable of providing law enforcement support services and associated resource inventories.
15. Analyze hazards, critical facilities, determine law enforcement requirements, and develop plans to preposition assets.
16. Train regular and support personnel in emergency duties.
17. Develop plans to conduct initial damage assessment.
18. Establish and maintain liaison with federal, state, and local agencies.

**ANNEX 13 (ESF-13)**  
**PUBLIC SAFETY AND SECURITY**

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19. Develop and maintain standard operating procedures and plans, to include alerting lists of personnel and agencies.
20. Ensure all ESF-13 personnel integrate NIMS principles in all planning. All ESF-13 personnel will complete all required NIMS training, as outlined in the Department of Homeland Security (DHS) training guidance.

**B. Disaster Phase**

1. Staff the Spartanburg County Emergency Operations Center.
2. Assign and man Traffic Control Points along evacuation routes.
3. Assign law enforcement personnel to shelters, if required and if available.
4. Perform radiological monitoring assignments as directed or if required
5. Analyze intelligence information regarding any covert or overt trends with respect to sabotage, riot, looting, and other unusual or unlawful acts.
6. Federal Law Enforcement agencies will report any observed damage to the Spartanburg County Emergency Operations Center.
7. Provide warning and communications in support of the communications plan.
8. Provide security to the Spartanburg County EOC.
9. Secure evacuated areas, including safeguarding critical facilities, and control entry and exit to the disaster area as requested.
10. Conduct initial damage assessment and report results to the Spartanburg County EOC.

**C. Recovery Phase**

1. Maintain liaison with the Spartanburg County Emergency Operations Center.
2. All law enforcement agencies will continue to provide disaster responsibilities and functions within affected communities until local governmental authorities are able to return police responsibilities back to normal conditions.
3. Phase down operations as directed by the Spartanburg County EOC.
4. Continue those operations necessary to protect people and property.
5. Assist in return of evacuees.
6. Assist with reconstitution of law enforcement agencies as necessary.
7. Require ESF-13 team members or their agencies maintain appropriate records of costs incurred during the event.

**VI. ADMINISTRATION AND LOGISTICS**

**A. Administration**

Initial situation reports should be given to the Sheriff or his representative as soon as practicable. Reports will be consolidated and submitted to the Spartanburg County Emergency Operations Center for analysis and distribution.

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**PUBLIC SAFETY AND SECURITY**

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B. Logistics

1. All forces will use supplies, operational aids, and transportation normally available. Additional supplies, transportation, and personnel will be requested through the Spartanburg County EOC.
2. Law enforcement resources are maintained by each law enforcement agency.

**VII. DIRECTION AND CONTROL**

- A. When conditions warrant activation of the Spartanburg County Emergency Operations Center, coordination of ESF-13 activities will be under the direction and control of the Spartanburg County Sheriff and will be conducted from the EOC.
- B. The Spartanburg County Emergency Operations Center is located at 175 Community College Dr., Spartanburg SC 29306.
- C. Line of Coordination:
  1. Spartanburg County Sheriff
  2. Sheriff's designated representative
- D. Communications

Law enforcement operations will be directed over the Spartanburg County Comprehensive 800 MHz Communication System, The South Carolina Palmetto 800 MHz System, telephone, email, and other available communications resources.

**VIII. ANNEX MAINTENANCE**

- A. The ESF-13 Coordinator is responsible for the revision, update, and maintenance of this annex.
- B. This annex will be reviewed and revised on an annual basis. After each exercise or actual emergency, this annex will be reviewed and updated as necessary. Any changes made will be highlighted.

**ANNEX 14 (ESF-14)**  
**LONG-TERM COMMUNITY RECOVERY**

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**PRIMARY:** Spartanburg County Office of Emergency Management

**SUPPORT:** Spartanburg County Community Economic Development Director ;  
Spartanburg County Administrator ; Spartanburg County Sheriff;  
Spartanburg County Public Works Director; Spartanburg County  
Purchasing Agent; Spartanburg County Department of Social Services  
Director; Spartanburg County Public Information Officer; Spartanburg  
County Communication Director; Spartanburg County Tax Assessor;  
Spartanburg County Fire Coordinator; Municipal Utility Departments;  
Private-Sector Utilities;

**I. GENERAL**

**A. Purpose**

1. To establish policies and procedures to be executed following an emergency or disaster to ensure that the community recovers as quickly as possible.
2. To establish policies and procedures for mitigating hazards that may be threatening Spartanburg County residents and property. These actions will be executed prior to or following an emergency to reduce the potential for loss as a result of future hazards.

**B. Authority**

1. Spartanburg County Ordinance Number 333, dated December 18, 1985
2. South Carolina Recovery Plan
3. Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended

**C. Definitions**

Recovery - Those actions that enable disaster victims to begin the process of rebuilding their homes; replacing property; resuming employment; restoring businesses; permanently repairing, rebuilding, or relocating public infrastructure.

Short Term Recovery – restoring essential life support systems such as power, communications, water/sewer, and transportation to an acceptable standard while providing for basic human needs such as food, clothing, and shelter. Once the response phase starts, there is no clear starting point for the recovery phase of a disaster.

Long Term Recovery – Rebuilding communities, restoring facilities, infrastructure, and community economic viability. This phase can go on for years until the entire disaster area is completely redeveloped. It may be restored as it was in the past or restored with utilization of mitigation practices such as rebuilding in a different location that is less disaster prone.

Mitigation – actions that either prevent the occurrence of an emergency or reduce the community’s vulnerability in ways that minimize the adverse impact of a disaster or other emergency.

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**LONG-TERM COMMUNITY RECOVERY**

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**D. Organization**

1. Recovery and Mitigation activities will be coordinated through the Spartanburg County Emergency Operations Center and controlled by the Spartanburg County Emergency Management Director or his designee. The Emergency Management Director will coordinate all local government activities and services, volunteer agencies, and all other entities involved in recovery operations.
2. The Spartanburg County Administrator will conduct regular meetings with key officials, department heads, and affected jurisdiction representatives to obtain and disseminate information and make collective decisions.
3. Each agency or organization will manage its own recovery programs. Their Spartanburg County EOC representative will keep the Spartanburg County Emergency Management Director abreast of all activities.
4. Volunteer agencies may independently provide recovery assistance to victims as part of their national program. Their Spartanburg County EOC representative will keep the county informed of those relief activities.
5. The Spartanburg County Emergency Management Director will serve as the Mitigation Team Director.
6. The Mitigation Team may consist of members of municipal and county governments, municipal and county planners, building and codes officials, representatives from emergency services, Law Enforcement, Public Works, business, industry, and non-profit organizations. The members will be appointed as necessary.

**II. SITUATION**

Spartanburg County is subject to catastrophic emergencies/disasters (natural, man-made, technological, WMD, and/or acts of terrorism) that would overwhelm the capabilities and resources of local governments and could result in a need for state and federal assistance.

**III. MISSION**

- A. Provide the framework to coordinate local, state, federal, and private-sector recovery and mitigation from long-term consequences of a disaster affecting part or all of Spartanburg County.
- B. To lessen the effects of disaster by appropriate pre and post disaster actions.
- C. To employ hazard analysis to determine action(s) appropriate to mitigate hazards.

**IV. CONCEPT OF OPERATIONS**

- A. The Spartanburg County Office of Emergency Management is responsible for all ESF-14 administrative, management, planning, preparedness, mitigation, response, and recovery activities to include developing, coordinating, and maintaining the ESF-14 Standard Operating Procedures (SOP).

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**LONG-TERM COMMUNITY RECOVERY**

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- B. All ESF-14 supporting agencies will assist the Spartanburg County Office of Emergency Management in the planning and execution of the above.
- C. All ESF-14 personnel will be trained on the principles of the National Incident Management System (NIMS) and Incident Command and integrate those principles into all ESF-14 planning and response operations.
- D. Coordination with all supporting and other appropriate department/agencies and organizations will be performed to ensure continual operational readiness.
- E. Immediately following the disaster, recovery operations begin. Each political jurisdiction, agency and department within Spartanburg County will coordinate its efforts to restore services.
- F. The Governor or local government officials may order an evacuation. Re-entry into the evacuated area will be conducted in accordance with local/state Law Enforcement.
- G. An initial damage assessment will be conducted during the response phase, and findings will be reported to the SEOC as soon as possible. The damage assessment will be the basis to determine what state and/or federal assistance will be needed. During the recovery phase, a more detailed damage assessment will be completed. See Annex 23 (ESF-23) Damage Assessment and the South Carolina Recovery Plan.
- H. The first priority of recovery operations will be continuing search and rescue and medical assistance as necessary, while providing for basic human needs and restoration of essential life support systems. The second priority will be long-term restoration of the infrastructure and economic viability of the area.
- I. Requests for assistance, manpower, and resources of any kind will be made through the Spartanburg County EOC. Any deviation from this procedure will delay receiving needed assistance or resources.
- J. If the emergency/disaster exceeds local capabilities, the Emergency Management Director will request assistance from the state, who may in turn request assistance from the federal government. If the extent of the damage warrants, the state may request a Federal Disaster Declaration.
- K. For federally declared disasters, the local, state, and federal governments may establish Disaster Recovery Centers. See the South Carolina Recovery Plan for details on the purpose, set-up, and staffing of a Disaster Recovery Center.
- L. All donated goods and relief supplies are to be referred to the Spartanburg County Emergency Management Director.
- M. During all phases of disaster, local government officials will undertake measures to reduce the threat of hazards. In conjunction with the annual review of the Spartanburg County Hazard Mitigation Plan, all local government officials and the Spartanburg County Hazard Mitigation Team will review mitigation measures accomplished and propose future mitigation measures.



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**LONG-TERM COMMUNITY RECOVERY**

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N. SCEMD, in conjunction with other state and local government agencies, will monitor mitigation measures applicable to specific categories of disasters.

O. There are two phases of hazard mitigation:

1. Pre-Disaster Mitigation

a. Avoidance

Eliminate the threat of a hazard through measures such as relocation or prohibition of construction within an area susceptible to risk or danger.

b. New Development Procedures/Construction Practices

Develop or improve building codes and zoning policies, ordinances, standards, and specifications applicable to repairs, alterations, or new construction of facilities or structures to lessen the effects of future disasters. Examples include codes that prohibit building in identified hazard prone areas, including buffer zones between potentially hazardous industry and residential areas/public facilities, and ensuring codes are enforced for all new construction and development.

c. Existing Development Procedures

Promote and encourage retrofitting of buildings and tying down mobile homes. Encourage residents and businesses to purchase flood insurance in potentially flood prone areas.

d. Public Education/Awareness

Develop programs to continuously educate local government, private industry, and the general public on the latest mitigation efforts and practices. Make them aware of the local codes and standards.

e. Project Identification/Prioritization

Develop a list of potential mitigation projects. Determine project priorities and potential funding sources.

f. Hazard Mitigation Grant Program (HMGP)

HMPG funds are available only after a presidential disaster declaration. With assistance from the SCEMD HMGP Officer, identify potential mitigation projects that meet eligibility requirements. Proposals must ensure that projects are cost effective, have long-term benefits, and are environmentally safe. All local codes, standards and specifications must be adhered to. Develop required documentation for HMGP applications and submit to SCEMD HMGP Officer so that when funds become available, applications will be already in place.

2. Post-Disaster Mitigation

a. Recognize that reducing the effects of a disaster is a cooperative effort of local government, industry, volunteer groups, and the private sector.

**ANNEX 14 (ESF-14)**  
**LONG-TERM COMMUNITY RECOVERY**

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- b. Promote retrofitting or flood proofing buildings when they are rebuilt after a disaster. Prohibit new construction in hazard prone areas.
- c. Seek funding for mitigation projects through the HMGP. Mitigation funding is available from the Federal Emergency Management Agency (FEMA) upon submission of an approved Hazard Mitigation Grant Proposal following a Presidential Disaster Declaration.

**V. ESF ACTIONS**

The following agencies and individuals will be represented in the Spartanburg County Emergency Operations Center during recovery and mitigation operations. Only the Spartanburg County Administrator or his/her designee will release them. The assignment of responsibility is as follows:

**A. Spartanburg County Community Economic Development Director**

Responsible for all disaster recovery and mitigation activities of Spartanburg County Government.

**B. Spartanburg County Emergency Management Coordinator**

Serves as Disaster Recovery Director; Responsible to the Spartanburg County Administrator for the coordination of activities involving recovery and mitigation operations; In coordination with local agencies, will determine the Disaster Recovery Center location; Will obtain the initial damage assessment and submit the results to the SEOC; Will ensure that NIMS principles are integrated in all activities and that all ESF-14 personnel complete all required NIMS training, as outlined in the Department of Homeland Security (DHS) training guidance.

**C. Engineering and Public Works Director**

The Spartanburg County Public Works Director will serve as the Engineering and Public Works Director during recovery operations. Responsible for coordinating the activities of all engineering resources, debris removal, public works, water, sewer, and utilities activities; ensure that unsafe structures are identified and occupancy denied until declared safe by building inspection officials.

**D. Utilities Group**

The Utilities Group consists of the Engineering and Public Works Director and representatives of the various utility groups to include Spartanburg County Water and Sewer, municipal utility departments, and private-sector utility companies; responsible for analyzing the utility situation and determining actions to be undertaken; designate critical facilities and systems for priority restoration.

**E. Donated Resources Director**

Responsible for coordinating with local, state and federal governments on all aspects of the donated resources process; coordinate reception areas, receiving, storage, sorting, and issuance of all donated goods and services. See Annex18 (ESF – 18 Donated Goods and Volunteer Services)

**F. Donated Resources Group**

**ANNEX 14 (ESF-14)**  
**LONG-TERM COMMUNITY RECOVERY**

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Under the direction and control of the Donated Resources Director, coordinates the management of donated relief supplies; Consists of representatives from Spartanburg County DSS, American Red Cross, CERT, Salvation Army, United Way, School Districts, and other designated agencies and individuals.

**G. Law Enforcement Director**

The Spartanburg County Sheriff is responsible for coordinating all law enforcement activities during recovery operations; Will meet with the Law Enforcement Group at the beginning of recovery operations to review the situation and outline actions to be undertaken. See Annex 13 (ESF – 13 Public Safety and Security)

**H. Law Enforcement Group**

Consists of the Law Enforcement Director and representatives from county, municipal, and state law enforcement agencies; will identify areas that require security patrols, outline restricted areas, re-entry restrictions; and other required duties.

**I. Public Information Director or SCEMD PIO**

The Spartanburg County Public Information Officer (PIO) will serve as the Public Information Director; Will coordinate with the State PIO for directives from state government and FEMA; Will coordinate all directives and informational releases to the news media and general public; Will designate and set up a media briefing area separate from the Spartanburg County EOC operations area; Will provide updates on current conditions to the media to avoid the spread of rumors; Will supply daily situation report to the Recovery Director of all news releases and media briefings. See Annex 15 (ESF – 15 External Affairs and Public Information)

**J. Public Information Group (JIC)**

Consists of staff to assist and support the Public Information Officer; Responsible for handling incoming telephone calls and email inquiries, issuing directives to the general public on safety and welfare, and coordinating emergency directives for release to the general public from emergency response agencies and organizations.

**K. Communications Director**

The Spartanburg County Communications Director will serve as Communication Director during recovery operations. Responsible for management of the communications group; Establishing and maintaining the Spartanburg County EOC telephone system during all phases of the emergency/disaster; If Disaster Recovery Center (DRC) is established, work with FEMA to establish and maintain communications at the DRC; establish and maintain communications links between the Spartanburg County EOC and the SEOC; establish and maintain communications links between Spartanburg County EOC and recovery forces; make every effort to correct any disruptions within the Spartanburg County EOC communications system that may develop.

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L. Communications Group

Under coordination of the Public Safety Communication Director, provides various communications services to the Spartanburg County EOC and emergency response organizations; Includes TDT Team, and ARES/RACES. See Annex 2 (ESF – 2 Communications)

M. Resources Director

Responsible for the overall coordination of resource requirements for recovery operations; manage the resources group and work closely with the Supply and Procurement and Donated Goods Director.

N. Resources Group

Consists of the Resources Director and representatives from the county, municipal, state, federal, industry, commercial enterprise, and volunteer sectors; coordinate available county resources and requests for local private enterprise resources; issue daily status report to the Disaster Recovery Director.

O. Supply and Procurement/

The Spartanburg County Purchasing Agent will serve as Supply and Procurement Director; Responsible for requisitioning, procuring, and issuing specialized equipment, medical supplies, food, fuel, and materials necessary to relieve suffering and to make emergency repairs in disasters.

Public Assistance Director

The Spartanburg County Emergency Management Emergency Management Coordinator or his/her designee serves as the Public Assistance Director. Contact the State Public Assistance Officer (PAO) through the SEOC for guidance and technical assistance on documentation required for the Public Assistance process; instruct local government agencies and qualifying non-profit organizations on management, tracking, and documentation of all monetary expenditures and overtime hours for documentation in preparation for applying for Public Assistance. See Annex 7 (ESF – 7 Resource support and Logistics Management)

P. Damage Assessment Director

The Spartanburg County Tax Assessor will serve as Damage Assessment Director; Is responsible for organizing and deploying the Damage Assessment Team immediately following the disaster during the response phase. The Damage Assessment Team will develop an initial damage assessment, which is a quick, broad estimate of damages and loss; submit a damage assessment report to the Spartanburg County Emergency Management Coordinator; assist and coordinate with local, state, and federal agencies for all future damage estimates as needed. See Annex 23 (ESF-23 Damage Assessment).

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**LONG-TERM COMMUNITY RECOVERY**

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**Q. Mass Care**

The Spartanburg County Department of Social Service Director will serve as Mass Care Director; coordinate Mass Care activities, which include government and non-governmental agencies that provide relief for the needs of the populace. See Annex 6 (ESF-6 Mass Care, Emergency Assistance, Housing & Human Services).

**R. Municipalities**

Each municipality may have representation in the Spartanburg County Emergency Operations Center; they will coordinate municipal operations with the county to avoid duplication of effort and ensure proper utilization of resources.

**VI. ADMINISTRATION AND LOGISTICS**

**A. Administration**

1. All state and federal resources and assistance needed by the county and municipalities are to be requested through the Spartanburg County Emergency Operations Center.
2. Each county, municipality, public works service, school district, and other qualifying organization will be responsible for maintaining all financial and verification records for recovery and submitting their own applications for FEMA funding. They will designate an individual to be responsible for the completion and submittal of the required documentation for Federal Public Assistance programs. That individual will serve as the Federal Applicant Agent or other FEMA contact for disaster funding in each Presidential Disaster Declaration.
3. Donated funds that are not designated to a specific organization will go into the County Disaster Relief Fund. The Spartanburg County Administrator will supervise this fund.
4. Spartanburg County's Hazard Mitigation Plan shall be reviewed annually.
5. Mitigation team members will be appointed in accordance with county policy.

**B. Logistics**

1. Spartanburg County will utilize local resources to the fullest extent possible before requesting state assistance.
2. Before purchasing any local emergency supplies, the County Purchasing Agent will coordinate with the Emergency Management Director/Disaster Recovery Director, Resources Director, and Donated Goods Director to avoid any unnecessary purchases.
3. All disaster related purchase requests must be authorized by the Spartanburg County Administrator.
4. Each agency or organization involved in the disaster response will appoint someone to coordinate and manage all logistical operations. All logistics must be tracked and documented. This documentation includes, but is not limited

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to: monetary expenditures, equipment utilization hours, equipment rentals, debris removal costs, and overtime hours (See the South Carolina Recovery Plan for specifics on reimbursable expenditures). This documentation must be presented to the Federal Public Assistance Officer when applying for Federal Public Assistance reimbursement.

**IX. DIRECTION AND CONTROL**

- A. Disaster Recovery and Mitigation activities will be coordinated from the Spartanburg County Emergency Operations Center under the direction and control of the Spartanburg County Emergency Management Director.
- B. The Spartanburg County Emergency Operations Center is located at 175 Community College Dr., Spartanburg SC 29306.
- C. Disaster Recovery and Mitigation activities will be directed over the Spartanburg County Comprehensive 800 MHz Communications System or VHF frequencies.
- D. Line of Coordination:
  - 1. Spartanburg County Council Chairman
  - 2. Spartanburg County Administrator
  - 3. Other Spartanburg County Council Members (In order of seniority)
  - 4. Spartanburg County Emergency Services Director
  - 5. Spartanburg County Emergency Management Coordinator
  - 6. Spartanburg County Public Works Director
  - 7. Spartanburg County Fire Coordinator

**X. ANNEX MAINTENANCE**

- A. The Spartanburg County Emergency Management Coordinator is responsible for the revision, update, and maintenance of this annex.
- B. This annex will be reviewed and revised on an annual basis. After each exercise or actual emergency, this annex will be reviewed and updated as necessary. Any changes made will be highlighted.

**ANNEX 14 (ESF-14)  
LONG-TERM COMMUNITY RECOVERY**

**APPENDIX 1 TO ESF-14 – LONG-TERM COMMUNITY RECOVERY  
FEDERAL ASSISTANCE FOR FEDERALLY DECLARED DISASTERS**

**I. REFERENCE**

For detailed guidance on all information in this annex, see the South Carolina Recovery Plan.

**II. CONCEPT OF OPERATIONS**

**A. Disaster Recovery Centers (DRC)**

1. For Federally declared disasters, a DRC may be established. At the DRC, disaster victims meet face to face with representatives from federal, state, and local governmental and volunteer agencies to apply for assistance. See the South Carolina Recovery Plan for details on the purpose, set-up, and staffing of a DRC.
2. The Spartanburg County Emergency Management Director, in coordination with other county officials, will:
  - a. Identify potential sites for DRC(s).
  - b. In coordination with FEMA, identify county agencies/organizations to be represented in the DRC(s), if applicable.
3. The Spartanburg County Public Information Officer will utilize all media resources to notify the public of DRC locations and the services available there.

**B. Federal Public Assistance (PA) Program**

1. For federally declared disasters, Federal Public Assistance may be available. This program provides reimbursement for a portion of eligible costs incurred. State and local governments, qualifying private non-profit institutions, and Indian tribes are eligible. FEMA will appoint a PA Officer to work with each county or municipality on their application for Federal PA reimbursement.
2. A State Public Assistance Officer will be appointed to coordinate all activities related to federal reimbursement of eligible applicants. He will conduct applicant's briefings to advise eligible applicants of the availability and requirements of Federal Assistance.
3. Local Public Assistance Program Requirements
  - a. The Spartanburg County Emergency Management Coordinator or his/her designee will serve as the Public Assistance Director.
  - b. Records Management
    1. All logistics including, but not limited to, monetary expenditures, equipment utilization hours, equipment rentals, debris removal costs, overtime and fringe benefits must be tracked and documented. This documentation must be presented to the Federal Public Assistance Officer when applying for Federal Public Assistance reimbursement.

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2. Each county, municipal, and private non-profit agency involved in the recovery process will designate an individual to be responsible for the completion and submittal of the required documentation for Federal Public Assistance programs. That individual will serve as the Federal Applicant Agent or other FEMA contact for disaster funding.
3. For detailed information on Federal Public Assistance, categories of work eligible for reimbursement, and the overall process, see the South Carolina Recovery Plan for specifics on reimbursable expenditures.
4. Temporary Housing
  - a. Temporary housing is a type of individual assistance designed to help victims whose residences have been rendered inhabitable by a disaster. For those who are eligible, the federal government will pay for 100% of the cost of victim's lodging at hotels, motels, or other housing for a period of up to 18 months.
  - b. Local Procedures
    1. The Spartanburg County Administrator will appoint a Temporary Housing Director if necessary.
    2. Temporary housing sites will be identified for US Army Corps of Engineers construction. Considerations in site selection will include expansion of existing mobile home parks and identification of locations for new mobile home parks.



**ANNEX 14 (ESF-14)  
LONG-TERM COMMUNITY RECOVERY**

**APPENDIX 2 TO ESF-14 – LONG-TERM COMMUNITY RECOVERY  
UTILITIES GROUP**

**I. CONCEPT OF OPERATIONS**

- A. Utilities Group is responsible for analyzing the utility situation and determining actions to be undertaken. The Spartanburg County Public Works Director will manage the Utilities Group.
- B. The Utilities Group will consist of the following:
  - 1. Spartanburg County Public Works Director
  - 2. Spartanburg County Water and Sewer Division
  - 3. Municipal and other Utilities
  - 4. Commercial Electric and Gas Companies
- C. Responsibilities include, but are not limited to:
  - 1. At the outset of the disaster, the Utilities Group will meet in the Spartanburg County Emergency Operations Center to analyze the utility situation and outline the actions to be undertaken.
  - 2. Designate areas of responsibility for water, sewer, electric, and natural gas restoration.
  - 3. Designate critical facilities for priority restoration.
  - 4. Review additional resource needs.
  - 5. Survey critical facility listings to determine which have emergency power generators.
  - 6. All requests for equipment, assistance, supplies, or services will be requested through the Spartanburg County Public Works Director to the Spartanburg County Emergency Management Coordinator.

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**LONG-TERM COMMUNITY RECOVERY**

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**APPENDIX 3 TO ESF-14 – LONG-TERM COMMUNITY RECOVERY**  
**COMMUNICATIONS**

**I. CONCEPT OF OPERATIONS**

- A. The Communication Director is responsible for management of the Communications Group and establishing and maintaining the Spartanburg County Comprehensive 800 MHz Communications System, Spartanburg County Computer Network, and Spartanburg County telephone systems during all phases of the emergency/disaster.
- B. The Communication Group is made up of the following:
  - 1. Spartanburg County Communications Director
  - 2. Spartanburg County Communications Technician
  - 3. Spartanburg County 911 Operations Manager
  - 4. Spartanburg County Sheriff's Office
  - 5. Spartanburg County Information Systems Director
  - 6. ARES/RACES
- C. Responsibilities include, but are not limited to:
  - 1. The County Communications Director(s) will make every effort to correct any disruptions within the Spartanburg County communications system that may develop due to emergency/disaster.
  - 2. Cellular telephones are to be provided for the Spartanburg County Emergency Operations Center when the existing local telephone system has been disrupted due to a major occurrence or disaster.
  - 3. Portable radios on the Spartanburg County Comprehensive 800 MHz Communications System are to be provided to priority Spartanburg County EOC support services that have no means of communicating with the Spartanburg County EOC.
  - 4. An extra rechargeable battery is to be supplied for all portable radios issued for essential emergency support of the Spartanburg County EOC.
  - 5. When disaster appears imminent, arrangements will be made with a commercial supplier for loan or lease of additional cellular phones and portable radios for backup communications support.
  - 6. Each day of operations, the Communications Director(s) are to supply a communications status report to the Spartanburg County Emergency Management Director.

PRIMARY: Spartanburg County Public Information Officer

SUPPORT: Spartanburg County Emergency Management Director; Sheriff's Office  
PIO, Joint Information Center Representatives

## GENERAL

### A. Purpose

To provide preparation and prompt dissemination of official information, instructions, and directions to the public prior to, during, and after an emergency or disaster.

### B. Authority

1. Spartanburg County Ordinance Number 333, dated December 18, 1985

### C. Definitions

Emergency Public Information – Information that is disseminated primarily, but not unconditionally, at the actual time of an emergency, and in addition to providing information as such, frequently directs actions, instructs, and transmits direct orders.

Public Information Officer - The designated individual responsible for disseminating official information relating to disaster operations.

NOAA All-Hazards Radio –NOAA Weather Radio All Hazards is a nationwide network of radio stations broadcasting continuous weather information directly from the nearest National Weather Service office. NWR broadcasts official Weather Service warnings, watches, forecasts, and other hazard information 24 hours a day, 7 days a week. Working with the FCC's Emergency Alert System, NWR is an "All Hazards" radio network, making it a single source for comprehensive weather and emergency information. In conjunction with Federal, State, and Local Emergency Managers, NWR also broadcasts warning and post-event information for all types of hazards – including natural (such as earthquakes), environmental (such as HazMat incidents), public safety (such as AMBER alerts or 911 outages), and technological (such as fixed nuclear facility emergencies).

### D. Organization

The Spartanburg County Public Information Officer is designated as Coordinator of ESF-15, and is responsible for the timely preparation and dissemination of official information to the public prior to, during, and after a disaster. The ESF-15 Coordinator will coordinate with the news media and public information personnel of local and state government.

**ANNEX 15 (ESF-15)**  
**EXTERNAL AFFAIRS AND PUBLIC INFORMATION**

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**I. SITUATION**

- A. Spartanburg County is subject to emergencies/disasters (natural, man-made, technological, WMD, and terrorism) that could result in a need for increased public information activities. While Spartanburg County has the capability and adequate resources to meet routine public information needs, a more serious an emergency or a disaster would multiply and create more complex problems.
- B. Generation of timely public information coordinated with the appropriate level of government is essential to avoid or minimize loss of life and property if a disaster is imminent or has occurred. Before, during, and after emergency operations, the public will be apprised through reports to the news media, the Internet, social media, the Emergency Notification System, and through the Emergency Alert System.
- C. ESF-15 services and assistance provided under this function shall include providing the general public with essential information and the documentation of emergency actions and operations implemented or proposed by written, verbal, or photographic means.

**II. MISSION**

- A. To receive, evaluate, prepare, and disseminate official emergency information, instructions, and directions to the population of Spartanburg County prior to, during, and after an emergency/disaster situation.
- B. To provide effective public information through coordination with appropriate local, state, federal, and private agencies and organizations to minimize loss of life and property before, during, and after an emergency or disaster.

**IV. CONCEPT OF OPERATIONS**

- A. The Spartanburg County Public Information Officer is responsible for all ESF-15 administrative, management, planning, preparedness, mitigation, response, and recovery activities to include developing, coordinating, and maintaining the ESF-15 Standard Operating Procedures.
- B. All ESF-15 supporting agencies will assist the Spartanburg County Public Information Officer in the planning and execution of the above.
- C. All ESF-15 personnel will be trained on the principles of the National Incident Management System (NIMS) and Incident Command and integrate those principles into all ESF-15 planning and response operations.
- D. Official emergency information will be released from the Spartanburg County Emergency Operations Center through the Public Information Officer to all appropriate news media.
- E. The Spartanburg County Emergency Management Coordinator, his designee, and/or County Management must approve general press releases. All information included in press releases specific to any ESF will be approved by the ESF representative in the EOC.

**ANNEX 15 (ESF-15)**  
**EXTERNAL AFFAIRS AND PUBLIC INFORMATION**

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- F. In the EOC, the PIO will coordinate with the appropriate communications and news media personnel to disseminate information in a timely manner.
- G. All public information releases containing an official statement from Spartanburg County Government shall carry as a final paragraph the following sentence: *“This is an official notice to the public from the Spartanburg County Office of Emergency Management.”*
- H. If the incident involves multiple jurisdictions or agencies, a Joint Information Center will be established.
- I. Emergency and disaster information from Spartanburg County Government shall be clear, concise, and accurate information regarding the existing situation, actions being taken by authorities, and those to be taken by the population. Every effort will be made to prevent and counter rumors, hearsay, and inaccuracies.
- J. Coordination with all appropriate departments, agencies, and organizations will be performed to the maximum extent, to ensure accurate, timely, and consistent emergency public information. ESF-15 staff will field information and questions from callers in an attempt to control rumors that may be started in the media arena.
- K. A coordinated effort to report and document emergency/disaster operations will be conducted at the Spartanburg County EOC and/or near the incident site. A joint information system (JIS) of public information personnel from all affected jurisdictions, agencies, and private sector organizations may be established. If appropriate, representatives of those jurisdictions may provide emergency public information from a joint information center (JIC).

**V. ESF ACTIONS**

The emergency operations necessary for the performance of this function include, but are not limited to:

- A. Pre-Disaster Phase
  - 1. Helps identify ESF-15 staff and confirms their availability.
  - 2. Develops a public information program to educate the public regarding the effects of common, emergency, and disaster situations.
  - 3. Develops plans to coordinate with international, national, state, and local news media for emergency operations, before, during, and after emergency situations.
  - 4. Develops plans to conduct a multi-agency/jurisdiction coordinated public information program during emergencies and disasters.
  - 5. Develop plans and programs to educate news media that ESF-15 is the primary information center during emergency situations.
  - 6. Develop procedures to organize and operate a media briefing area and/or a joint information center.

**ANNEX 15 (ESF-15)**  
**EXTERNAL AFFAIRS AND PUBLIC INFORMATION**

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7. Develop and maintain pre-scripted messages, news releases, and public service announcements for fixed nuclear facility incidents.
8. Encourage development of disaster plans and kits for the public.
9. Provide evacuation information to the affected public.
10. Participate in exercises to validate this annex and supporting SOPs.
11. Develop and implement a training program for all ESF-15 members.
12. Develop and maintain a roster with contact information of all ESF-15 personnel.
13. Prepares and releases educational material to the media in coordination with the Emergency Management director.
14. Compiles pre-recorded tapes and other prepared material for disaster preparations.
15. Prepares and releases to the media public information announcements as appropriate in coordination with the Spartanburg County Emergency Management Director.
16. Develops procedures for addressing rumor control.
17. Develops procedures for verifying and authenticating information.
18. Develops inter-jurisdictional procedures with municipalities, surrounding counties, and states.
19. Ensure all ESF-15 personnel integrate NIMS principles in all planning. All ESF-15 personnel will complete all required NIMS training, as outlined in the Department of Homeland Security (DHS) training guidance.

**B. Disaster Phase**

1. Upon notification, the ESF-15 Coordinator assembles the ESF-15 staff.
2. Briefs ESF-15 staff on the situation.
3. Prepares and disseminates public information announcements in coordination with the Spartanburg County Emergency Management Director.
4. Provide timely and accurate messages and news releases in common language and terminology to inform the public.
5. Provide emergency public information to special needs populations.
6. Coordinate with news media regarding emergency operations.
7. Execute a multi-agency/jurisdiction coordinated public information program.
8. Organize and operate a press briefing area and a joint information center, as appropriate.
9. When appropriate, the Spartanburg County Public Information Officer utilizes pre-recorded messages and other prepared materials.

**ANNEX 15 (ESF-15)**  
**EXTERNAL AFFAIRS AND PUBLIC INFORMATION**

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10. In coordination with the Spartanburg County Emergency Services Director or his/her designee and Spartanburg County Administration, the PIO will determine priority for public information activities: evacuation, protective actions, media information, etc.

11. Provides rumor control measures.

**C. Recovery Phase**

1. ESF-15 staff prepares and disseminates information appropriate to the situation.
2. Continue public information activities to include updating the public on recovery efforts.
3. Process and disseminate disaster welfare and family reunification information, as appropriate.
4. In coordination with each ESF, ensure that related emergency information can be provided to the public concerning safety and resources required for disaster recovery.
5. Communications channels will be available so information can be disseminated by ESF-15 to the public concerning safety and resources required for disaster recovery.

**VI. ADMINISTRATION AND LOGISTICS**

**A. Administration**

1. As soon as activated, the ESF-15 Coordinator will keep the Spartanburg County Emergency Management Coordinator informed of significant information.
2. After Action Report- as soon as practical following termination of any emergency in which Emergency Management forces are employed, the PIO will submit to the Spartanburg County Emergency Management Coordinator a report covering significant information activities which occurred during the disaster.

**B. Logistics**

Supplies, transportation, and equipment necessary to ESF-15 agencies will be fully utilized. Such additional supplies, transportation, and equipment that may be needed should be requested through the Spartanburg County Emergency Operations Center.

**VII. DIRECTION AND CONTROL**

- A. ESF-15 activities will be coordinated through the Spartanburg County Emergency Operations Center or other designated area.
- B. The Spartanburg County Emergency Operations Center is located at 175 Community College Dr., Spartanburg SC 29306.

**ANNEX 15 (ESF-15)**  
**EXTERNAL AFFAIRS AND PUBLIC INFORMATION**

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C. ESF-15 activities will utilize the Spartanburg County Comprehensive 800 MHz Communications System as necessary.

D. Line Of Coordination:

1. Spartanburg County Public Information Officer
2. Spartanburg County Emergency Services Director or his/her designee
3. JIC Spokesperson

**VIII. ANNEX MAINTENANCE**

A. The Spartanburg County Public Information Officer is responsible for the revision, update, and maintenance of this annex.

B. This annex will be reviewed and revised on an annual basis. After each exercise or actual emergency, this annex will be reviewed and updated as necessary. Any changes made will be highlighted.



## ANNEX 17 (ESF-17)

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PRIMARY: Spartanburg County Sheriff's Office

SUPPORT: Municipal Law Enforcement Agencies, South Carolina Highway Patrol;  
South Carolina State Police, South Carolina Law Enforcement Division.

### I. GENERAL

#### A. Purpose

To establish responsibility, policy, and procedure to evacuate all or part of the population from any stricken or threatened an emergency or a disaster area within the county to locations providing relative safety and shelter.

#### B. Authority

Spartanburg County Ordinance Number 333, dated December 18, 1985

#### C. Organization

Any evacuation could involve all emergency service as well as non-emergency service organizations of Spartanburg County.

### II. SITUATION

- A. The aggressive management of evacuating motor vehicle traffic during the threat of, or immediately following, an emergency or disaster incident is critical to the life and safety of all Spartanburg County residents and transients. This function must be planned and executed in a coordinated manner that will ensure the most timely and orderly movement of the impacted populace to an area of safety. Evacuations may occur as a result of natural or technological hazards faced by the county and will require planning and coordination within all geographic areas of Spartanburg County.
- B. There are several emergency situations that may require an evacuation of part of or the entire county. Small-scale localized evacuations may be needed as a result of floods, hazardous materials accidents, fires, or transportation accidents.
- C. It is assumed that the public will receive and understand official information related to evacuation. The public will act in its own interest and evacuate dangerous areas when advised to do so. If necessary, local authorities will carry out mandatory evacuation.
- D. Only the Governor can "direct and compel" an evacuation. However, the local governing body or the Emergency Management Director can "order" an evacuation.
- E. Authorized fire authority representatives having jurisdiction have the power to direct evacuation of hazardous areas in performance of their duties.
- F. Effective emergency traffic management will be accomplished by multiple cooperating agencies led by the South Carolina Department of Public Safety in coordination with ESF-13 (Public Safety & Security).

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- G. Aggressive public awareness, education, and communication efforts are essential to the success of this function and must be accomplished by all ESF agencies and coordinated by the Spartanburg County Office of Emergency Management.

### III. MISSION

- A. To provide for an orderly and coordinated evacuation of the population should the need arise due to any natural, man-made, or technological hazard or other major an emergency or a disaster.
- B. To provide for coordinated plans, policies, and actions of Spartanburg County government to ensure the safe and orderly evacuation of populations affected by all hazards. To further ensure that once the threat or hazard no longer exists that prompt and orderly re-entry into the evacuated area is accomplished.

### IV. CONCEPT OF OPERATIONS

- A. The Spartanburg County Council Chairman, Spartanburg County Administrator, and/or Emergency Services Director or his/her designee exercises direction and control of evacuation.
- B. The Governor may order evacuation of selected areas, regardless of the action taken or contemplated by local officials, if deemed necessary. If such a decision is made, he orders implementation of the State plan to augment local emergency operations.
- C. The Spartanburg County Sheriff's Office is responsible for all ESF-16 administrative, management, planning, preparedness, mitigation, response, and recovery activities to include coordinating and maintaining standard operating procedures to support this annex.
- D. All ESF-16 supporting agencies will support the Spartanburg County Sheriff in the planning and execution of the above.
- E. All ESF-16 personnel will be trained on the principles of the National Incident Management System (NIMS) and Incident Command and integrate those principles into all ESF-16 planning and response operations.
- F. Coordination will all supporting and other appropriate departments/agencies and organizations who may support ESF-16 will be performed to ensure operational readiness prior to, during, or after an incident, emergency, or disaster.
- G. Spartanburg County Emergency Management will monitor conditions that have the potential to require evacuation of any area(s) of the county and implement changes in operating conditions (OPCONS) as required. The Spartanburg County Emergency Services Director or his/her designee will coordinate with and advise the Spartanburg County Administrator and Council concerning evacuation decisions and pre-evacuation actions.

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**V. ESF ACTIONS**

**A. Pre-Disaster Phase**

1. Emergency Management Coordinator
  - a. Coordinates with all appropriate agencies to ensure emergency operational readiness.
  - b. Maintains Spartanburg County EOC Standard Operating Procedure.
  - c. Coordinates identification of feasible evacuation routes likely to be available in the anticipated disaster.
  - d. Monitors emergency shelters.
  - e. Coordinates with appropriate agencies in plans for emergency medical care for evacuees.
  - f. Coordinates with appropriate agencies in plans for mass feeding of evacuees.
  - g. Develops evacuation plans to include special population groups and personnel without transportation.
  - h. Maintains a list of special population groups.
  - i. Ensure all ESF-16 personnel integrate NIMS principles in all planning. All ESF-16 personnel will complete all required NIMS training, as outlined in the Department of Homeland Security (DHS) training guidance.
  - j. Coordinate with all county and municipal law enforcement agencies to ensure clear understanding of emergency traffic management responsibilities.
  - k. Develop a public awareness, education, and information program to ensure citizens, school children, and visitors are aware of evacuation plans of there are in a specific location with limited accessibility.
2. Spartanburg County Sheriff
  - a. Identifies evacuation routes.
  - b. Identifies traffic control points.
  - c. Coordinates with all municipal law enforcement agencies to ensure clear understanding of emergency traffic management responsibilities.

**B. Disaster Phase**

1. Emergency Management Coordinator
  - a. Activates the Spartanburg County EOC and augments as required.
  - b. Alerts all responsible agencies.
  - c. Coordinates allocation and dispatch of transportation resources.

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- d. Coordinates evacuation information with the Public Information Officer.
  - e. Coordinates evacuation operations.
  - f. Develop and conduct pre-mission operational briefings for participating agencies.
  - g. Identify, train, and assign personnel to staff ESF-16 in the Spartanburg County EOC.
2. Spartanburg County Sheriff
    - a. Staffs traffic control points.
    - b. Coordinates law enforcement activities.
    - c. Provides security in evacuated areas.
- C. Recovery Phase
1. Emergency Management Coordinator
    - a. Coordinates return and re-entry of evacuees as required.
    - b. Coordinate with local agencies to facilitate expedited re-entry operations returning displaced citizens into unaffected areas.
  2. Spartanburg County Sheriff
    - a. Coordinates law enforcement activities during return to normal activities.
    - b. Assist public and private organizations with traffic control during the restoration of infrastructure services.

## **VI. ADMINISTRATION AND LOGISTICS**

### A. Administration

1. Initial situation reports will be submitted to the Spartanburg County Emergency Management Coordinator as soon as possible. Reports will be consolidated by the Emergency Management Coordinator for analysis and further distribution.

### B. Logistics

1. All evacuation forces will use supplies, operational aids, and transportation normally available.
2. Additional supplies, transportation, and personnel will be requested through the Spartanburg County EOC.

## **VII. DIRECTION AND CONTROL**

- A. Coordination of ESF-16 operations will be under the direction and control of the Spartanburg County Emergency Management Coordinator, and will be conducted from the Spartanburg County EOC.
- B. The Spartanburg County Emergency Operation Center is located at 175 Community College Dr., Spartanburg SC 29306.

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### C. Line of Coordination

1. Chairman, Spartanburg County Council
2. Spartanburg County Administrator
3. Spartanburg County Emergency Services Director or his/her designee

### D. Communications

Evacuation operations will be directed over the Spartanburg County Comprehensive 800 MHz Communication System, The South Carolina Palmetto 800 MHz System, telephone, email, and other available communications resources.

## VIII. ANNEX MAINTENANCE

- A. The Spartanburg County Emergency Management Coordinator is responsible for the revision, update, and maintenance of this annex.
- B. This annex will be reviewed and revised on an annual basis. After each exercise or actual emergency, this annex will be reviewed and updated as necessary. Any changes made will be highlighted.

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PRIMARY: Spartanburg County Animal Control Supervisor

SUPPORT: Spartanburg County Animal Control Officers; Spartanburg County Office of Emergency Management; Local Veterinarians; Spartanburg County Fire Departments; Spartanburg County Rescue Squads; Spartanburg County Cooperative Extension; Clemson University Livestock-Poultry Health; Spartanburg County Disaster Animal Response Team (DART).

### I. GENERAL

#### A. Purpose

To provide animal and agriculture emergency response and management throughout Spartanburg County before, during, and after emergencies/disasters.

#### B. Authority

1. Spartanburg County Ordinance Number 333, dated December 18, 1985
2. South Carolina Recovery Plan

#### C. Definitions

South Carolina Large Animal Rescue Team (SCLART) – Teams trained and equipped to provide assistance in rescuing livestock and horses in an emergency. The teams are overseen by Clemson University Livestock Poultry Health (CULPH) and are designed to work within county emergency rescue guidelines and with existing rescue personnel such as firefighters, rescue squad personnel, etc. Provides volunteers, assistance, information, training, supplies, and expertise in large animal rescue.

Veterinary Medical Assistance Team (VMAT) – Provide personnel to aid in the medical treatment of animals through the South Carolina Association of Veterinarians.

Clemson University Livestock Poultry Health (CULPH) – Has legal jurisdiction over most animal-related situations dealing with emergency of disaster scenarios. The Governor and SCEMD designated CULPH as the primary agency to coordinate development of animal emergency plans for the state. In addition, CULPH oversees the development of three Large Animal Rescue Teams in the state, with a coordinator for each region: upstate, mid-state, and coastal.

#### D. Organization

The Spartanburg County Animal Control Director is the ESF-17 Coordinator and is responsible for implementing and coordinating this annex.

### II. SITUATION

- A. Natural or man-made disasters may occur in Spartanburg County at any time and cause varying degrees of damage and destruction. Lives of animals may be threatened, as well as the disruption of evacuation, or the interruption/destruction of the various businesses involving animals.

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- B. Because estimates indicate that more than 60% of households have companion animals, not counting those who have livestock and horses, it is critical that animal emergency response plans are developed which coordinate with plans for human emergency response, in order to facilitate, and not disrupt, human emergency response.
- C. An animal emergency response plan is essential in a disaster situation to provide a means of care and control to minimize animal suffering in the event of a large-scale emergency. This action will be aimed at all animals that may need help whether such animals are owned, stray, domestic, or wild.
- D. Natural disasters, as well as man-made disasters, may negatively impact the various animal industry and companion animal populations. Naturally introduced or intentionally introduced (bioterrorist) disease may threaten the animal industry, or zoonotic disease may threaten public health as well as animal health. Therefore, disaster planning efforts are based on an “all-hazards” concept.
- E. Efficient response and recovery efforts assure rapid return to economic soundness of the livestock/companion animal industry and public health protection, as well as the benefit of human-animal bond of companion animals in the human recovery process following a disaster.

### III. MISSION

To protect wild and domesticated animal resources, public health, public food supply, the environment, and to ensure the humane care and treatment of animals in case of a large-scale disaster.

### IV. CONCEPT OF OPERATIONS

- A. The Spartanburg County Animal Control Director is responsible for the coordination of all ESF-17 administrative, management, planning, training, preparedness, mitigation, response, and recovery activities to include developing, coordinating, and maintaining ESF-17 Standard Operating Procedures.
- B. All ESF-17 Personnel will be trained on the principles of the National Incident Management System (NIMS) and Incident Command and integrate those principles into all ESF-17 planning and response operations.
- C. The sheltering and protection of domestic and non-domestic animals (including livestock) are the responsibility of their owners. Domestic and non-domestic animals that are lost, strayed, incapable of being cared for by their owners, or in danger to themselves or the public, will be the responsibility of the Spartanburg County Disaster Animal Response Team. These animals will be sheltered, fed, and if possible, returned to their owners. If the animals cannot be returned to their owners, they will be disposed of in accordance with established animal control procedures.
- D. Wild animals should be left to their own survival instincts. Wild animals out of their natural habitats that are in danger either to themselves or the public will be the responsibility of South Carolina Department of Natural Resources personnel,

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- in cooperation with local animal control officials and returned to their natural habitat if possible.
- E. The care of animals during times of emergency or disaster may involve the Spartanburg County Disaster Animal Response Team and Spartanburg County Animal Control in an alternate care situation. When an emergency directs persons to seek shelter where pets are not accepted, the team will attempt to provide shelter and care for those pets until people are allowed to return to their homes. This may alleviate human suffering due to fear for their pets, the possibility of persons not seeking shelter due to pet concerns, persons becoming victims while attempting to rescue pets, or returning to an unsafe area to check on pets. This will be performed in conjunction with Spartanburg County Emergency Management and under the direction of Spartanburg County Animal Control.
  - F. The primary and support agencies will manage and coordinate local animal protection activities. These agencies will utilize established animal protection and support organizations, processes, and procedures.
  - G. Responsibility for situation assessment and determination of resource needs lies primarily with the Spartanburg County Office of Emergency Management, in cooperation with Spartanburg County Animal Control, Spartanburg County Cooperative Extension, and local incident coordinators.
  - H. Requests for animal protection assistance and resources such as food, medicine, shelter material, specialized personnel, and additional veterinary medical professionals, will be transmitted through the Spartanburg County Emergency Operations Center to the South Carolina Emergency Management Division. Should the need for Federal or State resources exist, the State EOC will coordinate the requests for assistance.
  - I. The Spartanburg County Public Information Officer will handle all public information and media coordination or announcements.
  - J. Each team or organization involved with ESF-17 will be responsible for conducting training for their personnel.
  - K. In coordination with, and in support of, the Spartanburg County Damage Assessment Team, ESF-17 will assess the situation (both pre- and post-event), and in coordination with the Spartanburg County Office of Emergency Management, develop strategies to respond to the emergency.
  - L. ESF-17, in coordination with appropriate support agencies, may provide limited assistance, if available, to exotic animal owners in case of emergency. Exotic animal owners are urged to maintain full preparation and response capabilities, as specialty facilities for their animals may not be available through Spartanburg County Animal Control. Also, public safety considerations may severely limit disaster support for exotic animal evacuation or temporary housing, especially in the case of dangerous animals.



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**V. ESF ACTIONS**

The emergency operations necessary for the performance of this function include, but are not limited to:

**A. Pre-Disaster Phase**

1. Develop plans for the safety of companion animals, poultry, and livestock prior to, during, and after a natural or man-made event.
2. Develop plans for the protection of animal health and security, including the response to an outbreak of a highly contagious animal/zoonotic disease.
3. Identify resources to support and assist with ESF-17 activities.
4. Recruit and assemble, within the Spartanburg County CERT team, a County Disaster Animal Response Team (DART).
5. Develop a training program for Spartanburg County Disaster Animal Response Team members, Spartanburg County Animal Control Officers, Fire and Rescue Personnel, and other interested persons, as resources are available.
6. Maintain current notification/recall rosters for the DART.
7. Maintain a current list of kennels and veterinary hospitals with Spartanburg County.
8. Identify, survey, secure owner permission, and maintain a list of temporary animal shelter sites to be used in the event of disaster.
9. Develop procedures to activate and deactivate animal shelters and develop shelter operation guidelines.
10. Develop and distribute information on disaster planning and safety for animals through news releases, brochures, or websites.
11. Develop and maintain a database of volunteers and agencies that will provide assistance during an emergency/disaster.
12. Provide suitable identification for DART members via Emergency Management.
13. Ensure all ESF-17 personnel integrate NIMS principles in all planning. All ESF-17 personnel will complete all required NIMS training, as outlined in Department of Homeland Security (DHS) training guidance.

**B. Disaster Phase**

1. Assign a liaison to report to the Spartanburg County Emergency Operations Center, upon activation, to assist in animal emergency response operations.
2. Assist the Spartanburg County Emergency Management Director and other county or municipal agency representatives who are conducting emergency operations in establishing priorities for animal rescue efforts.
3. In conjunction with the Spartanburg County Emergency Management Coordinator, designate animal shelter sites during animal response operations.

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4. Provide consultation and coordinate response for animal issues which impact animal or public health (disease outbreak, bioterrorist attack, waste and carcass disposal); and take reasonable measures to protect animals under emergency care from disease and injury.
  5. Provide animal safety through coordination of additional emergency animal sheltering and stabling for both large and small animals, rescue and transportation to shelter.
  6. Coordinate triage and follow-up medical care for animals.
  7. Coordinate public information through ESF-15 (External Affairs & Public Information).
  8. Track the activities, data, and statistics from activated agencies before, during, and after the disaster. This information will be summarized for situation reports to ESF-5 (Emergency Management) and captured for final compilation.
  9. Coordinate with ESF-7 (Logistics Management & Resource Support) regarding storage sites and staging areas for animal food and medical supplies.
  10. Coordinate with ESF-1 (Transportation) and ESF-8 (Public Health & Medical Services) for the removal and proper disposal of animal waste and dead animals.
  11. Decontaminate animals if necessary and feasible.
  12. Coordinate Veterinary Medical Assistance Teams (VMAT) if necessary.
- C. Recovery Phase
1. Continue response activities as required.
  2. Coordinate damage assessment information from affected areas.
  3. Coordinate repopulation of animals or reestablishment of plants into recovered area.
  4. Continue to coordinate animal medical services as needed.
  5. Coordinate the consolidation or closing of animal shelters or confinement areas, personnel and supplies as the need diminishes.
  6. Coordinate the phase-down of animal emergency services through various support agencies, and within framework of Spartanburg County EOC and ESF guidelines.
  7. Organize and publicize lost and found data to achieve animal/owner reunion. Coordinate final return to owner, long-term maintenance, placement or disposition of animals that cannot be returned to their normal habitat or that have been separated from their owners.
  8. Ensure ESF-17 team members or their agencies maintain appropriate records of costs incurred during the event.

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**VI. ADMINISTRATION AND LOGISTICS**

A. Administration

1. Initial situation reports will be submitted to the Spartanburg County Emergency Management Coordinator as soon as possible. Reports will be consolidated by the Spartanburg County Emergency Management Coordinator or his/her designee for analysis and further distribution.
2. ESF-17 Situation Reports will be made to the South Carolina Emergency Management Division as soon as possible after the disaster occurs

B. Logistics

1. Supplies, equipment, and transportation organic to each organization will be utilized by that organization in the accomplishment of its assigned responsibility or mission.
2. Additional supplies, equipment, and transportation essential to the continued operation of each organization will be requested through the Spartanburg County Emergency Operations Center.

**VII. DIRECTION AND CONTROL**

ESF-17 activities will be coordinated through the Spartanburg County Emergency Operations Center or other designated area.

- A. The Spartanburg County Emergency Operations Center is located at 175 Community College Dr., Spartanburg SC 29306.
- B. ESF-17 activities will utilize the Spartanburg County Comprehensive 800 MHz Communications System and various VHF frequencies when deemed necessary
- C. Line of Coordination:
  1. Spartanburg County Animal Control Director
  2. Spartanburg County Emergency Management Coordinator
  3. Spartanburg County Animal Control Officers

**VIII. ANNEX MAINTENANCE**

- A. The Spartanburg County Animal Control Supervisor is responsible for the revision and update of this annex.
- B. This annex will be reviewed and revised on an annual basis. After each exercise or actual emergency, this annex will be reviewed and updated as necessary. Any changes made will be highlighted.

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## **ESF-18 Donated Goods and Volunteer Services.**

### **I. INTRODUCTION**

- A. County assistance under this function consists of two components: donated goods and volunteer services. Donated goods consist of commodities provided by public and private sources without charge to the government. Volunteer services consist of assistance provided by personnel without charge to the government.
- B. Historically, the public has responded to disasters with offers of donated goods and volunteer services. In large-scale disasters, public response is often significant, and the scope of this emergency function is to manage the volume of this assistance and ensure the expeditious delivery of donated goods and volunteer services to the affected area.

### **II. MISSION**

To provide for the management of goods and services donated as disaster relief to the people of Spartanburg County. This includes the management of unmet needs and the coordination of services provided by agencies and volunteers. This also includes the shipment of goods donated by people of Spartanburg County to victims in other disaster areas.

### **III. SITUATION AND ASSUMPTIONS**

#### **A. Situation**

1. Historically, persons not directly affected by an emergency/disaster are eager to render aid to disaster victims through donations of money, goods and services.
2. Lack of an organized system of management for the identification, receipt, organization, and distribution of donated goods and services will result in confusion and loss of control of donated resources.

The timely release of information to the public regarding needs and points of contact is essential to management of donated goods and services

1. Donated goods and services are essential to recovery in most disasters.
2. Suitable facilities, equipment, and personnel are needed for the management of donated goods.
3. The coordination of the collection, packaging, and shipment of goods to a disaster is best accomplished at the county level.
4. Historically, churches, fire stations, EMS stations, and other volunteer agencies in Spartanburg County have served as collection points for donated goods.

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5. Monetary donations, staple goods, and those items specifically requested best serve the needs of victims.
  6. The distribution of donated goods must be coordinated with the identification of unmet needs.

### B. Assumptions

1. Suitable space and equipment will be available to receive, sort and store the influx of donated goods and volunteer services.
2. Adequate personnel for donated goods operations may not be available.
3. Local distribution sites will be reasonably convenient to the affected population.
4. A regional reception and distribution site for donated goods will be established by the state.
5. Unsolicited donations of goods can be expected.
6. Donations of non-useful and unwanted goods can be expected; these include loose, unsorted clothing, extremely perishable items, and worn out items.
7. People unaffected by the disaster will seek to receive donated goods.
8. Some donors will seek to bypass the distribution system established by the county.
9. An aggressive public information effort will expedite the distribution of goods as well as limit an influx of unwanted goods.
10. It is inevitable that there will be a surplus of some donated goods which will require disposal.

## IV. Concept Operations

### A. Receipt of Donated Goods

1. The Spartanburg County VOAD will serve as lead agency for coordinating the reception and distribution of donated goods and services.
2. The magnitude and severity of the disaster will dictate the amount of space and personnel required for the reception and distribution process.
3. The Spartanburg County VOAD will coordinate with other relief agencies working on the disaster to ensure needs are met without duplication of effort.
4. Operational personnel will be solicited from the Volunteer Coordinator's list of available personnel resources.

A registration table will be set up at the County EOC or another designated location, for volunteers to register to donate services to the county, who are not otherwise members of a volunteer group already registered to participate in emergency operations in Spartanburg County. Those who have taken the time to register online prior to the disaster will be contacted via the ENS system and asked to report to a designated reception area.

1. Public information regarding distribution and reception sites, needed goods, volunteers, and other pertinent matters will be coordinated by the Spartanburg County Joint

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Information Center.

2. Requests for needed goods and re-supply of needed goods will be channeled through the county EOC.
3. Upon receipt, donated goods should be sorted and packaged in a manner suitable for distribution.
4. When identified, unwanted goods should be refused.
5. Surplus donated goods will be disposed of in a manner consistent with the donor's intent which may include donations to relief agencies at the local or state level.

### B. Collection and Shipment of Donated Goods to Other Counties, States, and/or Localities

1. An attempt will be made to identify the needs of the intended destination prior to collection of goods.
2. A systematic method will be established for collection of the donated goods to be shipped.
3. Goods will be sorted and packaged in an appropriate manner prior to shipment to accomplish the following:
  - Timely and undamaged arrival at the destination
  - Proper identification of contents
  - Minimal need for repackaging/sorting
  - Ease of loading and unloading
  - Elimination of inappropriate/unwanted goods
4. Shipment of donated goods will be coordinated with the receiving destination prior to departure from the county.
5. Suitable means of transport will be arranged for delivery of the shipment in a timely manner.
6. When appropriate, shipment of donated goods should be coordinated with the South Carolina Emergency Management Division.

## IV. ESF ACTIONS

The emergency operations necessary for the performance of this function include but are not limited to:

### A. **Preparedness**

1. Coordinate with Spartanburg -County VOAD, or other relief organizations as necessary to maintain a listing of available support services and capabilities
2. Coordinate with Spartanburg County Economic Development Board regarding available warehouse space.
3. Train and exercise volunteer organization personnel.
4. Participate in available county or state exercises.
5. Annually review the Department of Homeland Security Universal Task List and Target Capabilities List and integrate tasks as appropriate.
6. Ensure all ESF-18 personnel integrate NIMS principles in all planning.

All ESF personnel will complete all required NIMS training, as outlined in the Department of

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Homeland Security (DHS) training guidance.

### **B. Response**

1. Activate and notify county agencies and volunteer relief organizations when an emergency or disaster is threatening or has occurred as directed by the County Emergency Management Coordinator.
2. Activate Spartanburg County Donated Goods and Volunteer Services Management System as directed by the County Emergency Manager.
3. Coordinate with Logistics Officer after activation of the EOC to identify prospective staging area and distribution locations.
4. Coordinate delivery of donated goods and volunteer services to the victims; maintain records of services being provided, the location of operations, and requirement for support.
5. ESF 1 will coordinate transportation requirements for distribution of donated goods.
6. Ensure maintenance of accurate records of expenditures for County incurred expenses related to the delivery of services during emergency operations.
7. Coordinate with ESF 17 to organize and manage animal and plant response donations.

### **C. Recovery**

1. Scale down operations as requirements diminish and return to routine operations as soon as possible.
2. Assess the requirements for continued donated goods and volunteer services for the disaster victims.
3. Evaluate donated goods and volunteer services operations for effectiveness and revise plans to eliminate deficiencies.
4. Provide recommendations to the County Emergency Manager to determine appropriate distribution of donated goods to County/State agencies and/or volunteer groups
5. Assess unmet needs and request assistance from available volunteer organizations.

### **C. Mitigation:**

6. Provide assistance, as required.

## **V. RESPONSIBILITIES**

### **A. Emergency Management**

1. Be the primary coordinating agency for this ESF in matters pertaining to resources and services.
2. Identify, train and assign personnel to maintain contact with and prepare to execute missions in support of ESF-18 during periods of activation.
3. Appoint a Donations Manager
4. Identify and be prepared to set up and staff a County Receiving point, staging areas, and distributions in support of this ESF, as required.

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5. Keep accurate records of donated, stored, and distributed goods; or expenditures in support of this ESF for possible reimbursement of auditing requirements.

### B. American Red Cross – Piedmont Chapter

1. Consistent with internal policies and capabilities, assist the Emergency Manager in carrying out provisions of the ESF to include establishing needs and distribution of donated goods during an emergency situation in the county.
2. Maintain a list of volunteers that are available to assist in support of this ESF.
3. Coordinate emergency operations with the County EOC, when activated.

### C. Salvation Army -

1. Consistent with internal policies and capabilities, assist the Emergency Manager in carrying out provisions of the ESF to include establishing needs and distribution of donated goods during an emergency situation in the county.
2. Maintain a list of volunteers that are available to assist in support of this ESF.
3. Coordinate emergency operations with the County EOC, when activated.

### D. Community Emergency Response Team (CERT)

1. Actively recruit, train, and assign CERT members to County emergency operations in accordance with the CERT volunteer mission.
2. Quickly assimilate volunteers into the CERT mission and to support the ESF.
3. Coordinate CERT volunteer support to County emergency operations from the County EOC, when activated.

### E. County Employees

1. Assist with distribution of supplies as needed.
2. Keep accurate records of donated, stored and distributed goods; or expenditures in support of this ESF for possible reimbursement or auditing requirements. Information will be tracked, monitored, and maintained by ESF 7 (Procurement)

### F. County Sheriff

Provide security for the County Receiving Point, staging areas, and distribution points, as required.

### G. National Guard

1. Provide security for the County Receiving Point, staging areas, and distribution points, as required.
2. Assist with distribution of supplies as needed.



**V. ESF Maintenance**

This ESF will be reviewed annually and updated as necessary by the Spartanburg County Emergency Services, and the agencies listed as primary and secondary agencies under this ESF. Agencies that support this ESF will develop and maintain their agency's standard operating procedures and mutual aid agreements, as appropriate, that are supportive of this ESF.

**Basic Plan**

**I. Introduction**

**A. General**

It is the policy of the Spartanburg County Office of Emergency Management to operate a logistics support and recovery operation following any disaster or emergency. Such an event would disrupt the local community's ability to function normally. The communities within Spartanburg County would not have accessible or clear delivery routes or the ability to easily create and sustain the stock of supplies needed to sustain life and restore itself to pre-event status. Therefore, the Spartanburg County Office of Emergency Management has created a logistical support plan.

The purpose of the Spartanburg County Logistics Support Plan is to provide logistical and resource support following an emergency or disaster. Resource support involves the provision of services, personnel, commodities, and facilities to County departments, and if possible, cities, and special purpose districts during the response and recovery phases of an emergency or disaster.

**B. Responsibilities**

The Spartanburg County logistical support plan does the following:

1. This plan provides the procedures by which the County will coordinate post disaster logistics operations including estimating, procuring, warehousing, and distributing needed supplies directly to the Spartanburg Community.
2. This plan describes the various operations and functions necessary to provide logistics support and management to the county's residents following an event. This includes operating County Reception Points (CRP) and Distribution Points (CDP) for disaster relief supplies.
3. This plan utilizes a) Spartanburg County's purchasing ability and system through established local and state contracts, b) direct ordering of disaster relief supplies through the State Emergency Operations Center (SEOC), c) access and ordering from the donated goods warehouse administered by Spartanburg County branch of the Salvation Army, and d) goods donated directly to Spartanburg County by any and all sources.
4. The extent to which this plan is activated will vary by disaster setting. In minor disaster settings lasting less than a day or a duty shift, Incident Command with resource support coordinated through the Spartanburg County EOC may be a sufficient structure to manage logistics activities. In major or catastrophic disaster situations, a Logistics Section Chief will be appointed to direct and coordinate all

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logistics operations.

5. In catastrophic disaster situations, personnel from Logistic units may be stationed at the activated County Reception Point and Distribution Centers.

### B. Mission

To provide for coordinated plans, policies, and actions of county government to ensure safe and effective delivery of resources to an affected populace and/or disaster area.

### C. Emergency Management Planning Activities

Mitigation: Incorporate preventative measures to reduce or eliminate potential damage or harm to property or people

Preparedness: Construct policies and procedures to govern logistical activities during a disaster or emergency

Response: Mobilize individuals who could manage the logistics section unit. Use established policies and procedures to guide an effective response.

Recovery: Continue to coordinate the activities of the logistics section until all units have returned to normal operations.

## Situation and Assumptions

### A. Situation

A significant emergency or disaster may severely damage and limit access to the resource infrastructure as we know it today. Following a disaster, the residents of Spartanburg County will be in need of disaster relief supplies to sustain themselves as they work to recover from the damage caused by the event to their homes and places of employment. They will also be in need of building supplies and equipment to mitigate the same damage. Normal business and retail outlets will likely be unable to supply the community with the goods necessary for such activities. Therefore, the county will be required to operate a system that can obtain and distribute these supplies to its residents from all resources available. Spartanburg County must run an ordering, warehousing, and distribution system for the good of the county residents and recovery operations.

### B. Assumptions

1. A disaster may occur with little or no warning and may escalate far more rapidly than the ability of any single local response organization or jurisdiction can handle. However, the Spartanburg County Office of Emergency Management make every reasonable effort to respond based on the situation, information, and

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- resources available at the time of the disaster.
2. Most disasters/emergencies will be managed by local jurisdictions, utilizing resources available to their governments. However, the management and logistics of resource support is highly situational and is dependent upon the event, resource accessibility, transportation systems available, and location of vendors and suppliers.
  3. When an emergency exceeds local resources and response capabilities, local government will request help from the next higher level of government or from mutual aid organizations.
  4. In many emergency or disaster situations, organizations will respond to the affected jurisdiction without being requested. Host governments will need to be prepared to stage and screen the arriving resources to determine which ones are needed and those that can return home.
  5. When county assets are impacted, the responsible county agency will notify their chain of command and Emergency Management as soon as practical. Furthermore, they will utilize their resources and establish communications with the County Emergency Operations Center as applicable.
  6. State resources will be requested through Emergency Management and the EOC when it is likely that local resources will be exhausted in trying to respond to the situation.

With few exceptions, the Federal Government will be available with additional resources and financial assistance only in the case of a presidential declaration of an emergency or a disaster.

### **III. Organization and Assignment of Responsibilities**

The Logistics Section is responsible for all of the services and support needs of an incident, including obtaining and maintaining essential personnel, facilities, equipment and supplies. This is accomplished under the direction of the Logistics Section Chief. Early recognition of the need for a separate logistics function and section can reduce time and money spent on an incident. All functions not assigned by the Coordinator of Emergency Management remain the responsibility of the Emergency Management Department.

The Logistics Section supports emergency operations by providing needed personnel, equipment, and supplies. Logistics personnel are the getters of the emergency response effort. The logistics section includes the following functions carried out by the respective organizations and/or departments noted below:

- Primary Agency: Office of Emergency Management-Directs the Logistics Section
- Warehousing and Transportation Support: The Spartanburg County Parks and Recreation Department along with the City Parks and Recreation Department will volunteer their facilities for warehousing efforts and their vehicles for transportation purposes
- Staff Support Unit: The staff support unit consist of the Spartanburg County Community Emergency Response Team, and volunteers from the following

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organizations:

- a. Red Cross
  - b. United Way
  - c. Salvation Army
  - d. Other non-profit or community organizations volunteering their services.
- Supply Unit: The Spartanburg County Purchasing department will Procure and coordinate supplies and equipment, including food and water, not associated with shelters.
  - Donated Resources Group: The Donated Resources Group coordinates the donations of relief supplies. The donated resources group consist of the following organizations:
    - a. DSS
    - b. American Red Cross
    - c. United Way
    - d. Other groups or agencies as designated during an emergency situation.

### **A. Primary Agency**

#### **Office of Emergency Management**

##### **Before an Emergency**

1. Make sure the Logistical Support plan is updated in accordance with state and local regulations
2. Ensure that the private and public sector resource list is kept up to date, therefore ensuring a smoother recovery operation.
3. Coordinate Logistics Plan meetings including all departments/organizations outlined in this plan
4. Ensure the availability of, and access to, necessary equipment and supplies for all outlined in the logistics sections
5. Make sure call-up lists are up to date.

##### **During an Emergency**

- Activate Logistics Units as needed
- Coordinate with segments of the private, public and non-profit sectors
- Determine availability of
  - a. Personnel
  - b. Relief personnel
  - c. Special equipment
  - d. Ensure call back of off-duty and/or volunteer personnel if needed.
- Coordinate and process requests for needed supplies, equipment, and support services.
  - a. Request communications assistance from appropriate personnel.
- Ensure the receiving point and all distribution points have adequate transportation, supplies, personnel, and equipment.
- Assist all agencies designated in logistics section as needed

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- Coordinate logistic meetings in the EOC and communicate necessary information to support agencies and their staff as appropriate
- Locate additional warehouse space that could be contracted to function as the County Receiving Point or Distribution Point should prearranged facilities sustain damage.
- The logistics section chief, as appointed by the Coordinator of the Office of Emergency Management, will establish communication and coordination of information between receiving and distribution points by staffing a briefing each morning during recovery operations

### **After an Emergency**

- Forward all reports to the appropriate officials.
- Assemble and check financial records; forward to the appropriate department or agency.
- Solicit suggestions on how to improve logistical operations.

### **B. Support Agencies**

#### **Warehousing and Transportation Support Unit: Parks and Recreation**

##### **Before and Emergency**

- Maintain facilities, resources, and transportation.
- Identify potential transportation needs.
- Provide backup power for repair services and fuel distribution.
- Make sure call-up lists are up to date.
- Create diagrams of facilities designated as county distribution centers during an emergency situation.
- Maintain an equipment and personnel database, outlining their availability during an emergency situation.
- Maintain a list of transportation vehicles, designating those vehicles that can be used for a logistical support function.

##### **During an Emergency**

- Provide diagrams of facilities to the staff support unit of the logistics section.
- Provide equipment and personnel database to the logistics section chief. The logistics chief will then proceed with dispersing these resources and assigning personnel to appropriate logistical roles.
- Provide transportation database to the logistics chief. The logistics section chief will determine how transportation will be allocated.
- Determine supplies needed for maintenance and fueling of vehicles and equipment.

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- In conjunction with the logistics section chief, develop a maintenance and fueling schedule. In addition, use the Public Information Officer to locate additional transportation resources.

### **After an Emergency**

- Forward all reports and other documentation to the appropriate officials.
- Solicit suggestions on how to improve logistical operations.
- Supervise the demobilization of vehicles and equipment.
- Obtain assessment of damages to transportation facilities.
- Undo any emergency modifications that have been made to vehicles.
- Forward all records and reports to the OEM Coordinator.

### **Staff Support Unit-Spartanburg County CERT Team, and volunteers from the following organizations:**

- a. Red Cross
- b. United Way
- c. Salvation Army
- d. Other SCVOAD Members

The coordinator of the Spartanburg County CERT will serve as director of the staffing unit.

### **Before an Emergency**

- On a quarterly basis, determine if all pre-designated locations are still willing to house warehousing and distribution activities. If not, take the appropriate measures to replace that facility. In addition, update all contact information for facilities willing to participate. If needed, revise procedures for facility occupation.
- Train designated volunteers annually on the management of warehousing and distribution activities. The policies set forth in this plan should govern that training exercise.
- Review the EOP recovery plan with designate volunteers, thereby increasing their understanding of how they fit into the bigger picture of recovery.
- Ensure supplies for operations of warehousing and distribution are positioned in a location easily accessible upon re-entry following an evacuation scenario.
- Recruit and retain volunteers for this logistical support function.
- Provide volunteers certain designated functions, therefore limiting any confusion during an actual emergency situation
- Plan for how spontaneous, non-organized volunteers might be used during an emergency.
- Keep a supply of volunteer loyalty oath forms.
- Find out who is authorized to administer the volunteer loyalty oath.

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- Make sure employees understand their responsibilities as disaster service workers.
  - Maintain a current callback list of county employees willing to assist.
  - Establish procedures for registering volunteer disaster service workers.
  - Identify County departments that have limited responsibilities in a disaster. Identify persons willing to help and determine what skills they have to offer.

### **During an Emergency-Receiving Points**

- Create staffing shifts and assignments based on size of available dedicated staff and volunteers.
- If power is operational, run two 12-hour shifts or three 8-hour shifts, depending on manpower. If power is not on and an alternative power or source of light cannot be utilized, work two shifts during the daylight hours. The workday should commence as early as possible and end at dusk of each day.
- Follow the predetermine designated functions for pre-assigned volunteers. Be sure to divide qualified forklift operators and delivery drivers evenly between shifts.
- Use the diagrams, as provided by the Office of Emergency Management, to determine the best location for all goods upon arrival. If diagrams are not available, consult the person or entity most familiar with the structure in question and create a diagram for all staff to follow.
- Record all goods received into the County Receiving Point(s) in accordance with the procedures and documentation provided in this document.
- Fill all request at the county distribution points as instructed in this document  
Track all shipment of goods to distribution points by following the procedures outlined in this document  
Communicate with the Warehousing and Distribution Coordinator to determine all unmet needs. Once the needs have been established, inform the logistics section chief inside the EOC.
- Manage the overall flow of goods into and out of the warehousing locations, rotating stock and ensuring its delivery to the most appropriate distribution point.
  - a. If needed, work with various non-profits, public, and private organizations to get qualified volunteers to supplement staffing needs.
- Respond to the Emergency Operations Center, if activated.
- Maintain an Activity Log.
- Obtain a briefing from the Emergency Management Coordinator.
- Keep the OEM Coordinator advised of Staff Support operations.

### **During and Emergency-Distribution Points**

- Create shifts and assignments based on size of staff available. Shifts should be based on daylight working areas. Unless requested by the logistics section chief, distribution points will not operate at night.



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- Use the diagram, as provided by Spartanburg County & City Parks and Recreation Departments, to establish a layout for daily operations.
- Use the tracking system provided with this document to record supplies received from the distribution point.
- At shift change, make note of items workers feel are needed by the community. Check the stock of those items and send any order for additional equipment to the county distribution point. Distribute all supplies to residents of Spartanburg County, making reasonable efforts to verify residency.

### **After an Emergency**

- Assemble and check records, forward copies to the logistics section chief.
- Forward all reports to OEM Coordinator.
- Make suggestions for corrections or changes to Staff Support duties.
- If any volunteers were injured, follow-up on their medical care payments under workers compensation insurance (work with the Claims Unit of the Finance Section).

### **Supply Unit – Spartanburg County Purchasing Department**

#### **Before an Emergency**

- Keep an updated list of resource providers
- Check and know the availability and location of equipment, and essential supplies.
- Establish contracts with vendors that can supply emergency response goods within a 24 hour notice
- Ensure that all pre-arranged contracts are complete with contact information

#### **During an Emergency**

- As directed, locate, procure, store, maintain, and distribute supplies and equipment.
- Utilize established county and state MOU's and contracts to procure needed relief supplies and items related to recovery operations.
- Maintain records on all transactions and certify payment to vendors.
- During a local emergency, procure supplies from the usual wholesale and retail outlets.
- Staff the EOC with a emergency procurement officer
- Make maximum use of local sources before requesting supplies from other entities
- Respond to requests in accordance with established priorities for the respective

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disaster.

- During an emergency declared by the State or Federal Government, supplies will be procured in accordance with the South Carolina Procurement plan. Supply is to be guided by State policies.

### **After an Emergency**

- Review procurement problems that occurred during the emergency.
- Take corrective action.
- Assemble and check financial records; forward to the appropriate official(s) or department(s)

### **Donated Resource Group: Salvation Army, Red Cross, United Way, and other SCVOAD designated agencies prior to or during the disaster**

#### **Before an Emergency**

- Identify the LRA location(s). Considerations will include major civic centers, coliseums, warehouses, county fairgrounds, and Salvation Army Retail Centers (most likely).
- Identify the LDP location(s). Considerations will include churches, fire stations, senior citizen centers, and Spartanburg's Downtown Salvation Army.
- Designate responsibility for handling the various categories of donations, such as food, clothing, water, shelter, counseling, etc.

#### **During an Emergency**

- Determine transportation requirements for county distribution.
- Determine security requirements for LRAs and LDPs.
- Designate facilities to use as food serving centers if needed.
- Set up computer(s) to keep up with inventory and distribution of goods.
- Determine staffing requirements for LRAs and LDPs such as the following:
  - (a) Record keeping of incoming supplies.
  - (b) Sorting and distribution.
  - (c) Vehicles for delivery of supplies.
  - (d) Labor for loading and unloading.
  - (e) Equipment for use in loading and unloading supplies.

### **After an Emergency**

- Recover as many resources as possible.
- Review problems that occurred during the emergency.
- Take corrective action.
- Assemble and check financial records.

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- Ensure non-used goods are stockpiled for the next emergency or discarded. No item shall be resold by the County or any participating agency.

### **C. Command Structure and Organization Figure 1- Logistics Section**

**All bolded text located below each unit designates the coordinating person or agency for the unit.**

- The Logistics Section supports emergency operations by providing needed personnel, equipment, and supplies. Logistics personnel are the getters of the emergency response effort. Our logistics section consists of the following units:
  - **Primary Agency: Office of Emergency Management-Directs the Logistics Section**
  - **Warehousing and Transportation Support: The Spartanburg County & City Parks and Recreation Departments will volunteer their facilities for warehousing efforts and their vehicles for transportation purposes.**
  - **Staff Support Unit: The staff support unit consist of the Spartanburg County Community Emergency Response Team, and volunteers from the following organizations: Red Cross, United Way, Salvation Army, and others.**
  - **Supply Unit: The Spartanburg County Purchasing department will Procure and coordinate supplies and equipment, including food and water, not associated with shelters.**

#### **Donated Resources Group:**

The Donated Resources Group coordinates the donations of relief supplies. The donated resources group consist of the following organizations: DSS, American Red Cross, United Way, and others.

As noted above, the lead agency for our logistics section is the Office of Emergency Management. This agency is lead by a director who is in charge of response and recovery operations for all disaster and emergency situations. The Director will appoint the logistics section chief and this person will preside over the logistics sections and ensure all designated functions are carried out.

## **IV. Concept of Operation**

### **A Needs Determination**

#### **Overview**

Depending on the duration and geographic area of a disaster relief operation, large amounts of material and equipment may be needed to support field operations and service delivery locations. Spartanburg County is unlikely to have these items on hand in the quantities required. However, anticipating these needs and ensuring that the necessary resources are available when needed are two of the most challenging parts of the Logistics function.

#### 1. Pre-Disaster

In order to do a needs assessment, certain pieces of information must be readily available for data entry. These pieces of information include, but are not limited to the following:

- 2000 census data for Spartanburg County (including, but not limited to, a county overview and the population figures for each municipality)
- County growth rates (obtain rates for the entire county and each respective municipality)

#### 2. Post Disaster Situation

When a disaster occurs, the information noted above must be utilized for an effective needs assessment. Depending on where the disaster struck and how much of the population is affected, every needs assessment will be different. However, with accurate population numbers for every municipality readily available, along with annual growth rates for each respective municipality, the Office of Emergency Management can create a population number that will accurately depict a population for any area within the county. With Census information available as detailed as we want it, we can easily give an accurate estimate for the number of populations affected by a certain disaster or emergency. Once these numbers are reached, the Coordinator of the Office of Emergency Management and the Logistics Section Chief will do the following:

**Determination of Need:** The determination of need will be made once both individuals have been briefed by the Spartanburg County Damage Assessment Teams, State Assessment Teams (if applicable), FEMA (if applicable), and possibly the American Red Cross. Directly following any disaster, these entities begin and complete initial damage assessments.

**Homes Affected:** Once the extent of the damage is assessed and reported, those assessments can be utilized to make estimations for the quantities and types of relief supplies to be ordered up front.

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**People Affected:** The OEM Coordinator and Logistics Section chief can then review the information given from these damage assessments and based on their collective professional opinion, give a percentage of population affected. The population of the affected area can then be multiplied by this percentage. What should result will be a number representative of the affected populace.

**Items to Purchase:** Based on information provided from the assessment and current resources available, the Logistics Section Chief, in conjunction with the Coordinator of the Office of Emergency Management will decide which supplies are necessary for the residents of Spartanburg County and the government entities trying to serve them. Initial orders will be placed utilizing existing contracts with retailers who will ship goods to Spartanburg County within 24 hours of the notification of need. Those contracts are established and maintained by the Spartanburg County Purchasing Department.

**Purchases based on Assessments:** The purchasing director will receive the initial request for resources. Utilizing established contracts, the purchasing department should try to procure all goods within a 24-hour period.

**Ongoing Assessment:** Ongoing assessment of available stock and unmet needs for supplies will be done daily by the logistics section chief in cooperation with the CERT Coordinator (over the staffing unit) and those he or she has appointed in supervisory roles.

The damage assessments completed by the Spartanburg County Assessor's Office, the SCOEM, and the windshield damage assessment completed by the Red Cross will be used to determine what percentage of loss the affected residents have experienced. If the loss is 100%, it will be assumed that those residents will need all supplies from those that sustain life to those that provide safety and cleanliness. It will also be assumed that if home sites affected are not a complete loss, the county will need to secure basic building supplies adequate to allow residents to mitigate further damage awaiting insurance instructors.

### **B Acquisition of Relief Supplies**

When county resources cannot address the need for disaster relief supplies, the supplies must be procured from outside the county. The primary methods of acquiring supplies, in order of preference, are:

- Donation.
- Loan.
- Rental.

**Purchase:** The expertise required to manage these dissimilar methods of securing supplies needed on a relief operation is very different. Therefore, the Supply Unit covers all purchasing action while the Donate Resource Group governs In-Kind-Donations. These two units of the Logistics Section must work closely and cooperatively and will report directly to the Coordinator of the Office of Emergency Management and the Logistics

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Section Chief. In addition, the Purchasing Department must establish relationships with potential and current vendors.

Spartanburg County, if not already established, must establish relationships with national retailers. Many of these retailers will have the capacity to deliver large orders of relief supplies directly to the CRP within 24-72 hours of the order being placed. These contracts must be made available for use by the Logistics Section Chief, the Emergency Procurement Officer for OEM, and the Director of Purchasing for Spartanburg County. During the procurement process, every effort will be made to utilize existing county and state contracts and MOUs for the procurement of supplies before ordering directly through the SEOC.

In the likely event that local resources are depleted, Spartanburg County will order relief supplies directly through SEOC utilizing IRIS, if operable. If IRIS is down, calls will be placed to the SEOC and orders will be verbally relayed to the Spartanburg County designee.

### **1. Relief Supplies On Hand Pre-Disaster (Stockpiled)**

Spartanburg County does not stockpile items or relief supplies of any kind. There is no year-round warehouse space available for such an operation.

### **2. Other Organizations with Stockpiled Supplies**

There are no active organizations in Spartanburg County that stockpile supplies needed for general distribution to county residents following a disaster or other significant event. However, Spartanburg County has entered into an agreement with following community organizations: DSS, American Red Cross, Salvation Army, United Way, Spartanburg County Schools, and Spartanburg County Recreation Department

Collectively, the organizations noted above form the Donated Resources Group. In times of emergency, these organizations have agreed to combine their resources together in a collective effort to address the disaster situation. The downtown Salvation Army will serve as the warehousing facility while the Salvation Army locations across the county will serve as distribution points for donated goods and resources. The policy governing these efforts can be found in **Attachment 1**.

### **3. Procurement of Relief Supplies**

#### **a. County Purchasing**

Purchasing will receive *Requisitions* from the Spartanburg County Emergency Procurement Officer. These requisitions are sent once it is determined these goods or services are not already present and cannot be supplied through donation or loan. Once these requisitions are received, the Director of purchasing can utilize current contacts, county contracts, or state MOU contracts to order items with prearranged pricing and

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shipping arrangements. If purchased, direct purchasing, via pre-arranged contracts, is the preferred method of obtaining relief supplies.

- Pre-Arranged Contracts
- All contracts, complete with contact information for ordering equipment and supplies, should be made available in the EOC. The Emergency Procurement Officer and Director of Purchasing should have copies of the contracts in their respective offices.

### **b. Requesting Relief Supplies From State EOC (SEOC)**

Spartanburg County will use the established SEOC request process for needed supplies when county resources are inadequate or exhausted. IRIS will be utilized if operational. If not, any means of communication available will be utilized to place orders for needed supplies

#### **a. Exhausting County Resources**

Spartanburg County intends to provide relief supplies in the most expedient fashion until all county resources are exhausted. During this process, it is the intent of Spartanburg County to utilize its own purchasing agents and prearranged contracts with retailers to order relief supplies immediately following the completion of the damage assessments. Spartanburg County will utilize the SEOC ordering system in the event that the County cannot access a needed item(s), knows that a needed item(s) is in the central state warehouse, or determines that the county's resources, financial and otherwise, are depleted and the county can no longer be self-supporting. The Coordinator of the Office of Emergency Management will determine when county resources have been exhausted. Her decision will be based on a collective decision-making process consisting of the chief logistics officer and other vital EOC resource personnel. Once it is determined that supplies have been exhausted, an EOC designee will inform the County Administrator. The County Administrator will make the final determination of depletion.

#### **b. Authorization**

The following individuals, in descending order of authority, have the authority to request assistance from the state:

County Administrator  
Coordinator, Office of Emergency Management  
Logistics Section Chief,  
Emergency Procurement Officer,  
County Purchasing Director

#### **c. Ordering Process**

Spartanburg County EOC will receive information each morning during a logistics briefing regarding what supplies are needed. The Emergency Procurement Officer will then receive the list of needed items complete with estimate amounts. The items will then be requested using IRIS if available.

## **C. Receiving and Distribution**

### **1. Receiving and Warehousing**

Every effort must be made to schedule arrivals of incoming resources. Unscheduled arrivals can seriously disrupt the warehouse working schedule and place unnecessary stress on limited human and material resources. A simplified version of the receiving process is outlined in **Attachment 2** and a more detailed version is outlined below:

- The Logistics Section Chief informs the warehouse of pending delivery and provides vendor contact information.
- The County Receiving Point (CRP) warehouse supervisor (CERT leader or designee) contacts the vendor's dispatch office to schedule delivery.
- The receiving team is scheduled in accordance with the delivery schedule.
- Before the vehicle arrives, a specific dock door is assigned for the delivery.
- A check is made to ensure that the inbound trailer is properly secured at the dock and the trailer wheels are chocked.
- All trucks delivering to the County Receiving Point will be recorded on the *Logistics Warehouse Incoming Truck Log (Attachment 5)*.
- Receiving/physical inventory staff obtains the manifest and determines if the trailer was picked up from the vendor's warehouse or a freight distribution point. The information is documented in the Vendor Information section of the *Logistics Warehouse Receiving* tool (Attachment 5) to establish an audit trail. When using the manual system an *Inventory Record* must be used for all items received in the warehouse.
- The seals/locks on the inbound trailer are checked and the numbers recorded to be certain the load has not been tampered with during shipment. All seals should be checked for numbers and compared to the bill of lading.
- The freight is unloaded to the receiving area and the contents counted.
- Receiving staff work in pairs and verify each other's inventory counts.
- Each pallet of the stock item is counted, and a *Logistics Warehouse Counted Pallet Tag (Attachment 5)* tool is taped on each one.
- Record all exceptions, including overages, shortages, or damage, and sign the packing list or bill of lading verifying receipt.
- Complete the *Logistics Warehouse Receiving* tool.
- Photograph any damage or unusual conditions found upon receipt.
- Conduct quality control checks without delay.
- Palletize any loose items and shrink-wrap if possible. Arranged items on pallet should be no higher than three (3) to four (4) feet, depending on the weight of the materials.
- Assign a location in the CRP for the inbound load.
- Enter "Location" on the *Logistics Warehouse Receiving* tool if receiving is performed on the warehouse floor.
- The *Logistics Warehouse Receiving* tool will be passed back to the Receiving team for location entry once the stock has been moved to its destination.



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- Forward the receiving inventory to CRP administration to update the warehouse inventory.
- Move freight from the receiving dock to the assigned location. (Limit stacked pallets to two high)

### **A. County Receiving Point**

There is one pre-designated County Receiving Point. This Receiving Point is located in the Center of County and has the resource needed for effective warehousing functions. This facility is the Spartanburg Memorial Auditorium. Should this facility be compromised during an emergency, the CRP will be relocated to a facility that is identified during OPGON 3.

#### **(1) Acquisition**

At the beginning of a disaster response, there is pressure to procure facility resources as quickly as possible. While Spartanburg County can utilize the Spartanburg Memorial Auditorium for the central receiving point and Parks and Recreation facilities for County Distribution Points, these locations can be compromised during an emergency. If this occurs, we do not want to accept the first offer for a facility unless another alternative(s) is not viable. Often, with the acceptance of the first facilities offered, some of the facilities are found to be inadequate and may necessitate relocation. Such relocation can adversely affect service delivery; therefore, careful initial selection is vital to effective service delivery. Our selection process is outlined in Attachment 6. The purpose of this document is to:

- Establish the procedures to be followed by staff responsible for procuring suitable facilities when primary facilities are compromised.
- Set forth the conditions for contracting for the use of these facilities.
- Codify the technical specifications for specific facilities.

### **A Permanent Location**

Currently the county does not have a permanent warehousing facility. However, we have entered into an agreement with the Spartanburg Memorial Auditorium. This facility is large enough and properly equipped to handle such a task. In addition, local recreational centers can adequately serve as distribution points.

### **B Expedient Post Disaster Acquisition**

At OPGON 3, calls are placed to local realtors and other parties involved with real estate. These individuals know which locations are available and if needed, can broker a deal for the county purchasing department; establishing a temporary lease. However, the primary methods of acquiring facilities, in order of preference, are donation, loan, rental, and purchase. When acquired for CRP and CDP, these facilities must meet the following

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qualifications:

- Should be located near major highways with receiving points preferably locate near airports or major interstates.
- They must have receiving, shipping, storage, administration, and a parking area
- Size of a receiving point should at least be (without pallet racking) 20,000-50,000 square feet.
- Loading dock and optional ramp
- Concrete floor capable of supporting a forklift
- Fire safety equipment
- Lighting for 24-hour operation
- Worker support areas
- Office area.
- Phone service capability
- ADA compliance if possible (Attachment 7)
- Phone lines for a relief operation.

### (2). Command Structure and Organization

*See Attachment 3 for CRP Organization Chart See Attachment 4 for CRP position descriptions*

The Coordinator of the Spartanburg County CERT team will serve as the Warehousing and Distribution Coordinator. That position will be the direct link to the Logistics Chief and other EOC officials.

- The CRP and CDP's are to be staffed with CERT volunteers and unaffiliated volunteers sent through the United Way, Red Cross, Salvation Army, various County Departments, private industry (resource list), and other assisting agencies. On rare occasions, the county will contract paid specialist when certain skills cannot be acquired on a volunteer basis.
- Locations for the CRP and CDP's are contracted and/or confirmed at OPGON 3.
- If the event has occurred with no warning, forklifts and related equipment needed for operating the CRP's will be ordered at OPGON 1 during evacuation by the Emergency Procurement Officer. The Coordinator of the Office of Emergency Management will make the decision on what to order and what to acquire by loan or donation and logistics section chief.
- The Staff Unit Coordinator (Warehousing and Distribution Coordinator) will contact his staff of volunteers while evacuated to brief them on a reentry time and date.
- The damage assessment team evaluates the predesignated CRP and CDP's to clear them for operation.
- Immediately following the completion of the damage assessments, the Logistics Section Chief contacts the County Purchasing Director to acquire additional facilities or staff if needed.
- All staff reports to the CRP location and receives briefing on current conditions

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by the Staff Unit Coordinator or his/her designee. They are then assigned to the CRP or to their respective CDP's.

- Members of the staff are sent to retrieve stores of items needed for running the CRP and CDP locations.
- Staff Coordinator, along with designated assistants, manage the process of distributing pre-determined layouts or creating layouts (if new facility) for warehousing and receiving locations.
- The Site Managers assure that the equipment, supplies, and safety gear are available and distributed to staff appropriately.
- A final briefing is held at the County Receiving Point once all logistical support functions have ceased

### **(4) Staffing**

- Before any volunteer is signed up for warehouse or distribution duties, he or she is made aware of the following potential work conditions:
- An uncontrolled environment - no heat or air conditioning.
- Dust in the air and on products and work surfaces
- Long periods of prolonged standing and walking on concrete flooring.
- Lifting and sorting of case lots by hand.
- Twelve-hour work shifts, day or night.
- Moving equipment
- Warehouse operations are usually conducted in adverse conditions, and it is important to provide warehouse staff with: Work performance expectations.
- Warehouse safety rules and procedures
- Performance feedback, good and bad, in a timely manner
- Support and training about assignment responsibilities.
- An accurate and timely evaluation of their efforts in support of the relief operation

With the possibility of such adverse conditions as noted above, the Spartanburg County Office of Emergency Management has decided to utilize the Spartanburg County Community Emergency Response Team as its primary source for volunteers. In addition, the OEM will try to incorporate additional volunteers from the private, public, and non-profit sectors. All skilled positions will be pre-identified, therefore eliminating any potential delays incurred with finding and assigning skilled staff. We hope to acquire this staff, on a volunteer basis, from our resource list provided by various public and private entities. The Coordinator of the CERT program will be responsible for notifying and signing these individuals up prior to an actual emergency.

### **(5) Resource Tracking**

The receipt and distribution of relief supplies by warehouse staff should be controlled through a system of checks and balances. The content and quantity of supplies must be verified at the time of receipt, moved into inventory, picked for distribution, loaded on delivery vehicles, and delivered to the requesting

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distribution site.

Throughout this process, a paper trail must exist showing who received the items, the type and quantity of the items received, who completed the inventory, when the items left the warehouse to be delivered, who delivered the items to the distribution sites, who verified this delivery and who finally received the goods. During this process, always obtain the signature of an authorized representative, such as the site manager, worker-in-charge, driver, and/or recipient when materials are delivered or distributed. Attachment 5 provides all the needed documentation to adequately create a paper trail needed for effective resource management.

In addition to having documentation for tracking purposes, verified physical counts and accurate maintenance of records are required. A complete physical inventory should be made weekly. Maintaining an accurate count is accomplished through cycle inventories. Inventory discrepancies generally occur because of errors in shipping and receiving. A record of the transfer of supplies throughout the distribution process provides accountability for warehouse activities. For additional information concerning the inventory process, see Attachment 11 “Physical Inventories.”

### (6) Operations

#### a) Receiving Process

- Every effort must be made to schedule arrivals of incoming resources. Unscheduled arrivals can seriously disrupt the warehouse working schedule and place unnecessary stress on limited human and material resources. A simplified version of the receiving process is outlined in **Attachment 2** and a more detailed version is outlined below:
- The Logistics Section Chief informs the warehouse of pending delivery and provides vendor contact information.
- The County Receiving Point (CRP) warehouse supervisor (CERT leader or designee) contacts the vendor’s dispatch office to schedule delivery.
- The receiving team is scheduled in accordance with the delivery schedule.
- Before the vehicle arrives, a specific dock door is assigned for the delivery.
- A check is made to ensure that the inbound trailer is properly secured at the dock and the trailer wheels are chocked.
- All trucks delivering to the County Receiving Point will be recorded on a *Logistics Warehouse Incoming Truck Log*
- Receiving/physical inventory staff obtain the manifest and determine if the trailer was picked up from the vendor’s warehouse or a freight distribution point. The information will be documented in the Vendor Information section of a *Logistics Warehouse Receiving* spreadsheet to establish an audit trail. When using the manual system an *Inventory Record* must be used for all items received in the warehouse. The seals/locks on the inbound trailer are checked and the numbers

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- recorded to be certain the load has not been tampered with during shipment. All seals should be checked for numbers and compared to the bill of lading.
- The freight is unloaded to the receiving area and the contents counted.
  - Receiving staff work in pairs and verify each other's inventory counts.
  - Each pallet of the stock item is counted and placed on a *Logistics Warehouse Counted Pallet Tag (Attachment 5)* tool is taped on each one.
  - Record all exceptions, including overages, shortages, or damage, and sign the packing list or bill of lading verifying receipt.
  - Complete the *Logistics Warehouse Receiving* tool.
  - Photograph any damage or unusual conditions found upon receipt.
  - Conduct quality control checks without delay.
  - Palletize any loose items and shrink-wrap if possible. Arranged items on pallet should be no higher than three (3) to four (4) feet, depending on the weight of the materials.
  - Assign a location in the CRP for the inbound load.
  - Enter "Location" on the *Logistics Warehouse Receiving* tool if receiving is performed on the warehouse floor.
  - The *Logistics Warehouse Receiving* tool will be passed back to the Receiving team for location entry once the stock has been moved to its destination.
  - Forward the receiving inventory to CRP administration to update the warehouse inventory.
  - Move freight from the receiving dock to the assigned location. (Limit stacked pallets to two high)

For further clarification regarding the organization of receiving staff, their duties, and the warehouse tools they depend on, please reference **Attachment 3, Attachment 4, and Attachment 5.**

### **Inventory Verification**

- The freight is unloaded to the receiving area and the contents counted. The following actions are taken once items are received to ensure accurate counts and inventory verification:
- The Receiving staff works in pairs and verifies each other's inventory counts.
- Each pallet of the stock item is counted and a *Logistics Warehouse Counted Pallet Tag* tool is taped on each one.
- All exceptions, including overages, shortages, or damage are recorded.
- Sign the packaging list or bill of lading verifying receipt.
- Complete all applicable *Logistics Warehouse Receiving* tools (Attachment 5).
- Photograph any damage or unusual conditions found upon receipt.
- Conduct quality control checks without delay

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### Handling/Warehousing

Upon activating the CRP, the management staff will diagram available space and determine a plan for storing pallets and rotating stock. When planning out warehouse space, the environmental storage requirements for different products vary and must be considered. Hazardous materials must be segregated from all food products, and high value/sensitive items should be secured. If a secured area is not available in the warehouse, use a trailer and keep the items under lock and key.

### Tracking

Supplies and equipment are tracked by following the procedures outlined in this document regarding receiving and warehousing. These policies and procedures govern both the receiving point and distribution points.

- The Warehouse tools in Attachment 5 provided the necessary documentation to track supplies. For example:
- Once an item arrives, the “CRP Receiving Tool” is filled out and two staff members count the inventory. In addition, the delivery is noted in the “Incoming Truck Log.”
- Once unloaded and counted, the inventory is marked with a “Counted Pallet Tag.”
- Once tagged, the items are placed in the warehouse and marked with a “Receiving, Not inventoried” tag.
- Once inventoried, the items are marked with a “Ready to ship tag,”
- Once tagged for shipping, every row of tagged goods are marked with a “Counted Row Tag”
- Once tagged for shipping, the item is shipped and the information pertaining to that shipment is marked on the “Daily Dispatch log” In addition, the CRP fills out the “CRP Shipping Form” for the respective CDP receiving the resources
- Once an item arrives, the “CDP Receiving Tool” is filled out and two staff members count the inventory. In addition, the delivery is noted in the “Incoming Truck Log.”
- Once unloaded and counted, the inventory is marked with a “Counted Pallet Tag.”
- Once tagged, the items are placed in the warehouse and marked with a “Receiving, Not inventoried” tag.
- Once inventoried, the items are marked with a “**Ready to Distribute tag,**”
- Once tagged for distribution, every row of tagged goods are marked with a “Counted Row Tag”
- Once tagged, the item is ready for distribution. All goods that are distributed are noted on the “Daily Dispatch log”
- Once in the CDP, the Site Manager will decide how the items are to be distributed, meaning: 1 per person, 2 per household/car, etc. This system is recorded at the day’s end and an estimate of the number of individuals or households receiving goods that day can be achieved.
- Any equipment that leaves the CDP is signed out with the CDP Site Manager and

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- becomes the responsibility of the entity borrowing the equipment. The manager must fill out a **CDP Distribution Form**, which includes the name, agency or organization of affiliation, and contact information for the borrower.
- When certain supplies start to dwindle in quantity or no longer are available for distribution, CDP's will begin the process of requesting additional resources. This is done by filling out the "Supplies Request Form."
  - This form is communicated to the CRP by the easiest communications means possible (preferably fax or email). Once this form is received, it is added to the docket in the order it was received. The CRP supervisor will assign a team to the request. They will gather the necessary resources and pack the truck for delivery.

The steps noted above represent a uniform process of receiving and shipping. Therefore, volunteers can easily transfer their services from a receiving point to a distribution site.

### **b) Order Processing**

- The order for replacement supplies at the CDPs comes to the CRP on the Supplies Request Form.
- The Distribution Coordinator receives this form. The order is placed on the docket to be filled.
- The Shipping/Receiving Supervisor takes the request form and assigns it to a shipping team and a delivery truck.
- The supplies requested are matched with supplies being pulled and packed into the truck.
- All quantities of items are recorded on the request form and given to the Inventory Clerk.
- The clerk then blacks out those shipped amounts from the rolling inventory log.

All efforts will be made to evenly distribute items between all operational CDPs. It will ultimately be the Distribution Coordinator's decision should a discrepancy be discovered or question posed.

### **Pulling/Packaging Orders**

The CRP's staff will be divided into two pulling and packing teams; one team per forklift. They will be responsible for pulling supplies and packing the delivery trucks. Each team is responsible for making sure that the inventory clerk gets the request forms once the order is filled.

### **Safety and Security**

Since staffing will rely solely on volunteer efforts, each volunteer will be assigned to duties based on their stated experience. However, before duties commence, the director of the staff unit will discuss operational safety, paying close attention to such things as ergonomically correct lifting, ergonomically correct carrying procedures, and hydration needs. In addition, we will post the following safety guidelines in all CDP's and the CRP: Concentrate on the task at hand

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- Wear suitable footwear - no sandals
- Do not wear rings or other jewelry
- Place unneeded clothing (coats) in the designated area
- Keep aisles and stairs free of clutter
- Watch for warehouse traffic
- Never walk backwards
- Use tobacco products only in designated smoking area(s)
- Know the location of fire alarm boxes and fire-fighting equipment
- Immediately clean up all spills
- Be careful when handling objects with sharp or rough edges
- Inspect all electrical cords for frayed or broken wires before using equipment; report all defects immediately
- Return tools and other equipment to the proper storage area
- Follow manufacture's operating instructions for all machinery
- Step down from elevations; do not jump
- Check the load before lifting. Stand close to the load with feet firmly placed, slightly apart, and clear of load
- With knees bent, grasp the load firmly. Slowly lift the load by straightening legs, keeping back as vertical as possible. Keep the load close to the body and your elbows close to your body. Setting the load down, keep back as vertical as possible. Ask for help on heavy or awkward items
- Know the procedures to be followed in the event of an accident: Call 911, Provide first aid, Alert DHS.
  - a. Call 911.

### Facility Security

#### Restricting access

All staff-whether assigned to the warehouse, visiting from other functions or agencies, or commercial delivery personnel-will enter and exit the warehouse from one pre-identified door. Entry and exit through other places in the warehouse will be restricted without blocking emergency exits.

Contracted security staff or other warehouse staff will be assigned as "gatekeepers" at all warehouse docks and doors. All personnel-whether assigned to work at the warehouse, delivering to the warehouse, picking up stock from the warehouse or visiting the warehouse-will sign in *every time they enter and/or exit*. The *Logistics Warehouse Drivers Log* tool is to be used for this purpose. Unscheduled, frequent visits by the Logistics warehouse supervisor will ensure that watchmen and police officers are at their assigned posts and that they are fulfilling their duties.

Warehouse supervisors, in coordination with function officers-both in the Logistics function and in other functions of the relief operation-will determine which products need



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to be more carefully secured. Products that require heightened security will be given receipt and distribution priority over other items.

Only warehouse staff should have access to storage areas, and warehouse staff access should be limited to those areas to which they have been assigned. Therefore, restricted areas will be identified and strictly enforced access criteria will occur at the entrance to the restricted areas.

Warehouse supervisory staff and supervisory staff from outside the warehouse must follow the posted access criteria. No stock from the warehouse will leave the warehouse without properly executed paperwork, including authorizing signatures. No one can authorize an order for himself or herself. The staff member placing the order cannot be the same person pulling the stock from inventory.

### **Grounds Security**

The Spartanburg County Sheriff's Department will have assigned officers at each CDP. However, the CRP will be staffed or protected by Spartanburg Public Safety. The Sheriff's Department and Spartanburg Public Safety will coordinate their respective law enforcement officials assigned to CDP's or the CRP. Those officers will have the ability to contact additional officers by radio should a situation arise on site. The officers will safeguard supplies overnight if supplies are stored outside. It is the expectation that should the Sheriff's Department or Spartanburg Public Safety need reinforcements, other law enforcement entities will assist. If assistance is needed, both law enforcement agencies will follow their established protocol for requesting assistance. Police officers and other administrative personnel should reference Attachment 14 to ensure all recommended security measures have been taken.

### **Distributing Relief Supplies (County Distribution Points)**

#### **Pre-Designation of Distribution Points**

In cooperation with the Spartanburg County & City Parks and Recreation Departments, CDP's (recreational centers) were chosen based on their location; placing them close to larger neighborhoods and the probability of functioning access routes for residents and delivery trucks.

The order of activation for the CDPs will be determined by the Coordinator of the Office of Emergency Management and the Logistics Section Chief once the extent of the damage, location of the damage, and availability of access routes are understood. The following scenario addresses absolute devastation experienced by the entirety of the county, in other words, 'worst case scenario'.

#### **Distribution Point Activation**

The activation of the staff and the CDPs is similar as that for the CRP. The CDPs will be

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opened in accordance of the disaster or emergency at hand. If only segments of the county have been affected, the CDP's closest to these segments would be activated one at a time. Once initial sites have been activated, supply and demand will govern the opening of any additional CDP's.

It is the goal of this plan and Spartanburg County to activate and operate CDPs as quickly as is possible in order to facilitate recovery efforts.

### **b. Public Notification of Relief Supplies Distribution**

The County will utilize its Public Information Officer and media team members to disseminate clear information regarding Distribution Points, their operating hours, supplies available there, and directions on how to best access the site. Radio is expected to be the most significant source for disseminating this information. If the County has installed their "planned" Emergency Notification System, that technology will also be used for notification efforts. If available, this technology will also be a primary mean of disseminating information to Spartanburg Citizens. However, this information is disseminated, it will be updated each morning during the State of the County briefing in the EOC.

### **c. Distribution Point Command Structure and Organization**

The Staff Support Unit Coordinator is the overall manager of distribution operations. Each CDP will have a Site Manager and a Security Supervisor for each shift. There will be Supervisors placed over each of the supply areas at the beginning of each shift. The Site Managers will be volunteer staff encompassing the Staff Support unit of the logistics section. The Security Supervisor will be a Sheriff's Deputy or a Spartanburg City Public Safety Official. See Attachment 15 for an organizational chart.

### **d. Distribution Point Operation**

#### **a. Procedures/Process**

The CDPs will be established once the damage assessments are completed, and Spartanburg County is declared a federal disaster area or feels resource distribution is mandatory. The Logistics Section Chief will contact pre-determined equipment loaners and request their services. Once the equipment is in place and CDPs are in running order, each CDP supervisor will notify the logistics section chief.

#### **Staffing:**

The Staff Support Unit is responsible for staffing the CDPs. They CERT Coordinator must serve as the Staff Support Unit Coordinator. .

The CRP and CDP's are to be staffed with CERT volunteers and unaffiliated volunteers sent through the United Way, Red Cross, Salvation Army, various County

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Departments, private industry (resource list), and other assisting agencies. On rare occasions, the county will contract paid specialist when certain skills cannot be acquired on a volunteer basis.

### iii. Resource/Supplies Tracking

- Below, the process for CDP resource tracking and distribution is outlined (all forms are located in Attachment 5).
- Once an item arrives, the “CDP Receiving Tool” is filled out and two staff members count the inventory. In addition, the delivery is noted in the “Incoming Truck Log.”
- Once unloaded and counted, the inventory is marked with a “Counted Pallet Tag.”
- Once tagged, the items are placed in the warehouse and marked with a “Receiving, Not inventoried” tag.
- Once inventoried, the items are marked with a “**Ready to Distribute tag,**”
- Once tagged for distribution, every row of tagged goods are marked with a “Counted Row Tag”
- Once tagged, the item is ready for distribution. All goods that are distributed are noted on the “Daily Dispatch log.”
- Once in the CDP, the Site Manager will decide how the items are to be distributed, meaning: 1 per person, 2 per household/car, etc. This system is recorded at the day’s end and an estimate of the number of individuals or households receiving goods that day can be achieved.
- Any equipment that leaves the CDP is signed out with the CDP Site Manager and becomes the responsibility of the entity borrowing the equipment. The manager must fill out a **CDP Distribution Form**, which included the name, agency, or organization of affiliation, and contact information for the borrower.
- When certain supplies start to dwindle or are no longer available for distribution, CDP’s will begin the process of requesting additional resources. This is done by filling out the “Supplies Request Form.”
- This form is communicated to the CRP by the easiest communications means possible (preferably fax or email). Once this form is received, it is added to the docket in the order it was received. The CRP supervisor will assign a team to the request. They will gather the necessary resources and pack the truck for delivery.

### iv. Security

#### Restricting access

All staff-whether assigned to the warehouse, visiting from other functions or agencies, or commercial delivery personnel-will enter and exit the warehouse from one pre-identified door. Entry and exit through other places in the warehouse will be restricted without blocking emergency exits.

Contracted security staff or other warehouse staff will be assigned as

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“gatekeepers” at all warehouse docks and doors. All personnel-whether assigned to work at the warehouse, delivering to the warehouse, picking up stock from the warehouse or visiting the warehouse-will sign in *every time they enter and/or exit*. The *Logistics Warehouse Drivers Log* tool is to be used for this purpose. Unscheduled, frequent visits by the Logistics warehouse supervisor will ensure that watchmen and police officers are at their assigned posts and that they are fulfilling their duties.

Warehouse supervisors, in coordination with function officers-both in the Logistics function and in other functions of the relief operation-will determine which products need to be more carefully secured. Products that require heightened security will be given receipt and distribution priority over other items.

Only warehouse staff should have access to storage areas, and warehouse staff access should be limited to those areas to which they have been assigned. Therefore, restricted areas will be identified and strictly enforced access criteria will occur at the entrance to the restricted areas.

Warehouse supervisory staff and supervisory staff from outside the warehouse must follow the posted access criteria. No stock from the warehouse will leave the warehouse without properly executed paperwork, including authorizing signatures. No one can authorize an order for himself or herself. The staff member placing the order cannot be the same person pulling the stock from inventory.

### Grounds Security

The Spartanburg County Sheriff’s Department will have assigned officers at each CDP. However, the CRP will be staffed or protected by Spartanburg Public Safety. The Sheriff’s Department and Spartanburg Public Safety will coordinate their respective law enforcement officials assigned to CDP’s or the CRP. Those officers will have the ability to contact additional officers by radio should a situation arise on site. The officers will safeguard supplies overnight if supplies are stored outside. It is the expectation that should the Sheriff’s Department or Spartanburg Public Safety need reinforcements, other law enforcement entities will assist. If assistance is needed, both law enforcement agencies will follow their established protocol for requesting assistance. Police officers and other administrative personnel should reference Attachment 14 to ensure all recommended security measures have been taken.

### **v. Operational Safety**

Since staffing will rely solely on volunteer efforts, each volunteer will be assigned to duties based on their stated experience. However, before duties commence, the director of the staff unit will discuss operational safety, playing close attention to such things as ergonomically correct lifting, ergonomically correct carrying procedures, and hydration

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needs. In addition, we will post the following safety guidelines in all CDP's and the CRP:

- Concentrate on the task at hand.
- Wear suitable footwear - no sandals.
- Do not wear rings or other jewelry.
- Place unneeded clothing (coats) in the designated area
- Keep aisles and stairs free of clutter.
- Watch for warehouse traffic.
- Never walk backwards.
- Use tobacco products only in designated smoking area(s)
- Know the location of fire alarm boxes and firefighting equipment.
- Immediately clean up all spills.
- Be careful when handling objects with sharp or rough edges.
- Inspect all electrical cords for frayed or broken wires before using equipment; report all defects immediately.
- Return tools and other equipment to the proper storage area.
- Follow manufacture's operating instructions for all machinery.
- Step down from elevations; do not jump
- Check the load before lifting. Stand close to the load with feet firmly placed, slightly apart, and clear of load.
- With knees bent, grasp the load firmly. Slowly lift the load by straightening legs, keeping back as vertical as possible. Keep the load close to the body and your elbows close to your body. Setting the load down, keep back as vertical as possible. Ask for help on heavy or awkward items.
- Know the procedures to be followed in the event of an accident: Call 911, Provide First Aid, Alert DHS

### **D Escalation of Activities**

#### **Determination of Need for Additional Resources:**

Additional resources will be needed should the demand for supplies outweigh the stock significantly. It will be clear at day's end which supplies are being coveted and used. If regular retailers or other routes are unavailable to supply the CDPs, additional resources will have to be located and purchased. How much ordering is increased, and of which supplies, will be at the discretion of the Logistics Section Chief.

#### **Methods of Additional Resource Acquisition**

Should the CDPs be overwhelmed by the number accessing supplies, the Site Manager will contact the Staff Support Coordinator to request additional supplies and personnel. The Staff Support Coordinator will then contact the CRP to see if it is possible to increase the amount of goods shipped to the CDP requesting assistance. Simultaneously, various public, private, and non-profit groups might be contacted to request additional volunteers dispatched to the requesting CDP and the CRP to accommodate increased tempo. If the amount of supplies needed is not available, the Logistics Section Chief will be contacted

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and briefed. The Logistics Chief, in conjunction with the Coordinator of the Office of Emergency Management, will then decide which items are necessary and increase the orders being placed through the purchasing personnel in the EOC. If they are only accessing one retailer for instance, they will be required to access additional retailers and so forth. If they are accessing all available sources established through existing contracts, the SEOC will be notified of the additional needs and their help will be solicited. IRIS will be utilized as available.

### **E. De-escalation of Activities**

#### **1. Reduction/Consolidation of Distribution Activities**

When the determination has been made to discontinue shipment of equipment and supplies, the County Receiving Point will begin to demobilize the operation.

##### **a. Determining Geographic Areas of Continuing Need**

The management staff of the CDPs will assess the ongoing needs of the communities where they are located. They will be able to get a good read on the extent of the needs based on the continued traffic flow into the CDP and which items are remaining at the day's end. Once the traffic flow has decreased to less than  $\frac{1}{4}$  of the initial flow, the site will be assessed for shut down. Once shut down, the residents of that community will be directed to the next closest CDP to fulfill their remaining needs.

##### **b. Accommodating Remaining Areas of Need**

If there are pockets of true need left, CDPs can be turned into CRPs once those are shut down. The other agencies active in disaster recovery can then locate service providers at these sites in order to begin the systematic consolidation of services. Emergency Welfare Services will then be involved in the determination of continued need and the best location to stage those needed services.

##### **c. Provision of Alternate Sources of Relief**

The Emergency Welfare Services organizations have been identified. The United Way continues to publish its book of community services and will be able to establish which service providers are up and running at the time that county logistics services are discontinued.

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### **2. Public Notification of Change in Operations**

At the time when the county decides to no longer run warehousing and distribution points, those residents will receive information about the 24-hour help line, other community services available, and directions to the Department of Social Services. This information will be disseminated through the media outlets, possible emergency notification system, and with leaflets in the areas most severely affected. The CDP staff while shutting down the CDP operation will pass out those leaflets.

### **F. Demobilization**

#### **1. Securing Operations and Facilities**

The Staff Support Unit of the Logistics Section facilitates this final function. Any available help from other county agencies will be welcomed.

All facilities are emptied of relief supplies. Those supplies are transported to the CRP facilities and consolidated. The facilities are emptied of all equipment and supplies used by the CDP staff to run operations. Returning the keys returns the facility to the primary inhabitants. The CDP Site Manager meets with the Owner/ Manager/Director of the site and does a walk through to ensure that the facility is in acceptable order.

#### **2. Inventory and Supplies Reduction**

Once the relief supplies are consolidated at the CRPs, an inventory will be taken. Any perishable items will be given to the closest organization that can use these supplies. If no such organization is available, the perishable items will be discarded.

a. **Returning Supplies/Commodities to Supplier** The owner, as per the contract guidelines negotiated before the event, picks up all equipment and supplies that were loaned (free) or rented. All nonperishable goods that are in unopened cartons/packages will be shipped back for credit to the Spartanburg County account. If the cost of shipping is prohibitive, the goods will be stored until they can be sold or transferred to another entity in need.

#### **b. Stockpiling Supplies/Commodities for Future Operations**

There will be no storage of relief supplies/commodities for future operations. Spartanburg County does not own any warehouse space for such storage.

#### **c. Surplus Goods Sale/Auction**

All surplus goods will be sold at county auction. The auction of these goods will coincide with the auction normally held by the county for other commodities. The dollars raised in the auction will be applied to the county's debt accumulated during the recovery phase of the event.

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### **d. Distributing to State/Local Organizations**

Decisions to distribute goods, rather than sell, to other state or local organizations will be made prior to the auction and will be approved by the County Council, as these goods are property of Spartanburg County.

### **e. Donations/Public Give-away**

Goods or supplies that would be better donated to the public will be done on a first come, first serve basis following an announcement in the local newspapers for a period of 10 days, containing date, time and location. Spartanburg County Council will approve such donations prior to the announcement being published.

### **Release/Return of Equipment and Personnel:**

- The vendor who delivered it to the county will pick up all equipment. This will be a stipulation in the contract. If the county picked up the equipment, the county will return the equipment in the same manner.
- Once operations are completed and shut down, Coordinator of the Office of Emergency Management will release the Staff Support Unit from recovery duties. Any contracted staff at the CRPs will be released from their paid positions once the CRP is shut down completely or relocated to smaller CDPs.

## **V. Administration and Plan Maintenance**

### **A. General**

The Spartanburg County Office of Emergency Management will administer this plan. It will be reviewed and updated yearly by the lead and support agencies directly responsible for its implementation. The review and updating process will begin no later than July of each year.

The first annual review will require some additional attachments to this plan. Additional annexes and attachments are forthcoming.

### **B. Funding and Accounting**

#### **1. Personnel Cost**

The cost for additional, supplemental personnel will be met using funds made available through FEMA by the Federal Government once declared a disaster area by the President of the United States. The portion of cost not covered by FEMA funds will be added to the overall county total for disaster recovery deficit spending.



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### **Facility and Operation Costs**

The operation contained in this document will not become operational unless Spartanburg County sustains damage consistent with a major event that would more than likely lead to a disaster declaration through FEMA. In that event, FEMA funds will then be used to reimburse the county for costs of facilities and operations. The county will be required to cover 25% of these costs should the standard 75/25 split be issued.

### **Relief Supplies Costs**

The costs for relief supplies will be placed on Spartanburg County Disaster Recovery credit cards or ordered through prearranged contracts with various resource outlets. Those bills will then be reconciled by the County Controller utilizing FEMA disaster declaration dollars, once available.

#### Plan Maintenance

- This plan will be maintained in the BCOEM EOC along with all other pieces of the BCOEM Emergency Operations Plan. The maintenance of this plan includes the following:

This plan is the principal source of documentation concerning Spartanburg County's logistical support functions. Designated departments and other agencies have the responsibility for developing and maintaining a portion of this plan.

The Coordinator of the Spartanburg County Office of Emergency Management (SCOEM) will coordinate the efforts of all responsible departments and agencies for plan development and timely update/revision. As a minimum, this plan will be reviewed and updated on an annual basis. Such reviews will be administered by SCOEM in cooperation with relevant federal, state, volunteer and private sector organizations. All organizations that have logistics-oriented missions or support roles in this are required to prepare supporting documentation (i.e. standard operating procedures).

Following each emergency involving the activation of the Spartanburg County Logistical Support Plan, SCOEM will conduct after action critiques to identify problems or areas requiring corrective actions. Steps will be taken to address any problem identified and to ensure current policy and procedures are implemented effectively.

## **VI. Authorities and References**

### **A. Federal**

- Robert T. Stafford Relief and Emergency Assistance Act, PL 93-288, Title VI, as amended.
- Federal Recovery Plan
- Presidential Executive Order 12148, Federal Emergency Management
- Code of Federal Regulations, Title 44, as amended.

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### B. State:

- Regulations 58-1, Local Government Preparedness Standards, SC Code of Regulations
- Regulation 58-101, State Government Preparedness Standards, SC Code of Regulations
- Governor's Executive Order No. 99-11
- SC Emergency Operations Plan
- SC Emergency Recovery Plan

### C. Local

- Beaufort County, Logistical Support Plan
- Spartanburg County Emergency Operations Plan
- Spartanburg County Ordinance No
- Yolo County, Emergency Operations Plan, Logistics Section

## IX. D. Non-Profit

- American Red Cross, Form 3057

VII: Annexes and Attachments (update in progress)

### **In-Kind Donations**

In-kind donations, including loaned items, are a primary resource for required goods and services on relief operations of all sizes and types. Following a disaster, many individuals and businesses contact the Red Cross to offer services and relief supplies, such as counseling, trucking, security services, food, clothing, and building materials and equipment. A donation of goods and services are accepted when the disaster relief operation has determined that the donation meets an identified relief operation requirement and is available within the time specified by the requesting function. Donations can also create significant problems for the relief operation when the donations offered do not match identified needs, e.g., used clothing must be sorted and cleaned, the donated product may be out of date, items may arrive that have not been solicited or the product or service is no longer needed by the time it is available.

### **Definitions**

The following definitions are used in this document:

- **Contribution:** A voluntary unconditional transfer (gift) of assets or an unconditional promise to give assets in the future that is neither an exchange transaction nor an agency pass through.
- **Unconditional donation:** No donor-specified conditions must be met before the contribution can be accepted.
- **In-kind donation:** A contribution that is not in cash or other monetary form, such as stocks or bonds.

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- Fair market value: The price that a willing buyer will pay a willing seller when neither must buy nor sell and both are aware of the sale conditions. Fair market value can be determined through quoted market prices, independent appraisals, price surveys, the donor's stated value or other reasonable means. Must buy nor sell and both are aware of the sale conditions.
- Pass-through items: Items donated to and accepted by Spartanburg County to meet service delivery needs that cannot be used for the relief operation but can be used after receiving the donor's permission, by another non-profit agency

### PROCEDURES FOR RECEIVING AND RECORDING REQUESTS

The procedures for the acquisition of goods and services through the CRP or Donated Resources Group are the same. Therefore, please reference Section IV: Concept of Operations, Part C: Receiving and Distribution. The tools found in Attachment 5, that are applicable to Donated Resources, will be utilized. To prevent unwarranted purchases, the Supply Unit will confer with the Director of the Donated Resource group before any purchase occurs.

### MANAGEMENT OF IN-KIND DONATIONS

The donations management aspect of in-kind donations requires constant attention and proactive public education to discourage collections and individual donations. IKD should coordinate with the Public Affairs function to provide information to the public about how the County accepts and uses in-kind donations.

The director of the donated resources group is responsible for coordinating a list of referral agencies. Callers offering products or services not needed by the County will be informed why the County or the respective members of the Donated Resource Group cannot use what is offered and given a referral to the appropriate agencies. There are two types of donations.

**Solicited donations.** Solicited goods are beneficial to the disaster relief operation as the means to acquire needed goods without incurring cost to the relief operation. All solicitation of products must be coordinated through the director of the Donated Resource Group. Before soliciting prospective donors, the Donated Resource Group will collect pertinent information from the requesting function including, but not limited to, the date needed, logistical specifications, and product specifications.

**Unsolicited donations.** On any relief operation, there is a high probability that unsolicited goods will arrive at the warehouse or other location. Based on *need*, these goods may be accepted, in which case the goods are handled as solicited goods. When unsolicited goods are not accepted, the donated resource staff will work with other eligible agencies to redirect the shipment. The handling of unsolicited goods requires timely and effective communication with concerned parties.

When unsolicited goods or services are offered to a relief operation, the function that

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would require such goods or services must be consulted to determine whether the services can be used. The Director of the Donated Resource Group must maintain records and track the disposition of all goods and services. Any in-kind product not used by the disaster relief operation must be disposed of properly. The Donated Resource Group is responsible for creating a disposition plan for any expendable product, maintaining records, and notifying donors (when needed).

Non-expendable items donated to disaster relief operations become the property of Spartanburg County unless otherwise requested by the donor. These items will be stockpiled and utilized in future emergencies.

### **Managing Solicitations and Offers**

One of the first steps in managing solicitations and offers of goods and services is to determine the source of donations and how and by whom solicitations should be made. Based on the relief operation service delivery plan, the following must be accomplished as quickly as possible:

Establish communication with the Fund-Raising officer to ensure coordinated solicitation approaches.

Determine who solicits offers and establish methods to ensure that donors

are not being solicited by several County sources. *f* Coordinate with the EOC to determine resources required. *f* Establish a system to match offers to the requirements of the relief operation.

Establish methods for monitoring sources for news about unsolicited products in coordination with all functions. Try to divert these shipments before they reach the relief operation. Establish procedures for handling unsolicited donations that are delivered to the relief operation.

Establish methods in coordination with the Warehouse Unit to notify warehouse-receiving staff when offers are accepted that need to be sent to the County warehouse. Notification should include what the item is, the quantity accepted, how it is packaged, the function requesting the item, the delivery date, and the point of contact for the shipment if there are problems, (the donor or the shipping company). Also, establish a notification system to be used when donations arrive at the warehouse.

Coordinate with the Emergency Management Coordinator to determine how the coordinator will be notified when donations are received to ensure requestors' orders are given to the warehouse to be filled from the incoming donation.

Ensure that such orders are annotated "to be filled from donation." Establish a system for updating referral lists.

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### **Procedures for Acquiring Non-Expendable Items Through Donations**

The acquisition of non-expendable property through the Donated Resource Group must follow the same approval and tracking procedures that are required for the purchase of non-expendables. The director of the relief operation must sign the *Requisition*, and Director of the Donated Resource Group must report such non-expendable acquisitions to the Purchasing supervisor to be tracked with the rest of the non-expendable items.

### **Acknowledging Donations**

All in-kind donors should receive a thank you letter from the disaster relief operation. (Please refer to the sample disaster relief operation acknowledgement letter in Appendix 1).

### **IKD Reports**

**Daily Donor/Donations Report, IKD Report:** A daily report must be provided the logistics sections chief and emergency procurement officer. The report must list offers accepted, the value of the donation as expressed by the donor, the expected arrival of the item(s) or service(s) on the relief operation, a description of the donation, and the actual date they are received.

**Daily situation report:** A brief summary of daily activities and issues, and plans for the next day will be prepared for by the donated resources group and faxed to logistics section chief.

### **Appendix 1 to Attachment 1**

### **Sample In-Kind Donation Thank You Letter**

Date {Salutation} {First Name} {Last Name} Title Company Name Address 1 Address 2  
City, State Zip Code

Dear {Salutation} {Last Name}:

On behalf of Spartanburg County, we extend our deepest appreciation for your willingness to support our disaster relief and recovery efforts. Your extraordinary effort to supply our relief operation with much needed resources was a magnificent expression of compassion and concern for those so tragically affected by this disaster. We appreciate your willingness to put your caring and concern into action.

Supporters, like yourself, help the Spartanburg County Office of Emergency Management fulfill its mission of helping the community prepare for, respond to and recover from emergency situations. On behalf of all of those who have benefited from your support, we thank you for your outstanding contribution.

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### Instructions: Receiving Tool

#### Logistics Warehouse Inventory

##### Instructions

This tool is to be used when using the manual system in warehouse operations to take a physical inventory.

- Enter the product name.
- Enter the unit of measure.
- Enter item ID (this is the vendor ID for the product).
- Enter the location where it is stored in the warehouse.
- Enter the amount on hand.
- Initial the inventory count.

### Facility Acquisition Process

#### I. INTRODUCTION

When responding to a disaster, the Office of Emergency Management uses buildings on a temporary basis for service delivery, and storage. Currently, Spartanburg County utilizes the Spartanburg County (& City) Parks and Recreation Community Centers (see Appendix 1 to Attachment 6) as County Distribution Points (CDP) and the Spartanburg Memorial Auditorium as the Spartanburg County Receiving Point. However, if these building are compromised, Spartanburg County will have to seek alternative facilities for warehousing and distribution. The purpose of this document is to:

- Establish the procedures to be followed by staff responsible for procuring suitable facilities when pre-determine facilities have been compromised.
- Set forth the conditions for contracting for the use of these facilities.
- Codify the technical specifications for specific facilities.

#### II. LOCATING AND SELECTING FACILITIES

Before selecting a potential “replacement” facility, an evaluation must be made regarding its suitability, including what functions will use the facility, for what purposes it will be used, its capacity, location, and condition. To avoid making poor facility choices under pressure or delaying services, the **County should identify suitable alternative facilities and develop resources to secure additional alternative facilities to support disaster operations of all sizes.**

**Local letters of understanding (LOUs) should be signed with persons and organizations so that when a disaster occurs and our primary facilities have been compromised, Spartanburg County will have a variety of buildings from which to select.**

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Buildings to consider are:

- Vacant schools.
- Vacant municipal buildings.
- Available commercial or government warehouse space.
- Vacant office buildings or available office space.
- National Guard/Reserve unit facilities.
- Vacant stores in shopping malls.
- Union organization facilities (in addition to those included in the Disaster Response Network).
- Facilities of religious, civic or community organizations.
- Airport facilities.
- Local Chambers of Commerce, which often maintain databases of available facilities.
- Local bankers, real estate agencies, or management companies.
- Ministerial alliances.
- Members of the donated resource group.

Sources of information about potential facilities include: Networking is an important activity and provides opportunities to identify facilities. Local business and philanthropic clubs, and United Way are excellent networking paths.

There are certain standard requirements for all disaster facilities:

- Adequate workspace to support intended use.
- Support areas, including toilets and snack areas.
- Parking sufficient to support intended use.
- Heating and ventilation systems in proper working condition.
- Adequate electrical service.
- Phone service, including pre-existing wiring for multiple phone lines, or plan for providing it. The outside trunk supplying phone line capability determines the inside phone capability. It may be limited. The phone company providing service to the building can provide this information, often by phone.
- A barrier-free environment. Buildings should be accessible and usable by clients and staff with disabilities.
- A hazard-free environment.
- Buildings should be free of:

A. Fire hazards. Obstructions that may cause injury or prevent proper exiting in case of emergency. Any condition or item with the potential to cause electrical shock. Elements that can cause air or water contamination.

Fire safety equipment or system: Buildings should either have an operable fire sprinkler system, such as pressurized water hoses (fire valve) capable of covering all parts of a building, or fire extinguishers. It is not unusual to find municipal and county governments that have adopted building fire codes that exceed the

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National Fire Code standards. If extinguishers are used, they will be of the ABC type and be mounted in an openly visible place (5 feet maximum height), at each entrance to the building or within a 75-foot radius (maximum travel distance) of any potential fire source. It is especially important to have a fire extinguisher in a kitchen area. Proper training in the use of fire extinguishers must be provided to all staff.

If the facility does not have such equipment, a note must be added to the resource information that the unit will have to supply such equipment if the facility is used. Attachment 10 contains facility requirements for:

- Staging areas.
- Warehouses.

### III. ACQUIRING FACILITIES

Facilities used to organize a relief operation, provide direct services to those affected by the disaster, and support those services are a major component of a disaster relief operation. All too frequently, however, there are major problems, other than availability, associated with acquiring buildings in the disaster-affected area, including the following:

- Selecting facilities that are inadequate for the needs of the relief operation.
- Unreasonable rental or lease fees.
- Leases or agreements containing hold-harmless clauses that exceed the scope of Spartanburg County insurance coverage.
- Assuming unnecessary liability for property damage and loss.
- Safety issues.
- Barrier-free requirements.
- Unreasonable fees to open the facility.

#### A. General Contracting Procedures

- To protect Spartanburg County from financial responsibility for the acts or failure to act of others, certain contracting procedures **must** be followed by anyone acting on behalf of Spartanburg County in securing a facility for the use of logistical support.
- Every attempt should be made to develop and use a standard *Facility Agreement contract*.
- If the standard facility agreement is altered, including deleting or adding any words contained in the contract, **or** if the owner wishes to use another form of contract, the *entire* contract must be faxed to the Spartanburg County procurement director.
- If the owner requires evidence of insurability, Spartanburg County will meet this requirement.
- If Spartanburg County must make emergency repairs to a building to make it suitable for use, written permission must be obtained before a contract can be executed. The least costly option to Spartanburg County should be chosen, and



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temporary repairs, such as using plastic to cover roofs or replace missing walls, should be considered over permanent repairs. If permanent repairs are necessary, three estimates to repair the facility must be secured and forwarded, with the approval of the Emergency Management Coordinator. One estimate is sufficient for temporary repairs. An explanation of why the Spartanburg County OEM needs the damaged building must accompany the estimate(s).

### **D. Property Damage and Loss Incurred While Spartanburg County Occupies a Building**

Spartanburg County may assume liability for damage to a facility that occurs during the time Spartanburg County has exclusive use of the building (or parts of the building) and surrounding areas, such as parking lots, **when the damage is due to negligence on the part of Spartanburg County**. It is inappropriate to accept responsibility for liabilities that rightfully belong to another party, such as the owner. The most damaged areas are:

- Parking area surfaces.
- Landscaping.
- Walls.
- Doors and windows.
- Flooring and carpeting, especially hardwood floors such as those found in gymnasiums.
- Appliances.
- Plumbing and electrical fixtures.

Non-fixed property missing from the facility when Spartanburg County vacates the building. The liability and associated cost for repairing property damage can be greatly reduced by taking the following actions:

- Avoiding facilities of poor construction and substandard finish materials.
- Performing a proper opening facility condition survey with, if possible, with an authorized facility representative; preparing an inventory of non-fixed property; and documenting pre-existing conditions in the survey.
- Securing an agreement for use of the facility that is properly completed and signed by an authorized Spartanburg County and facility representative.
- Inspecting the facility when closing it, utilizing the survey and inventory list to determine damage and loss resulting from Spartanburg County's negligence, and documenting the damage and/or loss.

Regardless of the standards of care used to protect a facility, damage and loss can occur when Spartanburg County uses facilities during a disaster response. Using proper procedures can minimize the occurrence, severity, and cost of repairs or replacement. Important considerations about the costs incurred for damage and loss include:

- A damage or loss report should be prepared within three working days of any incident by the person who has administrative responsibility for the facility. The report should be sent to the Logistics Facilities Unit supervisor at the relief operation headquarters.

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- While Spartanburg County will repair damages and replace lost items resulting from its acts or negligence. The County does not accept responsibility for damage and loss caused by the acts or negligence of others.
- When Spartanburg County provides compensation for loss or damage to the owner of a facility it has used, it will base the compensation on the previous condition and/or usable remaining life of the item or items lost or damaged. This is considered a fair and reasonable business practice. Carpeting, parking lot surfaces, drapes, equipment, and furniture are fixed assets that have a definitive usable life and have depreciation and salvage value. Due to inflation, the replacement cost of such items may exceed the original cost. Every effort should be made to prorate the portion of the cost based on the useable life remaining and previous condition of the item or items damaged or lost, taking into consideration the increase in the cost of replacement over the original cost of the item. Spartanburg County always attempts to retain the option of whether to provide full replacement reimbursement on a case-by-case basis.

### **C. Rental or Lease Fees**

Every attempt should be made to acquire a facility by donation, at a reduced fee, or at the very least prevailing market rates.

The first step in securing facilities should be to work with a member of the affected unit to determine the availability of facilities for which agreements have been signed, and to activate any pre-disaster memorandums or letters of understanding secured by the unit. In considering possible selection, the following actions may serve to avoid exposing Spartanburg County to unnecessary rental or lease fees:

- Task a member (or members) of the logistics section with experience in the search and negotiation for facilities to work with a facility representative.
- Research the regional real estate market for the average rental or lease fee for building space, usually represented in the form of dollars per square foot.
- Generate a resource list of currently available facilities including those with memorandums/letters of understanding that meet the needs of Spartanburg County. Avoid focusing on and accepting a poor contractual arrangement because of limited options.
- Visit potential facilities and select desirable facilities.
- Negotiate the rental or lease fee for the facility.
- Reach a clear agreement on the rental or lease fee for a building with the landlord and a representative of Spartanburg County who has the financial authority to commit funds.
- The rental or lease fee and any other financial commitments regarding the facility should be clearly spelled out in the contract.
- Encourage the use of the standard Spartanburg County contract, *Facility Agreement*. If additional articles are included in the contract and/or attached to the contract, the entire contract must be faxed to the Purchasing and Legal Departments of Spartanburg County. The contract will be reviewed and either approved or properly modified for re-negotiation before signing.

#### **D. Hold-Harmless/Indemnification Clauses and Insurance Coverage**

The ability to hold harmless/indemnify for damage or loss to a facility (or for incurred bodily injury or death associated with the facility) is becoming an ever-increasing problem in securing agreements to use facilities. “Indemnify” means to make compensation or pay for incurred bodily injury, death, or damage or loss to property. The source of this compensation is usually insurance coverage.

Owners of facilities seek ways of transferring responsibility for risk or liability from themselves through the facility contract. The owner or agent of a prospective facility will often refuse to use the standard Spartanburg County contract that restricts liability to results of negligence by Spartanburg County, choosing instead to use their own contract. Often these owner contracts include indemnity/hold-harmless clauses or articles that are too broad, and the owner wishes Spartanburg County, during its occupancy of the facility, to accept responsibility (indemnify) for any acts, omissions (failures to act), and conditions (physical state of the building) which might otherwise be the responsibility of others, especially the owner.

Spartanburg County insurance plan may not cover the wide scope of claims that could be filed under such broad agreements, since this would include claims arising out of negligence of the owner.

#### **E. Waivers of Subrogation**

Many owners request that Spartanburg County’s sign a waiver of subrogation as a condition of allowing Spartanburg County to contract for the use of their buildings. Subrogation is the right to recover the cost of damages from the party at fault. Spartanburg County’s position on such waivers is that it is not advisable to waive rights to pass the cost of damage and loss to the parties responsible. Therefore, waivers of subrogation should not be included in contracts.

#### **F. Special Considerations**

Attempting to use a building that is too small, is in an improper location or is of the wrong type can be a contributing factor to not meeting the needs of the clients or the other functions on the logistics operation. The usual problems encountered include cramped workspace, overtaxed fax and copy machines, inefficient communication systems, and accelerated wear and tear.

To initiate required immediate services, look first to schools. Agreements with schools are usually easy to secure; however, schools may not be the best choice because students may also be occupying the building if the disaster does not take place during school breaks and/or the entire area the school serves is not involved in the disaster. When choosing schools, care should be taken to ensure that detailed information is included in the agreement about times when Spartanburg County may and may not use the facility,

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and whether the school and adjacent parking areas are large enough to support both school and Spartanburg County's use.

### **G. Technical Considerations**

**1. Electrical service.** The number of ceiling lights and wall receptacles can be easily identified by a facility walk-through. However, the actual amount of electrical power supplied to the building or area within the building is more difficult to determine.

Local building electrical codes (adopted from Federal Electrical Code) require residential, commercial, and public buildings to have an adequate power supply to fit the purpose for which they were intended. However, when Spartanburg County's disaster operations are established in a building, with its multitude of electronic devices, the power demand might exceed the power available, causing equipment failure. The potential for this problem is greater in facilities that have been subdivided into smaller independent units since the original construction, or that have experienced more than one addition to the structure.

The building owner, rental agent or management agency can often provide information about the building electrical service, but the information may be in the form of either KVA (kilovolt amperes) or total wattage (w) and voltage (v). If the power availability is reported in KVA consider the following:

- KVA (kilovolt amperes) times 1000 divided by the building area (square footage) will equal watts per square foot.
- The standard acceptable range for Spartanburg County's use is 5-7 watts per square foot unless otherwise noted.
- If the power availability is reported in total wattage (w) and voltage (v), the problem is more complex.
- Locate the fuse or breaker panel serving the area.
- Open the panel door and check the number of vertical rows of fuses or breakers.
- Three vertical rows of fuses or breakers indicate there is three-phase service, which will probably provide adequate power.
- One or two vertical rows indicate there may only be single-phase power, which may not meet the power demand.
- Call the local power company or a licensed electrician for an inspection if single-phase power is indicated or if no information is available about the electrical service. Either resource can provide the electrical supply status, including a wattage-per-square foot rating for the facility or area.

### **2. Asphalt parking lots and roadways.**

Hot asphalt mix is the most common substance used in the building of parking lot surfaces and roadways. It is less rigid than concrete and made more pliable by heat. Parking lots are usually built with a layer of asphalt on top of a granular base over a minimally prepared sub grade. They are designed for low traffic activity and low vehicle axle weights. Roadways are designed to handle heavy traffic and high vehicle axle weights and are built with full thickness or several layers of asphalt over a compacted

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thick sub grade. It is common to find design flaws in parking lots built for churches and small commercial buildings with poorly prepared sub grades and thin asphalt surfaces. Schools and shopping center parking lots are usually built to specifications but can still be damaged by truck jack stands and dumpsters. The cause of premature asphalt surface failure is more often related to low or poor permeability of the base and sub grade. This can be identified by spider cracks and white residue leeching upward through cracks in the surface. Poor drainage capability of the areas around a parking lot, with surface water settling in the base and sub grade, promotes the condition. Buildings with these parking lot conditions should be avoided if they are being considered for a warehouse or other facility with potential for heavy traffic.

Parking lots have a useable life depending on the design and quality of construction. If damage occurs because of use by Spartanburg County, the amount of compensation to the owner should be prorated based on usable life and design, not replacement value. Only a professional paving contractor should determine the prorated value of a damaged parking surface, or the claims adjuster designated by the insurance carrier for Spartanburg County.

**3. Provisions of the Americans with Disabilities Act (ADA).** Federal law now mandates the elimination of architectural and functional barriers in facilities to ensure access by people with disabilities. Spartanburg County, when responding to a disaster event, has the unique responsibility of organizing a relief effort as quickly as possible and in some cases, with facilities that it does not own. When these facilities are not accessible by persons with disabilities, Spartanburg County will attempt to meet the requirements of the Act by providing manpower to assist such people, curbside services, outreach programs, and temporary modifications to the buildings being used.

Barriers to access and use by persons with disabilities are becoming less of a problem in government buildings, schools, and larger commercial buildings. It is common to see reserved parking for individuals with disabilities, toilets stalls with commodes at standard wheelchair heights and grab bars, drinking fountains and public telephones accessible from a sitting position, and cut out curbs and entrance ramps.

These modifications, along with elevators, automatic doors, handrails, signs in Braille, and wide walkways and doorways have become conventional building design in public and large commercial facilities. However, it is still possible to have buildings that are inaccessible by individuals with disabilities, especially in more rural areas and in older parts of urban areas. Whenever possible, facilities must be selected based on compliance with ADA. However, the lack of any one or more items would not necessarily disqualify a facility site if Spartanburg County can reasonably accommodate the standard by arranging for suitable alternatives. Such accommodations include providing portable ramps, shower seats, transfer boards, and table-level public phones. In addition, other mechanisms are acceptable, such as manpower and modified service delivery.

### **H. Opening a Facility**

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In order to open a facility the following procedures are required: Obtain a *Facility Agreement*. Perform an opening facility condition survey.

- Condition of the parking lot.
- Damage to landscaping.
- Exterior damage including roof, siding, windows, and entrances.
- Interior damage, including flooring, carpeting, ceiling, walls, and interior trim.
- Appliances and bathroom fixtures.
- Condition of the plumbing and electrical systems.
- Condition of the heating and cooling systems.
- Outside phone line trunk(s).
- Architectural barriers to persons with disabilities (**Attachment 7**)
- Hazards identified on a *Liability Checklist*
- *Note: Any required items that are absent should be noted on the facility opening survey, so these items can be provided before scheduled opening of the facility.*
- Inadequate ceiling or wall lighting.
- Inadequate wall or floor electrical receptacles.
- Inadequate phone jacks.
- Inadequate electrical service.

Briefly, describe the building layout, including an analysis to determine whether any of the following negative conditions exist: In addition, itemize all furniture and accessories belonging to the facility. Present this list to the owner or authorized agent of the facility for signing. The same form should be used when doing the closing survey to identify changes.

### I. Providing Oversight

The Staff Support Supervisor is responsible for the following:

- Obtaining all facility surveys and agreements and maintaining a file for each facility.
- Monitoring all facilities weekly to look for signs of excessive wear and tear, inappropriate use, operational deficiencies, architectural barriers, and other problems.
- Maintaining surveillance for compliance with ADA standards, hazard-free environment, and fire safety and prevention.
- Receiving and tracking all damage and loss reports and initiating supervisory action to process claims.
- Compiling a facility list (database) and forwarding to the Emergency Operations Center (DOC) with:
  - Use of facility, e.g., shelter, service center, headquarters, etc.
  - Address of facility.
  - Date opened and closed as a Spartanburg County's facility (If still open, indicate anticipated closure).

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- Number of days used by Spartanburg County (if closed).
- Whether there is a signed *Facility Agreement* and *Release of Facility* Form. A release must be obtained even if a facility was opened but never used.
- Whether there is loss or damage and the disposition of loss or damage.

### J. Closing a Facility

- When operations cease in a facility, the following procedures must be followed:
  - Remove all items of furniture, office supplies and equipment, operation supplies, and trash belonging to Spartanburg County's.
  - Return to the owner(s) all leased, rented, and borrowed equipment.
  - Clean the facility (building and grounds).
  - Discontinue electrical, telephone, trash and janitorial services, and security services if initiated by Spartanburg County.
  - Perform a closing facility condition survey using the opening facility condition survey for reference.
  - Perform a walkthrough of the facility with the owner (or agent of the owner). If there are minor problems with the facility and the owner or agent of the owner is satisfied with a release, complete a *Facility Release*
1. Both parties should sign the *Facility Release*. *Note: Due caution must be exercised to avoid removing items belonging to the facility, and to return items belonging to Spartanburg County.*
    - Return all keys to the owner or agent.

If the damage to the facility is more extensive or the owner or agent of the owner is not satisfied with a release, attach a separate sheet to the *Facility Release* with the following information:

- Apparent damage to or loss or theft from the premises and/or building during the time that Spartanburg County occupied the facility.
- A proposal about what measures will be taken to repair the damage or replace the lost or stolen articles. In addition, an agreement must be reached on the cost of the repair.
- A copy of the unsigned *Facility Release*, attachments, and facility agreement should be faxed to the Logistics Section Chief and the Coordinator of the Office of Emergency Management. The facility can be released when agreement is reached with all parties.
- A copy of the facility folder that includes the opening and closing facility condition surveys, *Facility Agreement*, *Facility Release*, and other pertinent correspondence should be retained with the Logistics function records. Copies should be sent to the Logistics Section Chief and the Coordinator of the Office of Emergency Management at the close of the Logistics function.

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### **K. Conclusion**

Following proper guidelines for selection, use, and closing of a facility will substantially reduce the costs, problems, and inconveniences due to facility use often encountered in disaster relief efforts. When the affected unit(s), Logistics Section Chief, or staff supervisor encounters problems with a facility, the Coordinator of the Office of Emergency Management should be contacted.

### **Warehouse Considerations**

The Logistics officer should consider the following factors in choosing a warehouse for the relief operation:

#### **ITEMS TO CONSIDER**

- Location
- Size
- Existing conditions of the building
- The number and location of loading doors
- Floor plan
- Equipment.
- Staffing

#### **SITE SELECTION**

- The facility should be donated or of minimal cost to Spartanburg County.
- It must have uninterrupted availability for the duration of the disaster relief operation.
- It must have convenient access to interstate highways and other major roads, airports, railroads, and port facilities.

#### **LOCATION**

The warehouse should be located:

- Above the known 100-year flood plain
- Away from damaged or inaccessible roads
- Within 15 miles of headquarters for the relief operation
- Convenient to interstates and roads used by trucks.
- Near rail yards and the airport (secondary concern)
- Centrally located within the area covered by the relief operation.

#### **SIZE**

- The size of the warehouse will depend on the size of the relief operation.
- Opt for larger rather than smaller.
- 40,000 square feet should accommodate a large level IV relief operation.
- A Level V relief operation could require 100,000 sq. ft. or more.
- Warehousing operations should be contained in one building, if possible
- Many buildings are usually available under 40,000 sq. ft.



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- Plan for the largest estimated relief operation

### **STRUCTURE SUITABILITY**

- One story, open facility with minimum damage and roof intact
- Structural integrity should be intact.
- Should have 2-3 receiving (inbound) and 2-3 shipping (outbound) loading docks/bay doors and support equipment.
- Truck maneuvering area of at least 110 feet from the edge of the dock to the outside edge of the pavement or other obstruction, e.g., fence
- An area of 120-140 feet will greatly improve truck movement.
- Truck berths approximately 12 feet wide
- Dock height approximately 48 inches above the trailer pad
- Separate areas for receiving and shipping operations.
- Restroom facilities, telephone lines, and appropriate utilities
- Adequate security fences, lockable doors, cages, etc
- Adequate parking space for warehouse staff, trailers (6 to 10, 40-foot dropped trailers), vehicle staging, and general truck traffic.

### **CONDITION OF THE BUILDING**

- Some repairs may be needed.
- Too many repairs would not be cost effective.
- Work will be required, e.g., telephones, fire extinguishers, etc

### **LOADING DOORS**

- In 40,000 sq. ft. buildings, 2 doors and a rollup should suffice for receiving and shipping.
- Dock and rollup should be away from each other.
- Rollup should be adequate for shipping and can be augmented by dock doors when dock doors are not in use.
- Rollup should be high enough and wide enough to handle forklifts.

### **FLOOR PLAN**

- Designate areas for inbound and outbound staging.
- Designate areas for “stuff.”
- Products should be placed by category.
- Locate fast-moving items, such as water, near shipping doors.
- Determine which items will take large areas and assign space accordingly.
- Don't place cleaning or toxic items near food.

### **EQUIPMENT AND AISLE WIDTH**

- Counter-balance truck 144” aisle
- Single reach truck 96” aisle
- Deep reach truck 102” aisle

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- Swing reach truck 66" aisle
- One forklift, 5000lb capacity minimum (preferably LP gas)
- Two pallet jacks
- Two hand trucks
- One reefer
- Two delivery trucks (14-24 feet)
- One van

### **STAFFING**

- Warehouse experience should be required.
- Healthy non-restricted personnel should be recruited.
- Based on two 12-hour shifts
- One Logistics warehouse supervisor
- Two coordinators with supervisory experience (one for each shift)
- Three specialists (two for days, one for nights)
- Six technicians (four for days, two for nights)
- One driver with a commercial driver's license (CDL)
- One administrative assistant or staffing person, possibly trained to do inventory.
- One nurse for each shift
- All warehouse staff should have driver's licenses and be able to operate a forklift.

### **WAREHOUSE DAMAGE**

- Research has shown that the following account for fifty percent of all warehouse damage:
- Dropping cases in the warehouse
- Protruding nails in pallets
- Damage by forklifts
- Damage during storage
- Damage in filling racks
- Retrieving from second rack or above
- Improper double stacking
- Double stacking without a spotter

### **LOAD HANDLING WITH A FORKLIFT**

- Check nameplate for forklift weight and load capacity.
- Load weight can be determined from packing slips, delivery truck drivers or markings on the containers.
- The front wheels are the balance point for the forklift.
- Moving the actual load center outward from the rated center reduces the load capacity and can cause the forklift to tip forward.
- Carry loads against the backrest of the forklift with the forks tilted all the way up.
- Avoid sudden stops with loads.
- Use caution when moving around corners, as loads can shift and fall.

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- Always move in reverse when handling loads. Never move a load down a ramp with the load forward, as this can cause the load to fall forward causing damage to the product, as well as possible injury to a coworker
- Carrying over-capacity loads can cause damage to the forklift and make it harder to handle

### **DISTANCE BETWEEN TWO POINTS**

- Actual highway mileage averages 1.23 times the straight-line distance between two points on a map

### **TARE AND UNLADEN WEIGHT**

- Tare weight is the weight of a truck or trailer set without the weight of the load.

### **GROSS VEHICLE WEIGHT (GVW)**

- GVW is the maximum load allowed on U.S. highways and includes the weight of the vehicle and the load. The maximum GVW in the U.S. is 80,000 lbs.

### **LOADING AND UNLOADING TRAILERS**

- Make sure the trailer is secure; i.e., it has wheel blocks in place. If the tractor is not connected, make sure brakes are set and jacks are secure.
- Before loading an empty trailer, check the floor to make sure there is no damage that might cause the forklift to fall through.
- Set the dock board, making sure it is secure and will not slip as the forklift is moved in and out of the trailer. Continually check dock board stability
- Plan the loading and unloading pattern.
- When loading and unloading freight cars, check the floor and the bridge plate to ensure they will support the weight of the forklift and load.

### **TRAILER SET UP AND SECURITY**

- Place trailers on a parking pad
- Supports must be placed under the landing gear.
- Supports can be constructed using four pieces of lumber cut to 2" x 12" x 3' and one 2" x 12" x 8'
- Two three-foot lengths are placed on the ground, one under each landing gear. Lay the eight-foot length across and centered on the three-foot lengths. Place the other two three-foot lengths on top of the eight-foot length. It will resemble an "H" when finished. Drive a nail or spike through the center of the pieces of lumber on each end. This allows the support to be folded up when not in use.
- Obtain locks for each trailer. The inventory supervisor should have a set of keys with another set kept in the warehouse key box.

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### Physical Inventories

Physical inventories involve a considerable investment of people, equipment, and time; but are instrumental in providing information for management decisions about service delivery.

1. **Purpose of inventories.** The purpose of inventories is to provide accurate, timely information that has a direct impact on the disaster relief operation budget and is used to make informed management decisions. The disaster relief operation director and the Logistics officer utilize the warehouse inventory when making decisions concerning the acquisition and distribution of supplies, which impacts purchasing decisions, in-kind donations, shipping, etc.

2. **Conducting a physical inventory.** A complete inventory will be taken weekly and reconciled against the quantity of the items received from vendors and the items distributed. This reconciliation provides an accurate base line for the next week's activities in the warehouse. Physical inventories are to be taken on the *Logistics Warehouse Inventory (Mass Care Order)* tool.

When conducting the inventories, use the following process:

- Assign an inventory supervisor to manage the inventory teams.
- Assign inventory teams of two people - one to count and one to record the information.
- Brief the inventory teams and provide inventory sheets or tablets, pencils, and calculators, if available.
- The briefing should include:
  - Information about any items that is difficult to count. Products may be mixed on pallets and staff may have to sort products prior to counting.
  - Expected time for completion of the inventory. The inventory is required for distribution before headquarters staff arrives in the morning.
  - How to properly complete the inventory tickets, including recording of serial numbers or lot numbers. (The manufacturers assign the serial numbers and lot numbers.)
  - Who will count each zone?
  - What actions to take if re-warehousing of an item is required or if leakage or improperly stacked/pallet occurs
- Supervise the inventory and conduct spot checks to ensure compliance with procedures provided in the briefing. Verify accurate completion of inventory tickets and conduct sample counts to verify product counts.
- Consider conducting two separate and independent physical inventory counts and comparing the counts prior to reconciling the physical inventory count with receiving and shipping documents.

3. **Problems.** Problems associated with conducting an inventory include:

- Counts that are inaccurate and must be redone.

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- Counts that cannot be traced to who did what, where, when, and how.
- Failure to reconcile physical inventory against receiving and shipping documents.
- Missing or misplaced receiving/shipping documents.
- Failure to include emergency shipments into or from the inventory when the physical inventory is in progress.

**4.Cycle inventory.** Portions of the inventory must be counted daily. To perform a cycle inventory

- Randomly select 10 to 20 percent of the inventory to be counted. Be sure to select different inventory items for each cycle count.
- Make the actual physical count.
- Reconcile the count with current inventory records.
- Recount any discrepancies that exceed two percent.
- Carefully search for the missing inventory to ensure that it is not temporarily misplaced.
- Check receiving and shipping records to verify any discrepancies.
- Carefully analyze the reasons for any overage or shortage of the inventory item.
- Make appropriate adjustments to inventory records.
- Report adjustments to the Logistics officer or designee.

### **Attachment 12**

#### **Ice Handling Guidelines**

Ice is not a life sustaining resource, but it can alleviate some suffering and will assist in rebuilding the overall welfare of disaster victims. Ice must be handled in a sanitary manner and care should be used in storage, handling, and distribution.

Ice is packaged in a variety of ways, with the most common an 8- or 10-pound plastic bag. Frozen or refrigerated storage is preferred, but large amounts of ice can be stored temporarily without refrigeration.

#### I. Refrigerated Storage

- A. Refrigerated or freezer trailers may be available for lease or rent. MOAs or contracts with grocery or frozen food distributors can be used to obtain trailers when needed. MOAs or contracts should be developed and signed before a disaster occurs. Most trailers are equipped with onboard generators and fuel tanks to allow self-contained operation. For extended periods of time, arrangements for fueling must be made. Consider drainage for runoff to prevent accumulation of water and mud in a traffic or work area.
- B. Ice distributors may be able to supply commercial freezers to maintain supplies of ice. Operating commercial freezers requires commercial or generator power. Consider drainage for runoff to prevent accumulation of water and mud in a traffic or work area.

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- C. Distribution point may be located at a facility equipped with a commercial freezer, such as an abandoned restaurant or grocery store. This would also require commercial power.

### II. **Non-Refrigerated Storage**

1. Ice stored in a pile will maintain a solid state for several hours. Place tarp or plastic sheeting on the ground and stack ice. Ensure sanitary conditions as much as possible. Plywood or foam board can also be use as a base for the pile.
2. Ice pile should be maintained in a shady area under a canopy of trees, a tent, awning, or other type shelter.
3. Cover ice pile with sheeting or tarp.
4. Consider drainage for runoff to prevent accumulation of water and mud in a traffic or work area. There will be more runoff from piled ice than refrigerated ice. Locate ice pile on an incline when possible and near storm drains to prevent pooling.

### **Security Checklist**

#### **Ensure that:**

- Restricted areas are clearly designated.
- Boundaries of the restricted areas are clearly marked and obvious to warehouse personnel and visitors.
- There are adequate means of restriction; e.g., counters, cages, etc.
- The rules are enforced strictly and impartially.
- Management sets the proper example for loss prevention.
- Checks are in place to ensure that procedures are followed correctly.
- Spot checks are made to ensure that watchmen/security guards are performing their jobs.
- Walls and fences are checked periodically for evidence of entry.
- Employees and visitors are required to enter and depart the warehouse via a single entrance.
- Visitors and truck drivers are required to sign in.
- Docks and doors are always monitored.
- Returned goods processing is up-to-date.
- Sensitive/high dollar items are segregated (Equipment Supervisor's Job).
- There are different levels of security for products based on value.
- Random security checks are conducted.
- Access to empty trailers is restricted. (*Note: empty trailers should be checked, doors closed and locked, and marked "empty."*)

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- Random checks of trash containers are made.
- Sensitive/high dollar items are inventoried on a daily basis.

### **Attachment 14**

### **RELIEF SUPPLIES ORDER FORM (To Be Sent To SEOC) Attachment 19**

#### **RELIEF SUPPLIES ORDER FORM INSTRUCTIONS**

- Enter county name in Block 1.
- Enter date ordered in Block. As per Logistics SOP,
- Enter page number and number of pages in Block 3.
- Enter name of authorizing official in Block 4. This could be the County Emergency Manager, a designee, or the County Manager/Administrator. Authorized official should initial by his/her name.
- Enter the telephone number of the person coordinating disaster relief supplies order in Block 5. This is important in the event SEOC has questions regarding the order.
- Check the delivery status for the order in Block 6. Orders will be packed and shipped in accordance with Logistics Plan / SOP. State Logistics SOP requires orders to be sent to SEOC by 11:00 AM. Orders will be shipped by 10:00 AM the next day. Counties should receive orders by 1:00 PM the day after the order is received at SEOC. Most orders will be Priority orders. Priority orders will be packaged overnight and shipped the next morning. Urgent orders will be packed and shipped as soon as possible whenever possible.
- Check the delivery option in Block 7. SEOC will have all county receiving point addresses on file and this will be the default delivery location for all orders. In the event an entire truckload (or truckloads) are intended to be distributed at a particular distribution point, then they can be delivered directly to the CDP, bypassing the CRP.
- Use Block 8 to indicate delivery address checked in Block 7 is other than CRP. Exact street address must be given. Attach directions or a map if necessary.
- Item description Block—Enter a specific description of the item being requested. Specifics should detail applicable criteria that may include size, shape, weight, length, width, gallons, liters, thickness, or other keywords used to describe a particular commodity.
- Amount Block—Enter the amount needed for the next 24-hour period.
- Justification Block—Enter brief justification for each item ordered, especially if it is an uncommon request.

### **COUNTY DISTRIBUTION POINT OPERATIONAL GUIDELINES**

- I. Purpose--The CDP is an area set-up for the direct distribution of relief supplies to the residents of a disaster-affected area. This guidance can be used to develop Annex 3 County Distribution Point SOP.

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### II. **Concept of Operation**

- A. **Location**--The CDP should be set up as close to the affected population as possible to facilitate easy access by residents. As a result, the CDP may be located at a facility without commercial power or other services. Generators, portable toilets, bulk and bottled water and other operational items may be required.
- B. **Incidental Considerations**--The location and number of County Distribution Points activated will be based on geography, population, type of disaster, severity of disaster, transportation considerations, and availability of resources. Considerations include:
- **Geography**—Islands (real or virtual) isolate areas and populations when transportation routes (bridges, roads, etc.) are hindered or cut off.
  - **Population**—CDPs should be located to allow easy access to the majority of disaster victims.
  - **Type of Disaster**—Issues will be different based on disaster type.
  - **Severity of Disaster**—The disaster could be countywide or affect a small portion of the jurisdiction.
  - **Transportation Considerations**—Roadway conditions, availability of gasoline, public transportation availability, and ability to get resources to and from CDPs. Does the county have transportation assets to move supplies from CRP to CDPs or will the county have to contract for services?
- C. **CDP Operations**--Counties will develop SOPs for Distribution Point operations to include site locating, activation, staffing, procedures and processing, layout, supervision, reporting, security, and outsourcing.
- **Site Locating**—All CDP locations should be preplanned, and specific information kept on file at the county emergency management office. Sites should be selected based on availability, population concentration, transportation routes, parking, security, and disaster vulnerability.
  - **Activation**—Specific criteria and actions leading to selection of an appropriate CDP site, set-up, and implementation, public notification of activation, and operation.
  - **Staffing**—Each site will need a manager and several staff members to supervise the orderly distribution of supplies to residents. The county will develop a staffing plan, assign and train workers, and ensure security is available onsite to maintain order.
  - **Procedures and Processing**—The county will develop procedures for operating the CDPs and an outline for operational flow or processing residents through the CDP.
  - **Layout**—The County will develop a generic layout for CDPs to ensure efficient movement through the process. Layout can be modified based on individual site



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characteristics.

- Supervision—The county will diagram how the CDP and other logistic functions will report to and be coordinated by the county EOC, and the County Receiving Point.
- Reporting—The CDP manager will report on the number of people accessing the CDP, the type and number of supplies available and distributed through the CDP, as well as other administrative reporting.
- Security—Each CDP will have on site security to prevent chaos and improper behavior. If supplies remain on-site after operating hours, the site will be secured, and regular security patrols will be conducted.
- Outsourcing—Distribution Point operations (or parts of operations) can be outsourced to volunteer or other agencies or run by temporary employees provided by a labor supplier. In the event that operations are outsourced, all plans, procedures, layouts, and diagram must still be developed and maintained.

### COUNTY DISTRIBUTION POINT OPERATIONAL GUIDELINES

- III. Transportation--The County will develop plans and procedures for transportation of supplies from the CRP to the CDPs. The county must detail who will provide transportation and what transportation resources will be used.
- IV. Public Information--The county will develop plans and procedures for ensuring the public is informed of CDP locations, procedures, hours of operation and types of supplies available. Plans must include ensuring the most up to date information is provided, and media monitoring is conducted to ensure the message is being disseminated and mistakes are corrected.
- V. Coordination--Coordination of relief suppliers must be maintained to ensure there is no duplication of effort and that all providers ensure cooperation to fulfill the overall mission of providing relief supplies.
- VI. Set Up--The county will develop a list of items needed for CDP operation such as tables, chairs, tarps, plastic sheeting, computers and printers, administrative/office supplies, signage, and other items to allow for orderly processing and operation. The county will also develop a layout template and a customer flow process.
- VII. Products--The County will plan for and make arrangements for distribution of a variety of relief supplies depending on the severity of the disaster and the needs of the population. Items to be distributed may include (but are not limited to):
  - Construction Supplies
  - Water
  - Baby Formula and Supplies
  - First Aid Kits

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- Rain Gear
- MREs or other food stuffs

### **Determination of Receiving Goods:**

#### **Purpose**

It is also the goal of Spartanburg County to enable the community to begin to recover from the damage sustained from any life altering emergency or event. The purpose of working closely with the assessment teams and the purchasing entities within this plan is to ensure that the Spartanburg Community has access to the supplies they will need to sustain life and protect property from further damage.

This portion of the plan is not activated until the appropriate personnel reenter the county and begin assessing the damage the event caused. Prior to any event, the county now stands ready with a logistical support plan in place.

The acquisition of relief supplies will occur in four phases.

#### **Phase I Assessing Damage**

- Damage assessments are completed directly following the event. The assessments are done by the county, the state, and the Red Cross. These numbers are compiled and the SEOC and Spartanburg County Office of Emergency Management will forward the final estimates to the Logistics Section Chief.
- The Log Chief will pull the Emergency Procurement Officer and the Logistics Section Chief into the EOC.
- They will manipulate the spreadsheet containing the relief supplies to produce estimates of needed quantities.
- They will also decide which CDPs to open first and establish that the CRP is still standing, and the warehousing staff is ready to be activated.

#### **Phase II Creating the Initial Order**

- The Disaster Declaration must be given for the following to occur.
- The Log Chief will call a brief meeting with Emergency Welfare Services organizations to review list of relief supplies and hear their input on what is needed in the first wave. Particular attention will be paid to the assessors from the Red Cross and those with direct knowledge of businesses that are open.
- It is not the intent of the county to order and distribute supplies that residents can purchase through established local businesses. Some overlap may occur due to timing issues.
- If needed, the Log. Chief will approve an initial order of life sustaining and damage mitigation supplies. Those supplies will be ordered and sent to the CRP.

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- The Emergency Procurement Officer will place the initial order, activating reestablished contracts with suppliers/retailers.

### **Phase III Reordering**

- Each morning the Logistics Section Chief will communicate what supplies the Spartanburg Community needs. This information will be gathered from the front-line staff of the CDPs at the end of each day.
- The Logistics Section Chief will approve the ordering of the needed supplies and confirm this approval with Coordinator of the Office of Emergency Management.
- The Emergency Procurement Officer will check with the donated resource group for supplies that could be obtained without cost to the county.
- If those goods are not available, they will be ordered through the contracts already activated. If supplies are not available through established contracts, they will be ordered through IRIS from the SEOC.
- Ordering from the SEOC will only be used if local options are inadequate or exhausted.

### **Phase IV Deactivation**

- Once it is determined that the CDPs are reaching a point of being consolidated, the amounts and types of supplies being ordered will be reviewed and reduced as appropriate by the Logistics Section Chief and the Coordinator of the Office of Emergency Management.
- The County Administrator will be briefed when this reduction in the level of operations is reached. The County Administrator will approve all operations slow down.
- The final decision to stop all ordering will be made by the Emergency Management Coordinator and approved by the County Administrator.

### **Receiving Standard Operating Procedures:**

#### **Purpose**

There is one pre-designated County Receiving Point. This Receiving Point is located in the Center of County and has the resource needed for effective warehousing functions. This facility is the Spartanburg Memorial Auditorium. Should this facility be compromised during an emergency situation, the CRP will be relocated to a facility that is identified during OPGON 3. For effective CRP acquisition and management, following aspects of CRP operations must be discussed:

- Acquisition
- Command Structure and Organization
- Activation
- Staffing

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- Resource Tracking
- Operations
- Security

### **Acquisition**

At the beginning of a disaster response, there is pressure to procure facility resources as quickly as possible. While Spartanburg County can utilize the Spartanburg Memorial Auditorium for the central receiving point and Parks and Recreation facilities for County Distribution Points, these locations can be compromised during an emergency situation. If this occurs, we do not want to accept the first offer for a facility unless no other alternative is viable. Often, with the acceptance of the first facilities offered, some of the facilities are found to be inadequate and may necessitate relocation. Such relocation can adversely affect service delivery; therefore, careful initial selection is vital to effective service delivery. Our selection process is outlined in Attachment 6. The purpose of this document is to:

Establish the procedures to be followed by staff responsible for procuring suitable facilities when primary facilities are compromised.

Set forth the conditions for contracting for the use of these facilities.

Codify the technical specifications for specific facilities.

### **A. Permanent Location**

Currently the county does not have a permanent warehousing facility. However, we have entered into an agreement with the Spartanburg Memorial Auditorium. This facility is large enough and properly equipped to handle such a task. In addition, local recreational centers can adequately serve as distribution points.

### **B. Expedient Post Disaster Acquisition**

At OPGON 3, calls are placed to local realtors and other parties involved with real estate. These individuals know which locations are available and if needed, can broker a deal for the county purchasing department, establishing a temporary lease. However, the primary methods of acquiring facilities, in order of preference, are donation, loan, rental, and purchase. When acquired for CRP and CDP, these facilities must meet the following qualifications (reference Attachment 10 for additional specs):

- Should be located near major highways with receiving points preferably locate near airports or major interstates.
- They must have received, shipping, storage, administration, and a parking area
- Size of a receiving point should at least be (without pallet racking) 20,000-50,000 square feet.
- Loading dock and optional ramp
- Concrete floor capable of supporting a forklift.
- Fire safety equipment
- Lighting for 24-hour operation

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- Worker support areas
- Office area.
- Phone service capability
- ADA compliance if possible (Attachment 7)
- Phone lines for a relief operation.

### 2. Command Structure and Organization

The Coordinator of the Spartanburg County CERT team will serve as the Warehousing and Distribution Coordinator. That position will be the direct link to the Logistics Chief and other EOC officials.

The CRP and CDP's are to be staffed with CERT volunteers and unaffiliated volunteers sent through the United Way, Red Cross, Salvation Army, various County Departments, private industry (resource list), and other assisting agencies. On rare occasions, the county will contract paid specialist when certain skills cannot be acquired on a volunteer basis.

### 3. Activation

- Locations for the CRP and CDP's are contracted and/or confirmed at OPCON 3.
- If the event has occurred with no warning, the Emergency Procurement Officer needed for operating the CRP's will order forklifts and related equipment at OPCON 1 during evacuation. The Coordinator of the Office of Emergency Management will make the decision on what to order and what to acquire by loan or donation and logistics section chief.
- The Staff Unit Coordinator (Warehousing and Distribution Coordinator) will contact his staff of volunteers while evacuated to brief them on a re-entry time and dates.
- The damage assessment team evaluates the pre-designated CRP and CDP's and clears them for operation.
- Immediately following the completion of the damage assessments, the Logistics Section Chief contacts the County Purchasing Director to acquire additional facilities or staff if needed.
- All staff reports to the CRP location and receives briefing on current conditions by the Staff Unit Coordinator or his/her designee. They are then assigned to the CRP or to their respective CDP's.
- Members of the staff are sent to retrieve stores of items needed for running the CRP and CDP locations.
- Staff Coordinator, along with designated assistants; manage the process of distributing pre-determined layouts or creating layouts (if new facility) for warehousing and receiving locations.
- The Site Managers assure that the equipment, supplies, and safety gear are available and distributed to staff appropriately.

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- A final briefing is held at the County Receiving Point once all logistical support functions have ceased.

### **Staffing:**

- Before any volunteer is signed up for warehouse or distribution duties, he or she is made aware of the following potential work conditions:
- An uncontrolled environment - no heat or air conditioning.
- Dust in the air and on products and work surfaces.
- Long periods of prolonged standing and walking on concrete flooring.
- Lifting and sorting of case lots by hand.
- Twelve-hour work shifts, day or night.
- • Moving equipment.
- Warehouse operations are usually conducted in adverse conditions, and it is important to provide warehouse staff with: Work performance expectations.
- Warehouse safety rules and procedures.
- Performance feedback, good and bad, in a timely manner.
- Support and training about assignment responsibilities.
- An accurate and timely evaluation of their efforts in support of the relief operation.

With the possibility of such adverse conditions as noted above, the Spartanburg County Office of Emergency Management has decided to utilize the Spartanburg County Emergency Response Team as its primary source for volunteers. In addition, the OEM will try to incorporate additional volunteers from the private, public, and non-profit sectors. All skilled positions will be pre-identified, therefore eliminating any potential delays incurred with finding and assigning skilled staff. We hope to acquire this staff, on a volunteer basis, from our resource list provided by various public and private entities. The Coordinator of the CERT program will be responsible for notifying and signing these individuals up prior to an actual emergency.

### **5. Resource Tracking**

The receipt and distribution of relief supplies by warehouse staff should be controlled through a system of checks and balances. The content and quantity of supplies must be verified at the time of receipt, moved into inventory, picked for distribution, loaded on delivery vehicles, and delivered to the requesting distribution site.

Throughout this process, a paper trail must exist showing who received the items, the type and quantity of the items received, who completed the inventory, when the items left the warehouse to be delivered, who delivered the items to the distribution sites, who verified this delivery and who finally received the goods. During this process, always obtain the signature of an authorized representative, such as the site manager, worker-in-charge, driver, and/or recipient when materials are delivered or distributed. Attachment 5 provides all the needed

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documentation to adequately create a paper trail needed for effective resource tracking.

In addition to having documentation for tracking purposes, verified physical counts and accurate maintenance of records are required. A complete physical inventory should be made weekly. Maintaining an accurate count is accomplished through cycle inventories. Inventory discrepancies generally occur because of errors in shipping and receiving. A record of the transfer of supplies throughout the distribution process provides accountability for warehouse activities. For additional information concerning the inventory process, see Attachment 11 “Physical Inventories.”

### Operations

#### A. Receiving Process

Every effort must be made to schedule arrivals of incoming resources. Unscheduled arrivals can seriously disrupt the warehouse working schedule and place unnecessary stress on limited human and material resources. A simplified version of the receiving process is outlined in **Attachment 2** and a more detailed version is outlined below:

- The Logistics Section Chief informs the warehouse of pending delivery and provides vendor contact information.
- The County Receiving Point (CRP) warehouse supervisor (CERT leader or designee) contacts the vendor’s dispatch office to schedule delivery.
- The receiving team is scheduled in accordance with the delivery schedule.
- Before the vehicle arrives, a specific dock door is assigned for the delivery.
- A check is made to ensure that the inbound trailer is properly secured at the dock and the trailer wheels are chocked.
- All trucks delivering to the County Receiving Point will be recorded on the *Logistics Warehouse Incoming Truck Log (Attachment 5)*.
- Receiving/physical inventory staff obtains the manifest and determine if the trailer was picked up from the vendor’s warehouse or a freight distribution point. The information is documented in the Vendor Information section of the *Logistics Warehouse Receiving* tool (Attachment 5) to establish an audit trail. When using the manual system an *Inventory Record* must be used for all items received in the warehouse.
- The seals/locks on the inbound trailer are checked and the numbers recorded to be certain the load has not been tampered with during shipment. All seals should be checked for numbers and compared to the bill of lading.
- The freight is unloaded to the receiving area and the contents counted.
- Receiving staff work in pairs and verify each other’s inventory counts.
- Each pallet of the stock item is counted and a *Logistics Warehouse Counted Pallet Tag (Attachment 5)* tool is taped on each one.

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- Record all exceptions, including overages, shortages, or damage, and sign the packing list or bill of lading verifying receipt.
- Complete the *Logistics Warehouse Receiving* tool.
- Photograph any damage or unusual conditions found upon receipt.
- Conduct quality control checks without delay.
- Palletize any loose items and shrink-wrap if possible. Arranged items on pallet should be no higher than three (3) to four (4) feet, depending on the weight of the materials.
- Assign a location in the CRP for the inbound load.
- Enter “Location” on the *Logistics Warehouse Receiving* tool if receiving is performed on the warehouse floor.
- The *Logistics Warehouse Receiving* tool will be passed back to the Receiving team for location entry once the stock has been moved to its destination.
- Forward the receiving inventory to CRP administration to update the warehouse inventory.
- Move freight from the receiving dock to the assigned location. (Limit stacked pallets to two high)

For further clarification regarding the organization of receiving staff, their duties, and the warehouse tools they depend on, please reference **Attachment 3, Attachment 4, and Attachment 5.**

### **Inventory Verification:**

The freight is unloaded to the receiving area and the contents counted. The following actions are taken once items are received to ensure accurate counts and inventory verification:

- The Receiving staff works in pairs and verifies each other’s inventory counts.
- Each pallet of the stock item is counted and a *Logistics Warehouse Counted Pallet Tag* tool is taped on each one.
- All exceptions, including overages, shortages, or damage are recorded.
- Sign the packaging list or bill of lading verifying receipt.
- Complete all applicable *Logistics Warehouse Receiving* tools (Attachment 5).
- Photograph any damage or unusual conditions found upon receipt.
- Conduct quality control checks without delay.

### **Handling/Warehousing:**

Upon activating the CRP, the management staff will diagram available space and determine a plan for storing pallets and rotating stock. When planning out warehouse space, the environmental storage requirements for different products vary and must be considered. Hazardous materials must be segregated from all food products, and high-value/sensitive items should be secured. If a secured area is not available in the



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warehouse, use a trailer and keep the items under lock and key.

### **Tracking:**

Supplies and equipment are tracked by following the procedures outlined in this document regarding receiving and warehousing. These policies and procedures govern both the receiving point and distribution points.

The Warehouse tools in Attachment 5 provided the necessary documentation to track supplies. For example:

- Once an item arrives, the “CRP Receiving Tool” is filled out and two staff members count the inventory. In addition, the delivery is noted in the “Incoming Truck Log.”
- Once unloaded and counted, the inventory is marked with a “Counted Pallet Tag.”
- Once tagged, the items are placed in the warehouse and marked with a “Receiving, Not inventoried” tag.
- Once inventoried, the items are marked with a “Ready to ship tag,”
- Once tagged for shipping, every row of tagged goods are marked with a “Counted Row Tag”

Once tagged for shipping, the item is shipped and the information pertaining to that shipment is marked on the “Daily Dispatch log” In addition, the CRP fills out the “CRP Shipping Form” for the respective CDP receiving the resources.

The steps noted above represent a uniform process of receiving and shipping. Therefore, volunteers can easily transfer their services from a receiving point to a distribution site.

### **B. Order Processing**

- The order for replacement supplies at the CDPs comes to the CRP on the Supplies Request Form.
- The Distribution Coordinator receives this form. The order is placed on the docket to be filled.
- The Shipping/Receiving Supervisor takes the request form and assigns it to a shipping team and a delivery truck.
- The supplies requested are matched with supplies being pulled and packed into the truck.
- All quantities of items are recorded on the request form and given to the Inventory Clerk.
- The clerk then backs out those shipped amounts from the rolling inventory log.

All efforts will be made to evenly distribute stores of items between all operational CDPs. It will ultimately be the Distribution Coordinator’s decision should a discrepancy be discovered, or question posed.

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### **Pulling/Packaging Orders:**

The CRP's staff will be divided into two pulling and packing teams; one team per forklift. They will be responsible for pulling supplies and packing the delivery trucks. Each team is responsible for making sure that the inventory clerk gets the request forms once the order is filled.

### **Shipping flowchart:**

See Attachment 13 for visual explanation.

### **Safety and Security**

#### Operational Safety:

Since staffing will rely solely on volunteer efforts, each volunteer will be assigned to duties based on their stated experience. However, before duties commence, the director of the staff unit will discuss operational safety, paying close attention to such things as ergonomically correct lifting, ergonomically correct carrying procedures, and hydration needs. In addition, we will post the following safety guidelines in all CDP's and the CRP:

- Concentrate on the task at hand.
- Wear suitable footwear - no sandals.
- Do not wear rings or other jewelry.
- Place unneeded clothing (coats) in the designated area
- Keep aisles and stairs free of clutter.
- Watch for warehouse traffic.
- Never walk backwards.
- Use tobacco products only in designated smoking area(s)
- Know the location of fire alarm boxes and fire-fighting equipment.
- Immediately clean up all spills
- Be careful when handling objects with sharp or rough edges.
- Inspect all electrical cords for frayed or broken wires before using equipment; report all defects immediately.
- Return tools and other equipment to the proper storage area.
- Follow manufacture's operating instructions for all machinery.
- Step down from elevations; do not jump.
- Check the load before lifting. Stand close to the load with feet firmly placed, slightly apart, and clear of load.
- With knees bent, grasp the load firmly. Slowly lift the load by straightening legs, keeping back as vertical as possible. Keep the load close to the body and your elbows close to your body. Setting the load down, keep back as vertical as possible. Ask for help on heavy or awkward items.
- Know the procedures to be followed in the event of an accident.
- Call 911

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- Provide first aid
- Alert DHS

### **Facility Security:**

Restricting access All staff-whether assigned to the warehouse, visiting from other functions or agencies, or commercial delivery personnel-will enter and exit the warehouse from one pre-identified door. Entry and exit through other places in the warehouse will be restricted without blocking emergency exits.

Contracted security staff or other warehouse staff will be assigned as “gatekeepers” at all warehouse docks and doors. All personnel-whether assigned to work at the warehouse, delivering to the warehouse, picking up stock from the warehouse or visiting the warehouse-will sign in *every time they enter and/or exit*. The *Logistics Warehouse Drivers Log* tool is to be used for this purpose. Unscheduled, frequent visits by the Logistics warehouse supervisor will ensure that watchmen and police officers are at their assigned posts and that they are fulfilling their duties.

Warehouse supervisors, in coordination with function officers-both in the logistics function and in other functions of the relief operation-will determine which products need to be more carefully secured. Products that require heightened security will be given receipt and distribution priority over other items.

Only warehouse staff should have access to storage areas, and warehouse staff access should be limited to those areas to which they have been assigned. Therefore, restricted areas will be identified and strictly enforced access criteria will occur at the entrance to the restricted areas.

Warehouse supervisory staff and supervisory staff from outside the warehouse must follow the posted access criteria. No stock from the warehouse will leave the warehouse without properly executed paperwork, including authorizing signatures. No one can authorize an order for himself or herself. The staff member placing the order cannot be the same person pulling the stock from inventory.

### **Grounds Security**

The Spartanburg County Sheriff’s Department will have assigned officers at each CDP. However, the CRP will be staffed or protected by Spartanburg Public Safety. The Sheriff’s Department and Spartanburg Public Safety will coordinate their respective law enforcement officials assigned to CDP’s or the CRP. Those officers will have the ability to contact additional officers by radio should a situation arise on site. The officers will safeguard supplies overnight if supplies are stored outside. It is the expectation that should the Sheriff’s Department or Spartanburg Public Safety Department need reinforcements, other law enforcement entities will assist. If assistance is needed, both law enforcement agencies will follow their established protocol for requesting assistance. Police officers and other administrative personnel should reference

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### **Points of Distribution, Standard Operating Procedures:**

#### **I. PURPOSE**

This SOP contains detailed information relating to Spartanburg County Points of Distribution (PODs), assigns specific procedures and responsibilities for establishing and operating a POD during an activation of the Spartanburg County Logistics Plan. The POD organization is based on the Incident Command System (ICS), which provides the foundation for emergency response. The PODs primary role is to receive emergency supplies and commodities during an emergency or disaster for distribution to the public.

#### **II. OVERVIEW**

The PODs establish initial points where the general public will obtain life-sustaining emergency relief supplies until power is restored; fixed and mobile feeding sites are operational; comfort stations are available; relief social service programs are in place; traditional facilities, such as retail establishments, reopen; and highways are cleared and reopened. The CDP operation will be activated and operated in three phases, each phase being directed and managed by the Logistics Section Chief and the Staffing Support Unit Coordinator who is the Coordinator of the Spartanburg County CERT Team.

#### **III. ASSUMPTIONS**

- A. The activated POD should be operational within 24 hours of a disaster or emergency impacting the county.
- B. The POD, once activated, may remain operational for the duration of an event.
- C. The number of PODs activated will be based on the size of the disaster and the needs of the affected communities.
- D. For hurricane operations, notifications may be made at OPGON 3 to put all agencies and personnel on standby to execute activation after the storm has passed. Supplies and personnel will be prepared for deployment, but will not be deployed.

#### **IV. POD STAFF ACTIVATION PROCEDURES**

- A. When to Activate:
  - 1. The PODs may be activated within 24 hours of a disaster/emergency or upon the order of the EOC Manager or another authorized official.
- B. Where to Report:
  - 2. The Spartanburg County EOC at 180 Magnolia St, Spartanburg SC 29306.

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### C. When to Report:

1. Appropriate staff will report when directed by proper authority.

## V. POD STAFF RESPONSIBILITIES

### A. POD Manager

Each POD, when activated, is under the supervision of the POD Manager. The POD Manager is responsible for all operations in the POD to include the receiving and distribution of all supplies and commodities. The POD Manager reports to the Operations Manager at the EOC. Other responsibilities include:

- Organize physical layout of the POD.
- Establish procedures for operations in the POD.
- Maintain accountability and current inventory of all incoming and outgoing supplies.
- Maintain records on equipment usage, supply tracking charts and deliveries.
- Develop security requirements for the POD.
- Establish procedures for receiving and distributing supplies.
- Submit required and/or necessary reports to the Distribution Division Supervisor.
- Set up filing system for the receipt and distribution of supplies and equipment.
- Gather/Record information on deliveries and arrange for future deliveries based on usage.
- Act as the primary point of contact for the POD.

### B. Forklift Operator

The Forklift Operator will be OSHA certified and assist all POD areas with forklift operations or manual assistance as needed. The Forklift Operator reports to the POD Manager. Other duties include:

1. Safely operate forklift for unloading supplies from incoming trucks to stockpiles.

### C. Labor:

Labor is responsible for receiving supplies and distributing resources for to the public. All laborers report to the POD Manager. Other duties include:

- Maintain a clean and safe work area.
- Load vehicles as they stop in front of the appropriate commodity.
- Operate pallet jacks as needed.
- Assists other functional areas as assigned.

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### D. **Law Enforcement Officer:**

The Law Enforcement Officer will be responsible for the overall site security and safety of the POD workers. This representative will report to the POD Manager. Other duties include:

- Ensure all POD staff have the proper credentials.
- Maintain order in and around the POD to ensure proper operations.
- Coordinate security of the POD surroundings with other law enforcement agencies.

### E. **Community Relations Representative:**

The Community Relations Representative (CRR) will be responsible for distributing packaged information in a handout format to the public. The representative will work in the distribution line to prevent people from exiting their vehicles. The CRR will report to the POD Manager.

## VI. CONCEPT OF OPERATIONS

B. The PODs will operate under the following policies and procedures during a disaster/emergency:

- The Incident Command System (ICS) and the Spartanburg County Comprehensive Emergency Management Plan will be followed.
- All existing agency's or departmental operating guidelines (unless modified by the Chief Elected Official or EOC Manager).
- All on duty personnel to remain on duty until properly relieved of duty; off-duty personnel will return to work in accordance with agency's or departmental standard operating procedures or guidelines established by the EOC Manager.
- Operational periods established by the EOC Manager (may be extended to 12 hours for the duration of the event to meet response requirements).

### B. **General POD Information**

- Victims will drive through a POD and be served without leaving their vehicles.
- POD staff must limit the quantity of commodities distributed to each family in the first
- 72- hour period due to the limitation of resources. Personnel must be instructed not to "fill the trunk" with commodities until a strong pipeline can be assured. The EOC will advise the POD Manager when full distribution can commence.
- Initial distribution must be limited to the following in the first 72-hour period of operations:
  - 1 Gallon of water per person, per day (3.79 liters)
  - 1 Bag of ice per person, per day (8 lb. Bag)

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- 2 MREs per person, per day
- 1 20 X 25 Tarp each (if available)
- PODs will be open to the public during daylight hours - generally 12 hours per day.

### C. Site Requirements

This list of administrative equipment and supplies is the baseline for managing a POD; the POD Manager will review the list prior to the establishment of the POD and adjust if needed to meet the needs of the mission. Equipment used to operate the POD is listed in Section E, and will differentiate depending on the type of POD being used.

### D. POD Model & Loading Point

- Re-stocking of all PODs will primarily be at night (while the point is closed to the public).
- Ice will be stacked no higher than 4 feet and be covered by a white canopy to prevent further melting.
- A loading point is where a stockpile of ice, water, MREs, and tarps are located. Each loading point has a team of people (one for water, one for ice, and one for MREs/tarps) that load these items into the vehicle as it stops in front of their position (see diagram below).

### E. Types of PODs and Layouts

Spartanburg County will use two different types of PODs depending on the magnitude of the disaster and the needs of the citizens. The PODs are typed according to the US Army Corps of Engineers Local Distribution Point Planning for Commodities guidance.

1. A Type II POD is a two-lane operation (needing a minimum of 75,000 sq. ft. to operate) and will serve 10,000 persons per day or 280 vehicles per hour (see page 5).
2. A Type III POD is a one-lane operation (needing a minimum of 50,000 sq. ft. to operate) and will serve 5,000 persons per day or 140 vehicles per hour (see page 6).

### F. Locations of the PODs

Spartanburg County has pre-identified as possible sites for PODs. Once a disaster or emergency has occurred, the pre-identified sites will be evaluated for safety, accessibility, functionality and needs in the area. Listed below are the possible POD sites:

## VII. CHECK LISTS

### A. Activation Stage

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The POD may be activated at any time designated by the Operations Manager; however, the Logistics Manager and the EOC Manager may also activate the POD as needed.

- Respond to the EOC at 1175 Community College Dr., Spartanburg SC 29303.
- Identify your position within the POD.
- Report to the Distribution Division Supervisor for a briefing on the situation and your orders.
- Once given your orders, arrive at the appropriate POD location at the designated shift.
- Review the POD SOP.

**B. Brief incoming personnel on the following:**

- Identification of specific job responsibilities.
- Identification of co-workers within the job function.
- Availability of communications.
- Tour of work area and facilities.
- Identification of operational period work shifts.

Open and maintain a position log in Palmetto; maintain all required records and documentation to support FEMA reimbursement if it is a declared disaster and the After-Action Report to include:

- Messages received.
- Actions taken.
- Decisions, justifications, and documentation.
- Requests Filled.
- POD personnel, time on duty, and assignments.

The POD must be laid out and set up in a sequential manner in order to ensure that all functions have adequate space within which to operate. Utilizing the USACE POD templates the following sequence should be followed (See pg 4, Sec VI, Para D, Figure 2 for approximate measurements):

Formulate the general site layout and orientation then determine customer “service line” and access/egress routes -Verify that delivery truck access/egress will not interfere with customer routes -Adjust customer and truck routes, if necessary.

- Measure and layout “service line” and access/egress routes
- Measure and layout commodities line (water, ice, food, tarps, etc.)
- Measure and layout loading area behind commodities line
- Determine supply truck unloading area
- Locate support functions: -Dumpster -Portable bathrooms, as required - Break/admin tent, as required -Light sets

**B. Operational Stage**



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- Ensure the POD is set up properly and that the appropriate personnel, equipment, and supplies are in place.
- Mobilize staffing for 24-hour operations. 12-hour shifts will run from 7 AM to 7 PM and 7 PM to 7 AM.
- Day shift will set up each loading point with a team of people to load items into each vehicle as it stops in front of their position:
  - a. One person for water
  - b. One person for ice
  - c. One person for MREs and tarps
- Victims will drive through a distribution point and be served without leaving their vehicles.
- An average vehicle representing a family of 3 will receive the following (based on Section VI part B distribution requirements):
  - e. 2 or 3 bags of ice.
  - f. 1 case of water (9-12 liters)
  - g. 6 MREs
  - h. 1 tarp
- Provide periodic status reports through Palmetto to the Distribution Division Supervisor.
- Ensure all resources are tracked and accounted for using the provided tracking sheets and turned into the Distribution Division Supervisor at the end of each operational period. (see logistics plan)
- If approached, refer all media to the County JIC at the EOC.
- Close down distribution operations at 7 PM.
- Brief your relief at each shift change; ensure that in progress activities are identified and follow up requirements are known.
- The night shift will receive deliveries and restock stockpiles for the next day.
- Ensure all POD personnel and equipment time records are provided to the Distribution Division Supervisor at the end of each operational period.
- Ensure the site is clean and prepped for daytime distribution operations.
- Follow the steps noted in the 4 phases of POD activation:

### **Phase I**

- The damage assessments are completed and it is determined that Spartanburg County receives a federal disaster declaration.
- The Log. Chief decides to activate the Logistical Support Plan.
- The Log Chief then notifies the CERT Coordinator who then becomes the Staff Support Unit Coordinator.
- The volunteer staff is notified and directed to report to the CRP location at a designated day and time within 24 hours. The staff is to retrieve the supplies and equipment stored to run the CDPs on their way to the CRPs.
- The Staff Support Unit Coordinator briefs the CDP and CRP staff on the current

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- state of the county, open routes, and determines which CDPs will be opened first.
- The Staff Support Unit Coordinator gives initial assignments of duties establishing Site Managers for the CDPs.

### Phase II

- The Site Managers will take their team and establish initial shifts and assignments
- The initial CDPs will be set up with supplies and equipment, working with the law enforcement personnel.
- All sites will be set up for drive through distribution if all the entrances and exits are accessible.
- Traffic flow will be determined and marked using traffic cones and signs that the law enforcement officers bring with them.
- A Diagram of the site will be drawn, assigning supplies to certain areas based on the list of items that were ordered by the Log. Chief, and what appears to be a reasonable flow through the site for residents.
- The Site Manager will notify the Staff Support Unit Coordinator when the site is ready to receive supplies and is ready for the public to be notified of it's existence and it's operating hours. Public notification will not occur until initial supplies are received.

### Phase III

- Site Managers will make decisions about how to run their shifts. All decisions that must be made immediately will be made on site by the site manager. Any communication needed to go from the CDP to the CRP or the EOC will be relayed from the Site Manager to the Staff Support Unit Coordinator.
- The Security Supervisor will be the lead law enforcement officer on site at any given time. It will be the responsibility of that officer to establish safe practices and advise the CDP staff as necessary. The Security Supervisor will also oversee the *reasonable* attempt to verify residency upon entering the CDPs.
- If enough staff is available, one person will be assigned the job of counting how many cars enter the CDP to receive relief supplies. This will aid the county in estimating how many residents are receiving aid.
- Site Managers will fill out the Daily Report Log at the end of each shift and forward to the Staff Support Unit Coordinator by the best means available at the time. The Staff Support Unit Coordinator will forward those orders to the CRPs. If there is an easy way to get the request directly to the CRP, the Staff Support Unit Coordinator can authorize that practice.
- All incoming supplies from the CRPs will be received into the areas established for the different types of items. For instance: all food items or items related to food preparation will be in one location on the grounds of the CDP.
- A final inventory for each area will be completed as night falls each day. That inventory will be given to the Site Manager and will then be forwarded to the CRP

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through the Staff Support Unit Coordinator along with the final request for supplies form for the day.

- The Staff Support Unit Coordinator will forward the information to the CRP for night order pulling and shipping activities.

### **Phase IV**

- The Staff Support Unit Coordinator will communicate the needs of the CRPs and CDPs daily at the morning briefing. In that briefing will be various public, private, and non-profit groups that have volunteered to send volunteers to the various sites for help with general labor.
- During that briefing, the opening of additional CDPs will be discussed and if staffing patterns show that there are enough people available to open and run the next site, it will be activated.
- Upon activating the next CDP, the PIO will be notified of the intent to run an additional site by the next morning at the latest. The PIO can then put together the PSA and distribute to the media partners as appropriate.

### **C. Deactivation Stage**

- A POD may be closed at anytime designated by the Distribution Division Supervisor; however, the Logistics Services Branch Director and the EOC Manager may also close a POD as seen fit.
- Ensure all required forms or reports are completed and turned into the Distribution Division Supervisor prior to the release and departure.
- Inventory stock of supplies.
- Contact the Distribution Division Supervisor in the EOC to arrange transportation for the remaining stock to be sent to the CPRF.
- Conduct debriefs on how the POD operation could be improved.
- Deactivate the POD and close out logs in Web EOC when authorized by the Supply Division Supervisor.
- Leave forwarding contact information where personnel can be reached.
- The County JIC will send out information for citizens to receive more help.
- Follow the Steps noted in the 5th phases of POD deactivation

### **Phase V**

- When the numbers of residents/cars tapping into the CDPs on a daily basis drop to approximately  $\frac{1}{4}$  of the initial numbers, the site can be shut down; goods moved to another open CDP.
- The PIO will make the announcement either directly or through PSA educating the public of the change and redirect those with continued needs to the open sites.
- The Site Managers are in charge of packing and moving remaining supplies to the receiving site utilizing a delivery truck from the CRP for the hours necessary to complete the shutdown.

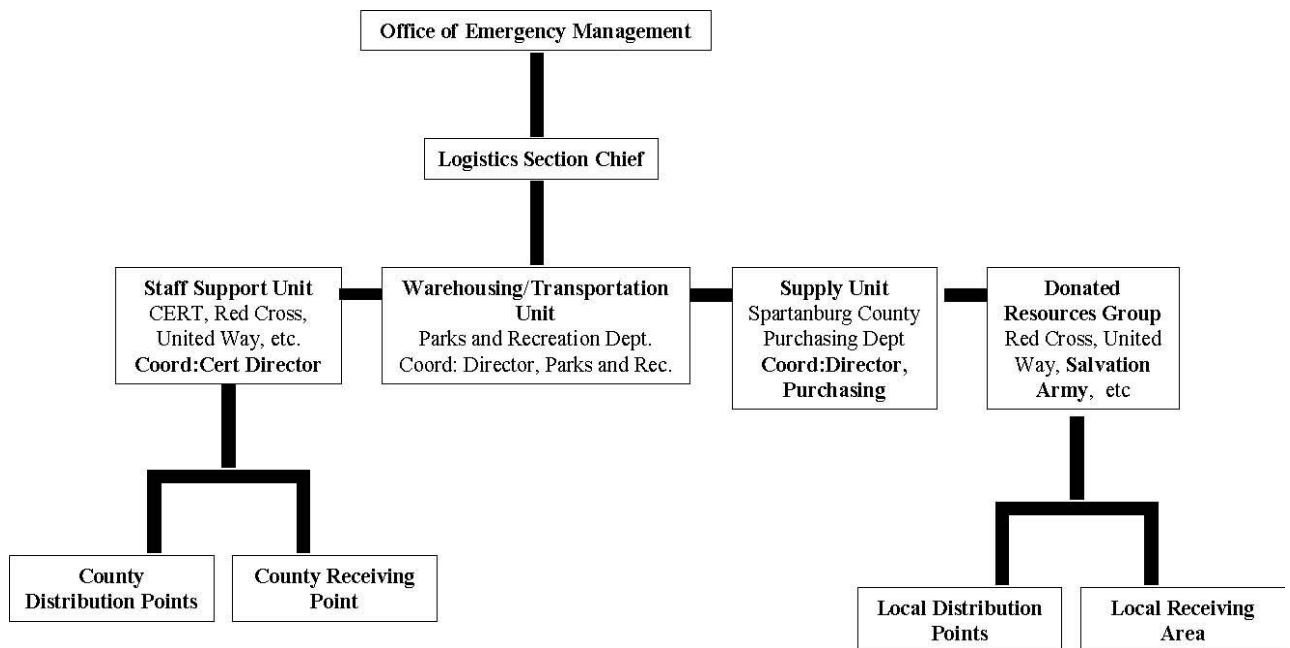
## ANNEX 17 (ESF-18)

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- All site staff will be reassigned to the new consolidated site. Law enforcement for the closing site will stay on site until the manager/contact/owner of the site takes possession back from the Site Manager. Once the shutdown is complete, the officers are released or reassigned from the logistics operation at the discretion of their commanding officer

# Volunteer Reception Center

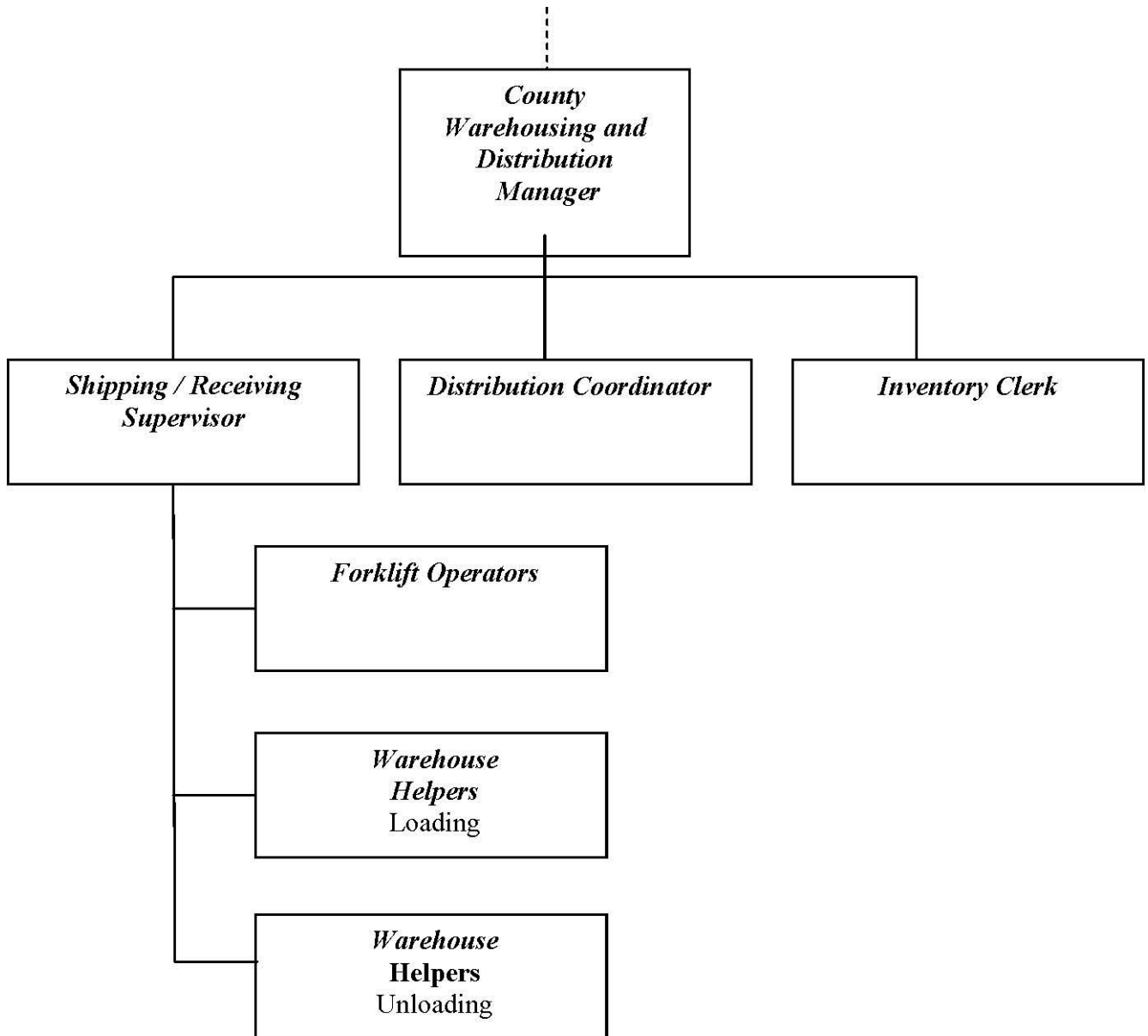
## Incorporating Citizen Volunteers in Disaster and Emergency Response



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**RECEIVING PROCESS**

1. Receive/Unload Equipment and Supplies
2. Verify contents and receiving documents.
3. Check for damage



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<b>Title</b>	<b>Agency/</b>	<b>Duties</b>
	<b>Individual</b>	
Receiving Point Operations Manager	<i>Coordinator, CERT Program</i>	1. Report to the County Emergency Operations Center 2. Responsible for direct supervision of all CRP staff. 3. Assures all duties and responsibilities are fulfilled. 4. Develop coordination between departments 5. Provide all required documentation to the EOC.
Inventory Clerk	<i>Pre-Designated Volunteer</i>	Provide assistance to CRP Manager. Documents receiving, shipping, and transfers of supplies and equipment. Provide filing for paper copies of all transactions. Serves as CRP administrative assistant.
Distribution Coordinator	<i>Pre-Designated Volunteer</i>	Determine needs of population served by each CDP. Task delivery of relief supplies to CDPs based on needs of population. Coordinate transportation of supplies to CDPs. Responsible for finding and contracting transportation service providers when county resources exceed transportation needs. Track and compile reports of number of people / families served by each CDP.
Shipping/Receiving Supervisor	<i>Pre-Designated Volunteer</i>	Supervises forklift operators and warehouse helpers. 2. Responsible for all aspects of incoming and outgoing equipment and supplies, including validation of all items issued, item count, and recipient to who item is issued. Responsible for proper handling and storage of all received supplies and equipment. 4. Responsible for all CRP property and equipment. 5. Responsible for safe operations within CRP. Responsible for maintenance on all equipment used in CRP
Forklift Operator	<i>Pre-Designated Volunteer</i>	Load, unload, and move inventory items and supplies. Operate forklift in a safe manor as directed by safety standards. Assist with setup of County Receiving Point. Assist with other duties as assigned.
Warehouse	<i>Pre</i>	Report to Receiving Supervisor / Shipping Supervisor.

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Helper (2 Positions)	<i>Designated Volunteer</i>	Assist with counting and putting up of received inventory items.
		Pick up and prepare inventory items for shipment.
		Assist with setup of County Receiving Point.
		Assist with other duties as assigned.

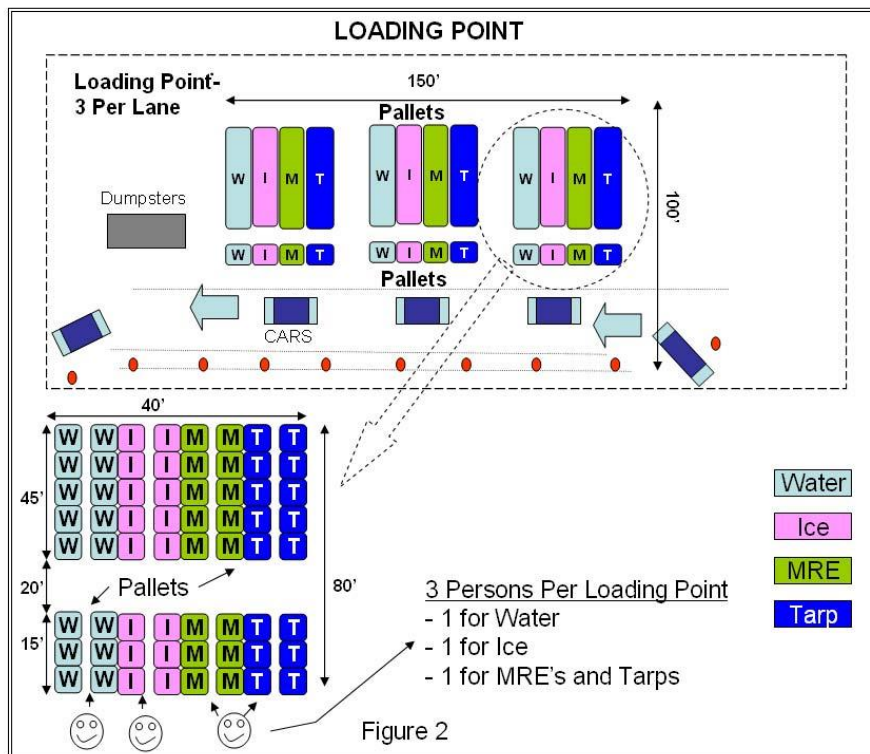
Equipment needed for Pod:

Fax Machine	EA	1		In-house
Telephones	EA	2		In-house
Office Supplies Clipboards/legal pads		5/30		Purchase
Table 8 Foot	EA	4		Purchase
File Boxes	EA	4		Purchase
Folding Chairs	EA	4		Provided
Rope	FT	200		Purchase
Trash Cans	EA	4		Provided
Brooms	EA	2		Provided
Mops	EA	2		Provided
Gloves	PR	10		Purchase
Hand Tools	SET	1		Purchase
Boxes (Different Sizes)	EA	100		Purchase
Hard Hats	EA	6		Purchase
Electric Extension Cords	EA	4		Purchase
Flashlights	EA	5		Purchase
Batteries	EA	20		Purchase
Dock Plate (10,000lb.)	EA	1		Rent
Fuel for Forklift and other operations equipment				Service Agreement
Emergency electrical power for site	EA	1		Loan/Rent
Dumpster	EA	1		Rent

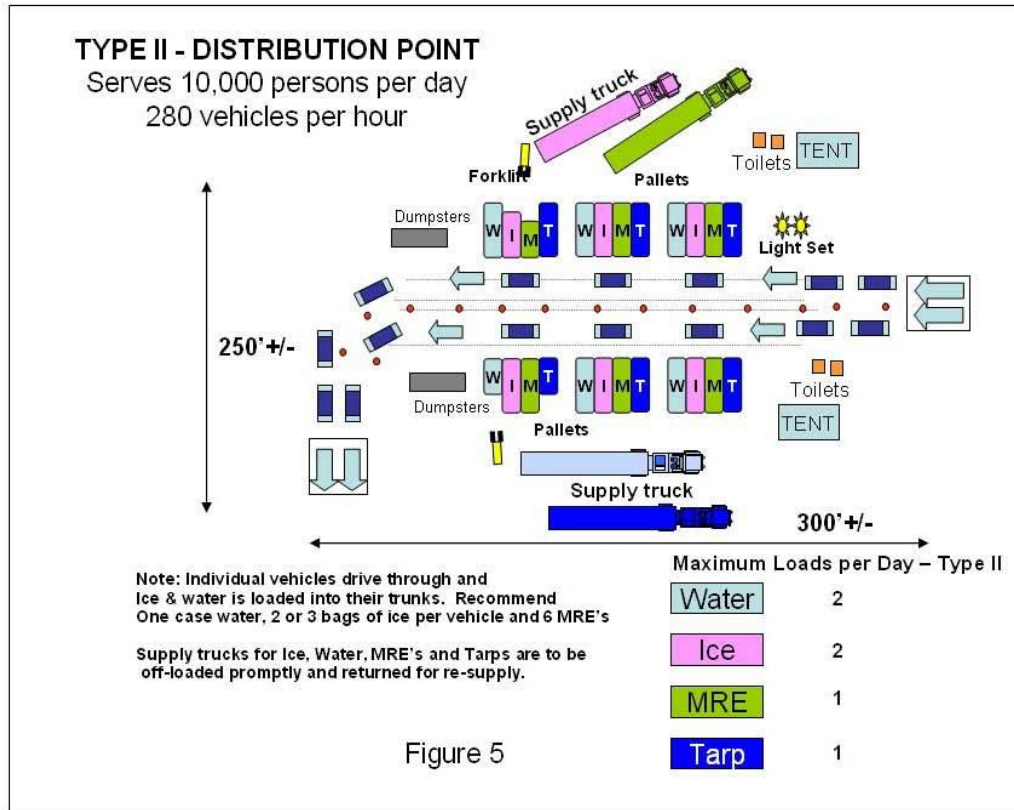


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POD Site Requirements				
Administrative Equipment				
Type		Number	Type	Number
Hardwired Phone		1	Hanging File Box	2
Hardwired Fax		1	Hanging Files	1 box
Laptop		1	Highlighters	1 set
5 KW Generator		1	Clip Boards	6
50 ft. Extension Cords		4	Pencils	4 boxes
8 ft. Tables		2	Pens	2 boxes
Tape		2 boxes	Paper Clips	2 boxes
Binder Clips (lg)		4 boxes	Rubber Bands	1 box
Box Cutter		4	Stapler	1
Phone Message Book		2	Staples	1 box
Eye Protection/Safety Glasses		25	Hard Hats	30
Megaphone		1	Safety Vests	40



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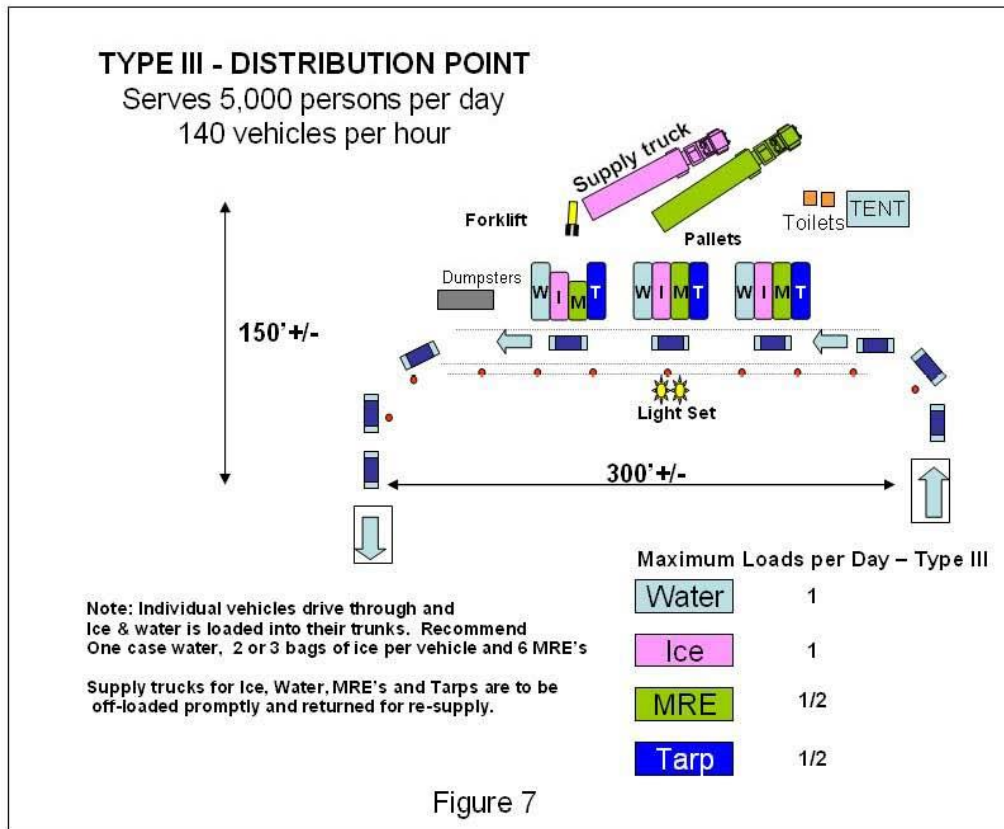


**Type II Distribution Point  
Resources Required**

Type II Distribution Point					
Manpower				Equipment	
Type		Day	Night	Type	Number
Local Responsibility	Team Leader	1	0	Forklifts	2
	Forklift Operator	1	2	Pallet Jacks	2
	Labor	28	3	Power Light Sets	1
	Loading PT	18		Toilets	4
	Back-up Loading PT	9		Tents	2
	Pallet Jacks Labor	1		Dumpsters	2
<b>Totals</b>		<b>30</b>	<b>5</b>	Traffic Cones	15
Others	Law Enforcement	2	1	Two-way radios	0
	Community Rel.	2	0		
<b>Grand Total</b>		<b>34</b>	<b>6</b>		

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**Type III Distribution Point Resources Required**

Type III Distribution Point					
Manpower				Equipment	
Type		Day	Night	Type	Number
Local Responsibility	Team Leader	1	0	Forklifts	1
	Forklift Operator	1	1	Pallet Jacks	1
	Labor	14	2	Power Light Sets	1
	Loading PT	9		Toilets	2
	Back-up Loading PT	4		Tents	1
	Pallet Jacks Labor	1		Dumpsters	1
	<b>Totals</b>	<b>16</b>	<b>3</b>	Traffic Cones	10
Others	Law Enforcement	2	1	Two-way radios	0
	Community Rel.	1	0		
<b>Grand Total</b>		<b>19</b>	<b>4</b>		

Figure 8





# Spartanburg County VOAD

## **VOLUNTEER RECEPTION CENTER**

### **INCORPORATING CITIZEN VOLUNTEERS IN DISASTER & EMERGENCY RESPONSE**

**“If you plan for volunteers they will come – If you don’t plan, they will come!”**

#### **Introduction**

Through participation in the development of Spartanburg County Volunteer Organizations Active in Disaster (SCVOAD) volunteer disaster response during the past year, Spartanburg Emergency Management has embraced the benefits of a planned, systematic and professional approach to incorporating spontaneous, unaffiliated volunteers into disaster response. Patterned after successful volunteer management processes developed by Volunteer Florida, Ohio Citizen Corp and Washington County, SCVOAD tailored the Volunteer Reception Center concept to meet needs identified in Spartanburg.

The Volunteer Reception Center, (VRC), demonstrates the integration of two volunteer categories: unsolicited and unaffiliated volunteers. This integrated VRC will also be the site to process the types of volunteers noted above.

Through the SCVOAD database, on the web at [www.scvoad.org](http://www.scvoad.org), prospective volunteers register online and learn about a variety of disaster-response agencies the training they offer. These volunteers, if unaffiliated, will be notified in the event of an emergency declaration and directed to the VRC.

A unsolicited (spontaneous) or unaffiliated volunteer can become a volunteer registered in the volunteer database upon completion of the registration process at the VRC. Only then will a unsolicited and/or unaffiliated volunteer be authorized to assist disaster response agencies.

Spartanburg VOAD extends special acknowledgement and appreciation to Volunteer Florida for pioneering the concept of a VRC to incorporate unaffiliated volunteers in

## ANNEX 17 (ESF-18)

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disaster response and recovery.

### **Background**

Emergency managers, first responders and leaders of voluntary organizations who respond to disasters know that when a major event occurs, volunteers will come. When this happens, with little planning beforehand, results have often been described as a “disaster within a disaster.”

Why, when such a response indicates good intentions and concern for those affected by a disaster, should this cause such an adverse reaction? The direct answer: emergency management requires planning, control and practice.

Imagine the questions that an emergency manager has that have unknown answers. How many volunteers will come? What skills and training have they had? What if there aren't enough volunteers? What if there are too many? Who will supervise them? What if a volunteer is injured? Which organization is responsible for them? Who feeds or houses them?

Many images come to mind...volunteers wearing sandals at a site littered with nails, splintered lumber and mud; citizens wanting to be trained on site when time and personnel are limited; or too-young students arriving and expecting to be fed as if they were at home. The results can be chaotic; there is no time or place at an active disaster site to incorporate willing but unprepared volunteers. The Volunteer Reception Center becomes the model to process these individuals.

The good news is that, no matter who or how many “they” turn out to be, the procedure for managing disaster volunteers is the same. It is straightforward and logical. It can be used in any size community, with the participation of any combination of community resources, for any type of disaster, no matter how extensive the damage or type of disaster. The process relies on the accepted principles of professional volunteer administration, including registration, personal interviews, agency referral and documentation. On site approved training may be necessary for first-time disaster volunteers.

There are several practical reasons for incorporating a VRC process into an Emergency Operations Plan (EOP) and this has been done with Emergency Support Function (ESF) 18: Donated Goods and Volunteer Services.

1. A VRC provides a specific location, staffed by skilled volunteer managers capable of screening, interviewing and referring citizens in a professional manner.
2. Though many are first-time disaster volunteers, they bring with them a wide range of skills and professional training, which is often in short supply after a catastrophic event.
3. Documentation of volunteer service permits a dollar value to be placed on donated

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- services, contributing to required matching funds for reimbursement purposes.
4. The VRC encourages collaborative planning and implementation on a county and/or regional basis to meet first responders needs, contributing to a positive public perception of cooperation on mutual concerns.

### **BEFORE A DISASTER OCCURS**

#### **Create a Strong Local Network**

Spartanburg County is a unique environment with its own assemblage of emergency management positions and volunteers. Each municipality also has its own distinct array of non-governmental resources, traditional response agencies and one-of-a-kind organizations. From these resources, Spartanburg has the capacity to register and refer disaster response volunteers in the event of a disaster and to develop a network of companies and not-for-profits which will provide for the basic needs of those volunteers.

The organization engaged to coordinate Spartanburg County's use of citizen volunteers will be referred to here as SCVOAD (Spartanburg County Volunteer Organizations Active in Disaster).

Regardless of what organization is engaged to take on various responsibilities, familiarity with the missions and staffs of local not-for-profits and experience as a collaborator will be extremely valuable.

It is important that the Spartanburg County Office of Emergency Management (SCOEM) and SCVOAD establish regular communication to ensure mutual understanding of SCVOAD's responsibilities, the required chain of command and the procedures by which responsibilities will be carried out.

**Responsibilities of SCVOAD:** SCVOAD will designate a staff or association/organization member to serve as the **VRC Coordinator**.

#### **Build a Community Network**

The VRC Coordinator will regularly attend SCVOAD meetings. The VRC Coordinator educates SCVOAD members and organizations about the Volunteer Reception Center processes used to refer volunteers.

SCVOAD will help identify anticipated disaster volunteer needs for unaffiliated volunteers. This is a communications tool that enables SCVOAD to learn what tasks are appropriate for various types of volunteer groups, what training will be necessary and what limitations are expected.

SCVOAD builds a network of civic, fraternal, and other groups, encouraging their

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groups to participate in the SCVOAD process. The objective is to reduce the number of unsolicited/spontaneous, unaffiliated volunteers. For example, promoting Community Emergency Response Team (CERT) training to members of a fitness club means that these volunteers would be already registered, referred and trained prior to a disaster situation. In other words, they are now affiliated volunteers!

### **Develop and Practice a Volunteer Referral Plan**

The VRC Coordinator will develop a volunteer referral plan and gather the supplies needed to open a Volunteer Reception Center. The coordinator, in cooperation with the SCOEM, have found several locations suitable for housing the VRC. They will arrange sources and transportation of needed equipment, including emergency communications such as the Amateur Radio Relay League members, and recruit and train volunteer staff to help operate the Center.

### **Arrange to Transport Volunteers**

Volunteers may be asked not to drive their own vehicles into impacted areas for security and safety reasons. The VRC Coordinator works with SCOEM to develop a plan to transport volunteers from the VRC to the worksites.

Suggestions include school transportation resources or public transportation. Churches or charter companies may also donate the use of their buses. Memoranda of Understanding (MOU) will be developed in advance including coverage of important issues such as liability and reimbursement for use or costs of supplies.

### **Develop a Public Information Plan**

In partnership with SCOEM and following approved National Incident Management System, (NIMS) and Incident Command System, (ICS) protocol, SCVOAD will contribute information to the public information plan outlining known disaster volunteer needs. The plan may include writing press releases in advance for quick editing and dissemination to SCOEM, and then to local and regional media.

At the time of an actual disaster, specific information regarding the establishment of a VRC, its' location and other pertinent details must be approved by Incident Command and/or other disaster officials. This plan will also alert the community to what resources are not needed. It is very important that public information is handled through ONE voice only and at the request and under the guidance of emergency management. Prior to a disaster, a written MOU with a local phone company for a complimentary toll-free number and additional service installed at the VRC will take place. Consider what electronic communication needs may be required, including internet access or other online services.

The Public Information Officer for the VRC will attend periodic briefings by SCOEM on the status of response and recovery as it impacts the operation of the Volunteer Reception



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Center. Most public information requests will be diverted to the EOC when the Joint Information Center (JIC) will address all issues and concerns.

### **Engage the Business Community**

Working in cooperation with various local community agencies, the SCVOAD will engage local businesses in planning to donate goods and services to future response and recovery efforts. A particular focus of the SCVOAD will be to secure contingency agreements for supporting VRC volunteer needs. These could include shelter for SCVOAD volunteers in local or nearby hotels/motels, or school facilities, donated meals for the VRC staff, etc.

### **Develop Mutual Support**

SCVOAD will provide invaluable support to the local first responder community. It is important to remember that SCVOAD, via Emergency Management, may operate with a budget consisting primarily of restricted funds – funds allocated or granted to the organization to be used for specific purposes. In addition, it's important to remember that SCVOAD is an organization composed of independent members. Therefore, not only will SCVOAD provide assistance, but the following agencies also that comprise SCVOAD will lend their expertise and resources to the VRC Initiative:

### **SCVOAD: Partners:**

1. American Red Cross - Piedmont Chapter
2. Community Emergency Response Team (CERT) -Congregational Nursing Program
3. Medical Reserve Corp
4. Mobile Meals Service of Spartanburg
5. Southern Baptist Disaster Relief Association
6. Spartanburg Salvation Army
7. The Church of Jesus Christ of Latter-Day Saints
8. United Methodist Committee on Relief
9. United Way of the Piedmont

### **SCVOAD: Associate Partners:**

1. Spartanburg County Government
2. City of Spartanburg Spartanburg
3. Spartanburg Technical College

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### 4. USC-Spartanburg

#### **Place a Value on Work Done by Volunteers**

In the event FEMA declares a disaster and the Public Assistance program is open to local government applicants, local governments may have a fund-matching requirement. Work done by local government employees or contractors can be used to match available federal funds. Likewise, properly documented work done by volunteers can be used to meet the matching requirement. For this time to be allowable as a matching contribution, a local government will apply a labor rate to each type of volunteer work that is similar to the rate that a local government employee would be paid, including fringe benefits, for the same or similar work, or the customary rate for that work if done by contractors in the local labor market.

Reference: 44 Code of Federal  
Regulations (CFR)  
Section 13.24 FEMA  
Donated Resources  
Policy # 9525.2

#### **Plan Proper Documentation for Reimbursement**

Local governments that keep accurate records of the volunteers, their hours, and the types of disaster assistance work done by volunteers have been successful in counting those contributions toward the local match for FEMA eligibility. Developing a system for recording and maintaining the needed information is the crucial first step to success. All local government personnel who will be supervising volunteers will be trained on the importance of thoroughly documenting the hours and types of work done by volunteers.

Document all training, expenses and time donated. All VRC staff will be made aware of the need to maintain accurate documentation of their activities, including training provided to volunteers, expenses incurred through the disaster relief efforts and time and skills donated by Citizen Corps volunteers.

It is important for VRC staff to provide safety briefings and, when appropriate, specific job training to all volunteers. Volunteers who wish to register on the database must complete the training required by SCVOAD.

#### **Select Sites**

The SCVOAD, in concert with the VRC Manager and SCOEM, will select, examine and plan for sites in several different parts of the county. Set up, organize and practice a staff training exercise at each site. A signed Memo of Understanding (MOU) covering each facility's use will be prepared by the authorized official and signed by the appropriate

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officials.

Space needs for the volunteer registration process at the VRC is only one consideration. When determining a suitable site, several additional questions need to be answered. What supplemental space will be required to continue operations for several days – or weeks? What support facilities need to be considered? Where will volunteers eat? How will food be supplied and prepared and by whom? Are bathrooms and showers available and equipped? Is there any quiet space available for cots for volunteers and staff to rest between shifts? What is the parking situation? How secure is the facility? Is there auxiliary power? Are telephones available? Is there a loading dock? In this era of wireless communication, is there Internet access? High schools have many of these features – but would one – or more – be available? Lower grade level facilities may be available but not be sized and comfortable for adults to use.

Upon receiving instructions from SCOEM, SCVOAD will prepare to process volunteers at the site(s) designated by SCOEM. To minimize traffic, confusion and congestion, these sites may be several miles from the impacted area. Currently, Emergency Management has three locations designated for a Volunteer Reception Center (one primary - two alternates - verbal confirmation - in the process of creating an MOU).

### **Primary:**

Spartanburg First Presbyterian Church 393 E Main St - Spartanburg, SC 29302 Contact: Charles Gnerlich 864-583-4531 - 864-583-3050 (Emergency Contact)

### **Alternate Locations**

St Johns Lutheran Church 415 South Pine St - Spartanburg, SC 29302 Contact: Carrie Gillespie 864-583-8167, 864-541-7613 (Emergency Contact)

High Point Academy 6655 Pottery Rd - Spartanburg, SC 29303 Contact: 864-316-9788

The VRC Schematic is a generic flow chart, not a blueprint. It is intended to demonstrate a reasonable flow of activity in a logical and sequential manner. The VRC may occupy one, two or three rooms; may have a central area for seating; may have one – or more – entrances. The design is deliberately flexible to permit the most efficient methods to integrate the registration process for all categories of response volunteers.

### **Plan Supplies & Equipment for VRC**

Determine what supplies are needed and where they can be safely stored and easily accessed. These include signage, forms tailored for specific needs, and equipment that

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will work if the disaster has affected power. Prepare a VRC “Go Box” for operating a VRC on short notice. At the VRC training, instruct prospective staff to prepare a “Go Box” that would have 72 hours of personal supplies, emergency food and water, and safety equipment available to “grab and go” in the event of rapid deployment.

### **Plan for Risk Management**

SCVOAD requires all registered volunteers to sign a **Release/Waiver of Liability Form** prior to advancing to the Interview Area. Information related to a registered volunteer’s specific responsibilities, assignments, deployment, and readiness status and a registered volunteer’s personal contact information, medical information, and family information is not public record.

County officials, county emergency management staff, SCVOAD, volunteer organizations and volunteers may inquire about their liability should the volunteer injure a third person, damage property or become injured themselves in the course of volunteering. Generally, if the volunteer was properly licensed or certified and appropriately registered (through the VRC); was acting within the scope of his/her responsibilities; and was not acting willfully, maliciously, intentionally, the volunteer will not incur liability either for themselves, SCVOAD, or the county for which they are volunteering.

There are several laws that offer volunteers protection from liability. First is the Volunteer Protection Act of 1977, (Public Law 105-19, 42 United States Code Section 14501, et seq.)

Second, there are a variety of Good Samaritan laws that provide limited immunity for persons offering emergency medical care at the scene of an accident or emergency. Some provisions apply to specific volunteer groups and may provide additional protection for specific types of volunteers.

Third, some organizations such as the American Red Cross may enjoy additional immunity or may be insured for the activities of its volunteers. All volunteer organizations and volunteers should look to their specific situations to determine what, if any, immunity provisions or insurance benefits are available to them and plan accordingly.

Lastly, volunteers may choose to purchase additional insurance themselves.

Volunteers may agree to make any claims for injuries to themselves through their own medical insurance carrier. If this is the case, appropriate notation of this should be made so the county is protected from liability.

Each volunteer organization will have to determine how, if at all, it will protect its volunteers. This decision must be coordinated with the county, through the county emergency management agency.

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### **Plan Trainings & Exercises**

The VRC Director, with the VRC Assistant Director, in cooperation with SCOEM, will; plan instructional trainings and hands-on exercises to practice and evaluate the operation of the Volunteer Reception Center process.

Volunteers recruited as staff for a local Volunteer Reception Center will participate in a training to learn about the process and the specific functions that are involved in that process. The first half of the training focuses on position descriptions, the duties that each station entails, the chain of command through Teams and the importance of documentation throughout the process.

Volunteers are divided into two groups for the second half of the training. Individuals in one group are assigned roles: unsolicited volunteers, and unaffiliated volunteers arriving at the Center to be processed. The other group serves as VRC Staff assigned to specific functions at the Center. Midway through the training, the groups change roles. This provides the trainees the opportunity to see the process from both sides. The VRC Trainers, having outlined the process at the start of the session, serve as observers during the hands-on segment.

The conclusion of the training is reserved for answering questions, registering volunteers participating in the training, and an evaluation of the session.

Volunteers, trained to be VRC staff and registered in the database, are now prepared to participate in an actual exercise to practice standing up and operating a functional VRC in a timely manner. An exercise simulates a specific scenario such as an immunization clinic or a regional flooding situation. The ideal setting would tie the exercise into a planned local event that would require an operational VRC. The primary objective is to practice to be at the ready when activated by Emergency Management in the case of a real emergency.

Evaluating the importance of the VRC and the role of citizen volunteers is an integral part of trainings and exercises. Prior to the event, VRC Trainers determine what aspects to evaluate. The following suggested topics provide opportunities for participants to determine what information they derived from the experience. Their comments and opinions also contribute to future trainings and exercises.

1. Determine the purpose, objectives and expected outcomes for the specific event.
2. Determine the type of exercise you are staging; tabletop drill, lecture, or full scale set up.
3. Target your intended audience.
4. Create an evaluation form that reflects the scope of the exercise, asking each participant if the purpose and objectives were met and added information to their experience.

### **After Action Report (AAR)**

Following the event, the planning group reviews the participants' evaluations and

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considers the results in light of the planning criteria. The resulting assessments produce an After-Action Report, (AAR.) This report includes accolades for what went right, and reasonable recommendations for raising the standards in areas needing improvement. The report is then forwarded to the appropriate agencies/

**AFTER THE DISASTER**

***Volunteer Reception Center Activation Protocol***

Upon receiving instructions from the *EOC* the *Volunteer Reception Center* will prepare to process spontaneous volunteers at the Spartanburg First Presbyterian Church. Several staff and volunteers will be trained to set up the VRC in case it becomes necessary.

The Volunteer Reception Center will begin processing and referring volunteers as soon as possible after key staffing positions are in place, and the first volunteers and first requests for volunteer assistance arrive. The process will include: registering and interviewing volunteers to determine their availability, skills, abilities and limitations; referring each volunteer to a specific assignment at a requesting agency – job, date, time and location; providing identification badges and assignment bracelets for each referred volunteer; and providing a basic safety briefing.

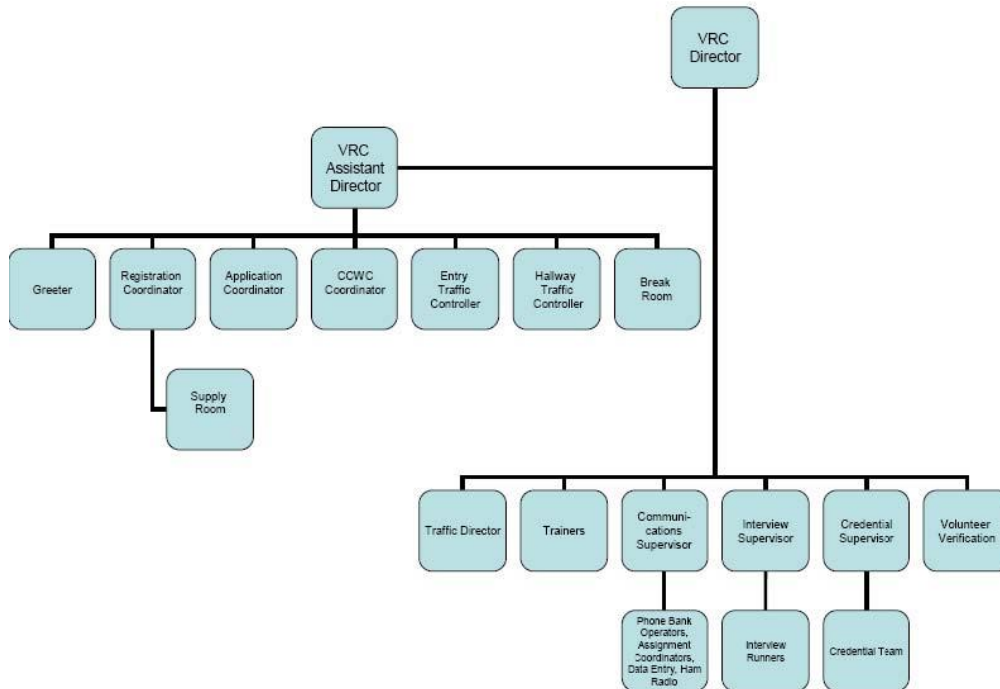
The setup of the Volunteer Reception Center can expand and contract as volunteer staff are in place to accommodate the number of volunteers coming to be assigned. The fundamental staff members needed to open the VRC: a director, an interviewer, a phone bank operator, one credentialing team, a trainer and a traffic controller. As additional VRC staff are identified and trained, the VRC can expand.

Record keeping in every aspect of the VRC will be a priority. All training, expenses and time donated will be documented. All VRC staff will be made aware of the need to maintain accurate documentation of their activities, including training provided to volunteers, and supply expenses incurred.

The opening of a Volunteer Reception Center is premised on one or more Memorandum(a) of Understanding adopted by the Office of Emergency Management and the Volunteer Center prior to the emergency. The agreement details facilities management, security, access to technology, authority, expense reimbursement policy and documentation required.

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Volunteer Reception Center Organizational Chart





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### **Support Functions**

Other areas shown on the Volunteer Reception Center Floor Plan house necessary staff and functions that do not deal in person with spontaneous volunteers. These are outlined below:

#### **Greeter**

The Greeter manages all traffic flow into the Public Agency Center. The Greeter invites volunteers to step forward, directs volunteers to register at the registration table, and give the volunteers their set of instructions (Appendix X).

#### **Phone Bank**

The critical function of the Phone Bank Operators is to take and return calls from organizations needing volunteers. Each call requesting volunteer needs is logged onto a Request for Volunteers Form (Appendix XIII). Calls are made back to the requesting agency to communicate assigned volunteer names, shifts and job assignments back to those organizations. Outgoing calls are made to activate special skill volunteers to meet specialized needs. After reporting the volunteers referred on a completed assignment sheet, initial the sheet and give to Data Entry Coordinator.

#### **Assignment Area**

The Assignment Coordinators receive the Request for Volunteers Forms from the Phone Bank Operators, organize them and post them on the Assignment Wall.

#### **Data Entry**

Data Entry Staff enters data from all the sources in the Volunteer Reception Center into computer databases and records – i.e., Request for Volunteers Forms, Volunteer Registration Forms, volunteer sign in lists, VRC staff sign in and sign out forms, completed assignment lists and supply check out forms. All entered forms are filed.

#### **Supply Area**

This area will be located in a room that can be secured and will be accessed only by VRC supervisors with a key checked out at the registration area.

#### **Runners**

Runners are integral to the smooth operation of the assignment of volunteers. Any interviewer completing a volunteer referral raises a small flag to summon a Runner. Runners post assignments of volunteers on the Assignment Wall, and take completed assignment sheets to phone bank operators.

#### **Traffic Controllers**

Traffic Director is stationed in the middle of the Volunteer Reception Center to guide volunteers from the Interview Area to the Training Area. Entry Traffic Controller is stationed by the main entry door to the Volunteer Reception Center. This person calls volunteers as spaces open in the interviewing Area. The Hallway Traffic Controller is stationed by the hall door. This person calls volunteers into the credentialing area as spaces open.

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### **Staff Break Area**

A break area will be established for VRC staff to take short breaks.

### **Media Room**

All media are directed to the EOC.

### **Public Information**

The Public Information Officer at the EOC is the only staff member to make statements to the media about the center's operation. All information will be approved by the VRC Director and coordinated with the EOC prior to dissemination.

### **Procedures**

EOC will direct the opening of the Volunteer Reception Center. EOC will direct the handling of donations. EOC will manage all public information flow. EOC will determine whether or not credential badges are to be created for each assigned volunteer. EOC will determine open hours of the Volunteer Reception Center.

Procedures for documenting the hours and the type of work done by each volunteer will be determined jointly by the EOC, the Volunteer Reception Center, and the county budget department, to ensure the maintenance of all information required to support a FEMA reimbursement application.

Count on all VRC staff to train their replacements.

Staffing needed to Open a Volunteer Reception Center (7)		
VRC Director	Interviewer	Phone Bank Operator
Credentialing Team x 2	Trainer	Traffic Controller

### **Staffing the Full Volunteer Reception Center:**

As Volunteers fill VRC roles, the VRC will expand. Positions will first be filled in the Telephone Bank Operators area, then Interviewers, then Traffic Control, then Registration. At startup some volunteers will fill 2-3 roles. As the VRC staffing expands, each volunteer will fill a single role.

Staffing Required for full Volunteer Reception Center Operations:		
VRC Director	VRC Assistant Director	Greeter
Registration Coordinator (2)	Application Coordinator	CERT Coordinator
Traffic Controller (4)	Interview Supervisor	Interviewers (9)
Runners (3)	Traffic Director	Communications Supervisor
Phone Bank Operators (3)	Assignment Coordinator (3)	Data Entry
Ham Radio	Trainers (3)	Credential Supervisor
Credentialing Team (8)	Volunteer Verification (2)	ID Distributors (2)

**APPENDIX 1**

**GLOSSARY OF ACRONYMS USED IN THIS MANUAL**

**AAR** After Action Report

**EOC** Emergency Operations Center

**EOP** Emergency Operations Plan

**ICS** Incident Command System

**MOU** Memorandum of Understanding

**SCOEM** Spartanburg County Office of Emergency Management

**SCVOAD** Spartanburg County Volunteer Organizations Active in Disaster

**FEMA** Federal Emergency Management Agency

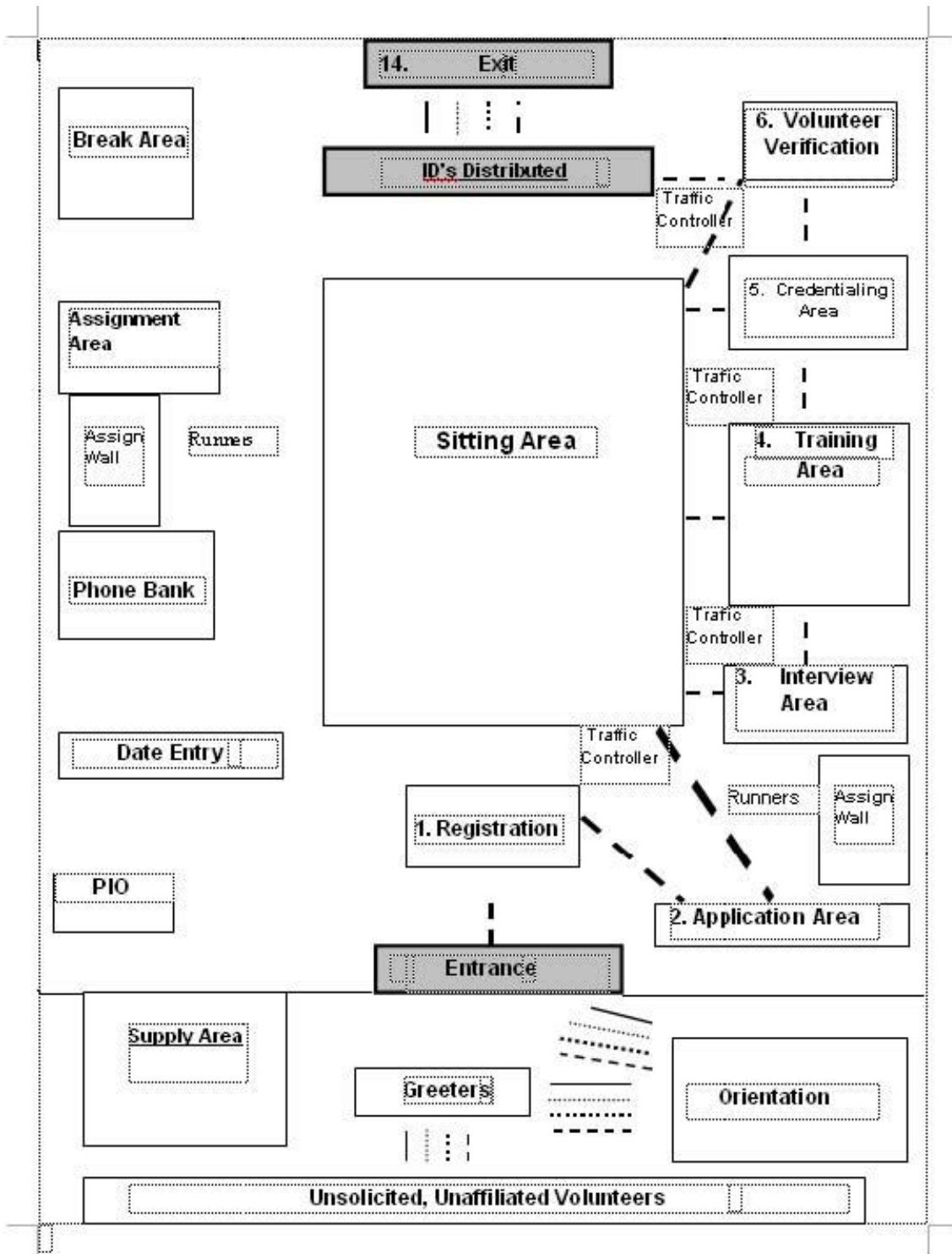
**Disaster/Hazard** -For the purposes of this agreement, a disaster/hazard is defined as an occurrence such as a tornado, hurricane, storm, earthquake, drought, fire, or other similar situation that causes human suffering or creates catastrophic human needs that First Responders cannot alleviate without volunteer assistance.

**Unaffiliated Volunteer** - An unaffiliated volunteer has taken the time to register on the SCVOAD website. Therefore, they are notified by Spartanburg County when a disaster/emergency strikes. These individuals have provided much of the information requested in the interview process. Therefore, their VRC experience might not be as time consuming as an unsolicited volunteer. However, while registered, these individuals have chosen not to join any disaster response agency, therefore they are unaffiliated.

**Unsolicited Volunteer** - An unsolicited volunteer, better known as a spontaneous volunteer, responds to emergencies without officially being activated by any formal agency. The skill sets of these volunteers will vary. If allowed to self-deploy, without any guidance (purpose of the VRC), unsolicited volunteers can become a huge hindrance. If guided through the VRC process, they can become an asset to response efforts.

**Volunteer Reception Center:** The Volunteer Reception Center is the place where all needs for help and all offers of help are matched for a declared emergency response in Spartanburg County. The VRC works under the supervision of the Emergency Operations Center to ensure the smooth assignment and flow of volunteer help to areas where help is most needed.

ANNEX 17 (ESF-18)



## **ANNEX 19 (ESF 19)**

### **MILITARY SUPPORT**

**PRIMARY:** Emergency Management Military Liaison Officer

**SUPPORT:** South Carolina National Guard; Civil Air Patrol; South Carolina  
Emergency Management Division, SC State Guard

#### **I. GENERAL**

##### **A. Introduction**

The South Carolina National Guard and other Department of Defense agencies may provide military support to Spartanburg County in times of a threatened or actual major emergency or catastrophic disaster. South Carolina National Guard and DOD support will be requested by the Spartanburg County Emergency Management Coordinator through the SEOC.

##### **B. Authority**

Spartanburg County Ordinance Number 333, dated December 18, 1985

##### **C. Organization**

The County Emergency Management Military Liaison Officer will be designated by the South Carolina Adjutant General's Office of the South Carolina National Guard. This individual will coordinate with their Department of Defense counterparts in those services sent to assist with the recovery process. All agencies will follow their own chain of command. Requests for assistance will be coordinated with the state and federal coordinating officers appointed at the time of the emergency/disaster. The State Coordinating Officer will coordinate with the Federal Coordinating Officer regarding the missions assigned to the DOD/Defense Coordinating Officer (DCO).

#### **II. SITUATION**

Spartanburg County is subject to emergencies/disasters (natural, man-made, technological, and acts of terrorism) that could result in the need for military resources and support. While Spartanburg County has the capability and adequate resources to meet routine day-to-day needs, a major emergency or catastrophic disaster could tax these resources, resulting in the need for military support.

#### **III. MISSION**

To provide a liaison for military support, including homeland defense/security, for Spartanburg County in times of a major emergency or catastrophic disaster.

#### **IV. CONCEPT OF OPERATIONS**

A. Upon activation of the Spartanburg County EOC, the Spartanburg County Emergency Management Coordinator may request through the SEOC a liaison officer from the South Carolina National Guard to serve as the Military Liaison (ESF-19) Coordinator in the Spartanburg County EOC.

B. All ESF-19 personnel will be trained on the principles of the National Incident Management System (NIMS) and Incident Command and integrate those principles into all ESF-19 planning and response operations.

## **ANNEX 19 (ESF 19)**

### **MILITARY SUPPORT**

- C. Local National Guard units may not be available to offer assistance during an emergency/disaster.
- D. DOD forces from outside Spartanburg County which are assigned to help will need to be tasked on a mission type basis according to their function or specialty area.

#### **V. ESF ACTIONS**

##### **A. Pre-Disaster Phase**

1. Attend periodic planning meetings, training, and exercises as necessary.
2. Develop ESF-19 specific operational disaster response plans, SOP's, and supporting documents.
3. Ensure the Spartanburg County Emergency Management Coordinator and other supporting agencies are apprised of changes in the agency's mission, personnel changes, and/or changes in emergency contact information.
4. Review the Spartanburg County EOP, and SOP's to ensure familiarity with the information and maintain a high level of coordination capability.
5. Designate personnel who will stand shift duty at the Spartanburg County EOC as part of ESF-19 under the guidance of the EOC Manager.

##### **B. Disaster Phase**

1. ESF-19 will be activated at the request of the Spartanburg County Emergency Management Coordinator through the SEOC as required by the emergency or in the anticipation of an event.
2. As the situation develops, ESF-19 will coordinate with the EOC Manager to determine EOC operational status and the requirement for shift coverage.
3. Provide SITREPS as required.
4. Maintain liaison with ESF-19 in the SEOC.
5. Maintain individual agency logs, and records of actions and expenses incurred supporting the assigned missions.
6. Ensure field units represented by ESF-19 report damages in the assigned work areas not previously noted by damage assessment teams.
7. Maintain communications with field units.
8. Develop a demobilization plan in anticipation of the transition to the recovery phase as requested by the Spartanburg County EOC Manager.

##### **C. Recovery Phase**

1. Continue assigned missions in support of local law enforcement, SAR, damage assessment, debris removal, transportation services, medical support, warehouse operations, and other agencies as required.

**ANNEX 19 (ESF 19)**  
**MILITARY SUPPORT**

2. Notify the Spartanburg County EOC Manager of any unmet needs, communications requirements, or other issues.
3. Coordinate demobilization of ESF-19 resources.
4. Recommend changes to plans and SOPs based on lessons learned.
5. Participate in After Action Report writing and critiques.

**VI. ADMINISTRATION AND LOGISTICS**

A. Administration

Initial situation reports should be given to ESF-19 coordinator or his/her representative as soon as practicable. Report will be submitted to the Spartanburg County Emergency Management Coordinator for analysis.

B. Logistics

ESF-19 will utilize existing resources. Additional resources, supplies, and manpower will be requested through the SEOC. ESF-19 will utilize and track supplies, operational aids, and transportation assets under control of their organizations.

**VII. DIRECTION AND CONTROL**

- A. When conditions warrant activation of the Spartanburg County Emergency Operations Center, coordination of ESF-19 activities will be under the direction and control of the Spartanburg County Emergency Management Coordinator and will be conducted from the Spartanburg County EOC.
- B. The Spartanburg County Emergency Operations Center is located at 175 Community College Dr., Spartanburg SC 29303

**VIII. ANNEX MAINTENANCE**

- A. The ESF-19 Coordinator is responsible for the revision, update, and maintenance of this annex.
- B. This annex will be reviewed and revised on an annual basis. After each exercise or actual emergency, this annex will be reviewed and updated as necessary. Any changes made will be highlighted.

ANNEX 23 (ESF 23)  
DAMAGE ASSESSMENT

PRIMARY: Spartanburg County Tax Assessor

SUPPORT: Spartanburg County Office of Emergency Management; Spartanburg County Planning Department; Spartanburg County Auditor; Spartanburg County Public Works; Spartanburg County Engineering.

**I. GENERAL**

A. Purpose

1. To provide coordination and deployment of all damage assessment personnel in Spartanburg County during any disaster situation, whether from natural, man-made or technological origin.
2. To provide damage reports to the South Carolina State Governor, who may proclaim an emergency or disaster and request federal disaster assistance in the form of a Presidential Declaration.
3. To provide the citizens of Spartanburg County personal safety and property protection during any disaster should it be from severe weather, natural or technological accident or incident within the county boundaries.

B. Authority

1. Spartanburg County Ordinance Number 333, dated December 18, 1985
2. Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended
3. South Carolina Recovery Plan

C. Definitions

Damage Assessment – An assessment performed that determines an estimate cost to replace and/or repair equipment and determine an estimate of property loss. Damage assessment includes developing a cost estimate of damage and determining the habitability of homes and businesses affected by the incident.

Damage Assessment Team – Those personnel designated to assess and document the damage to an area following a disaster.

Critical Services - All power, water, sewer, communications, emergency medical, fire, rescue, law enforcement, and local government services.

Control Area – The area that has received property damage.

Initial Damage Assessment – An assessment performed by the Damage Assessment Team(s) which will gather information that will aid the Governor in requesting federal disaster aid. Reports should be submitted to the Spartanburg County Emergency Operations Center within 48 hours of the incident.

Rapid Needs Assessment – Focuses on life safety, hazards and critical needs within the first 12 hours of the incident. This assessment happens during the response phase and is conducted by initial responders such as Fire, Law Enforcement, and Emergency Medical Services.



ANNEX 23 (ESF 23)  
DAMAGE ASSESSMENT

D. Organization

The Spartanburg County Tax Assessor is designated as Coordinator of ESF-23 and is responsible for all damage assessment activities.

**II. SITUATION**

- A. Natural or man-made disasters may occur in Spartanburg County at any time and cause varying degrees of damage and destruction. A damage assessment program is essential in a disaster situation to evaluate the estimated cost of damages and/or loss to property and business and identify the unmet needs of victims.
- B. Immediately following a disaster, there may be significant damage throughout Spartanburg County. Determining the extent and location of damage is critical to recovery. It is also necessary to determine the extent of damage within the county so the appropriate level of disaster declaration may be made, and the appropriate level of assistance requested.
- C. Damage Assessment is the first step in recovering from disasters. Early damage assessment is necessary for life-saving actions and identifying resources needed from local, state, and federal government.
- D. The initial damage assessment report is required to define the type of disaster and general magnitude of damages expressed in estimated cost and requirements for State assistance.

**III. MISSION**

To determine the extent of damage following a disaster within Spartanburg County so the appropriate level of disaster declaration may be made, and the appropriate level of assistance requested.

**IV. CONCEPT OF OPERATIONS**

- A. The Spartanburg County Tax Assessor's Office is responsible for the coordination of all ESF-23 administrative, management, planning, training, preparedness, mitigation, response, and recovery activities to include developing, coordinating, and maintaining the ESF-23 Annex and any standard operating procedures regarding Damage Assessment.
- B. All ESF-23 supporting agencies will assist the Spartanburg County Tax Assessor's Office in the planning and execution of the above.
- C. All ESF-23 personnel will be trained on the principles of the National Incident Management System (NIMS) and the Incident Command System. These principles will be integrated into all ESF-23 planning and response operations.
- D. Damage Assessment activities will be coordinated and directed from the Spartanburg County Emergency Operations Center. The Damage Assessment Team will be activated at the direction of the Emergency Management Coordinator or his/her designee and will assemble at the EOC as soon as possible.
- E. The Spartanburg County Emergency Management Coordinator or designee will designate the areas to be surveyed and establish priorities for the collection of damage assessment data.

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DAMAGE ASSESSMENT

- F. The Spartanburg County Tax Assessor’s Office will provide overall leadership of ESF-23 during all Spartanburg County EOC activations involving damage assessment activities. The tax assessor will serve as the primary advisor to the Spartanburg County Emergency Management Coordinator concerning all damage assessment activities and findings.
- G. Any additional assistance needed to collect the required data will be requested through the Spartanburg County Emergency Operations Center.
- H. Photographs and sketches will be used whenever practical to validate the written or computerized reports via Palmetto Damage Assessment Software.
- I. The Damage Assessment Team will coordinate their collection effort with representatives from Duke Energy, Broad River, Laurens Electric, AT&T, and other utilities as needed.
- J. Immediately following the disaster, first responders in the damaged areas will conduct a Rapid Needs Assessment. This will be reported to the Spartanburg County Emergency Management Coordinator, who will in turn report it to the South Carolina Emergency Management Division. The initial report will be followed by a more formal preliminary damage assessment conducted by the Spartanburg County Damage Assessment Team.
- K. Damage Assessment Sequence of Events
  1. Occurrence of disaster event
  2. Response by local government and voluntary agencies
  3. Rapid needs assessment
  4. Local Initial Damage Assessment
  5. Determination of needs
  6. Local government request for State assistance
  7. Governor’s declaration
  8. State assistance
  9. Federal/State Preliminary Damage Assessment
  10. Governor’s request for Federal Declaration, which entitles the state to federal assistance
  11. Federal Declaration by the President

**V. ESF ACTIONS**

- A. Pre-Disaster Phase
  1. Spartanburg County Tax Assessor
    - a. The Spartanburg County Tax Assessor is Coordinator of ESF-23 and designated as the chief of the Damage Assessment Team.
    - b. Identify, train, and assign Tax Assessor’s Office personnel to staff ESF-23 in the Spartanburg County Emergency Operations Center.
    - c. Recruit and assemble Damage Assessment Team members.

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DAMAGE ASSESSMENT

- d. Develop a training program for Spartanburg County Damage Assessment Team members.
  - e. Train Damage Assessment Team members in all facets of damage assessment operations.
  - f. Maintain current notification/recall rosters for Damage Assessment Team members.
  - g. Develop and coordinate a Standard Operating Procedure to maintain and deploy damage assessment assets during an emergency/disaster.
  - h. Identify resources to support and assist with ESF-23 activities.
2. Spartanburg County Emergency Management Coordinator
- a. Provide Damage Assessment Kits that will be distributed to the Damage Assessment Teams. The kits consist of an iPhone/Tablet or its equivalent and the ability to access the Palmetto Damage Assessment Software.
  - b. Ensure all ESF-23 personnel integrate NIMS principles in all planning. All ESF-23 Personnel will complete all required NIMS training, as outlined in Department of Homeland Security (DHS) training guidance.
  - c. Provide guidance in the development of the damage assessment SOP.
  - d. Develop required damage assessment forms and reports. Coordinate with the South Carolina Emergency Management Division Recovery and Mitigation section for the most current forms.
  - e. Participate in all ESF-23 exercise and training sessions.
  - f. Identify personnel to assist the damage assessment teams in the field, such as CERT Damage Assessment trained volunteers.
  - g. Conduct Damage Assessment Team Training. Ensure all team members attend. Training will include:
    - 1) Define and explain the damage assessment process.
    - 2) Explain the purpose of the initial and follow-up damage assessments.
    - 3) Explain the different types of Damage Assessments: Fly-over, Windshield Survey, and Walk-Through.
    - 4) Hands-on training filling out Damage Assessment forms.
3. Spartanburg County Planning
- a. Provide personnel to serve as members of the Spartanburg County Damage Assessment Team.
  - b. Participate in ESF-23 exercises and training.
  - c. Identify potential problem areas such as areas subject to flood, hazardous materials incidents, etc.
4. Spartanburg County Public Works

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- a. Provide personnel to serve as members of the Spartanburg County Damage Assessment Team.
  - b. Participate in ESF-23 exercises and training.
  5. Spartanburg County Engineering
    - a. Provide personnel to serve as members of the Spartanburg County Damage Assessment Team.
    - b. Participate in ESF-23 exercises and training.
  6. City of Spartanburg
    - a. Provide personnel to serve as members of the Spartanburg County Damage Assessment Team.
    - b. Participate in ESF-23 exercises and training.
- B. Disaster Phase
1. Spartanburg County Tax Assessor
    - a. Responsible for coordination and managing all damage assessment reports.
    - b. In coordination with the Spartanburg County Emergency Management Coordinator, will determine the number of damage assessment teams needed based on the area of damage.
    - c. Brief Damage Assessment Team(s):
      - 1) Explain the Initial Damage Assessment.
      - 2) Issue Damage Assessment Kits.
      - 3) Explain what teams are looking for.
      - 4) Assign Damage Assessment Teams to damage areas reported during the Rapid Needs Assessment.
      - 5) Establish time frame to begin and end assessment. Establish check in intervals for teams to provide a progress report to the EOC.
      - 6) Consolidate the initial and subsequent damage assessment reports from the damage assessment teams into a consolidated Damage Assessment Report and forward to the Spartanburg County Emergency Management Coordinator.
  2. Spartanburg County Emergency Management Coordinator
    - a. Direct the Damage Assessment efforts from the Spartanburg County Emergency Operations Center.
    - b. Forward information from the consolidated Damage Assessment Report received from the Spartanburg County Tax Assessor to the South Carolina Emergency Management Division.
    - c. Coordinate with the American Red Cross Damage Assessment Teams to ensure that all damages and losses are reported.

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DAMAGE ASSESSMENT

- d. Keep Spartanburg County Administration briefed on damage assessment progress.
  - e. Notify Damage Assessment Team members utilizing available communications resources.
  - f. Provide for the well-being of Damage Assessment Teams in the field.
3. Spartanburg County Planning
- a. Provide trained personnel to perform damage assessment responsibilities.
  - b. Support operations both in the field and at the Spartanburg County Emergency Operations Center.
4. Spartanburg County Public Works
- a. Provide trained personnel to perform damage assessment responsibilities.
  - b. Support operations both in the field and at the Spartanburg County Emergency Operations Center.
5. Spartanburg County Engineering
- a. Provide trained personnel to perform damage assessment responsibilities.
  - b. Support operations both in the field and at the Spartanburg County Emergency Operations Center.
6. City of Spartanburg
- a. Provide trained personnel to perform damage assessment responsibilities.
  - b. Support operations both in the field and at the Spartanburg County Emergency Operations Center.
  - c. Keep City of Spartanburg officials briefed on damage assessment progress.
- C. Recovery Phase
1. Spartanburg County Tax Assessor
- a. Continue response activities as required.
  - b. Coordinate damage assessment information and reporting from affected areas.
  - c. Participate in After Action Briefings to collect lessons learned.
  - d. Provide input and updates to the ESF-23 SOP from the lessons learned.
2. Spartanburg County Emergency Management Coordinator
- a. Continue to direct the Damage Assessment Efforts from the Spartanburg County Emergency Operations Center.
  - b. Keep Spartanburg County Administration briefed on Damage Assessment progress.
  - c. Conduct and participate in After Action Briefings to collect lessons learned.
  - d. Provide input and updates to the ESF-23 SOP from the lessons learned.

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3. Spartanburg County Planning
  - a. Continue response activities as required.
  - b. Participate in After Action Briefings to collect lessons learned.
  - c. Provide input and updates to the ESF-23 SOP from the lessons learned.
4. Spartanburg County Public Works
  - a. Continue response activities as required.
  - b. Participate in After Action Briefings to collect lessons learned.
  - c. Provide input and updates to the ESF-23 SOP from the lessons learned.
5. Spartanburg County Engineering
  - a. Continue response activities as required.
  - b. Participate in After Action Briefings to collect lessons learned.
  - c. Provide input and updates to the ESF-23 SOP from the lessons learned.
6. City of Spartanburg
  - a. Continue response activities as required.
  - b. Participate in After Action Briefings to collect lessons learned.
  - c. Keep City of Spartanburg officials briefed on damage assessment progress.
  - d. Provide input and updates to the ESF-23 SOP from the lessons learned.

**VI. ADMINISTRATION AND LOGISTICS**

**A. Administration**

Initial Damage Assessment Reports will be provided to the South Carolina Emergency Management Division as soon as possible after the disaster occurs.

**B. Logistics**

1. Supplies, equipment, and transportation will be provided by each organization in the accomplishment of their assigned responsibility or mission.
2. Additional supplies, equipment, and transportation essential to the continued operation of each organization will be requested through the Spartanburg County Emergency Operations Center.

**VII. DIRECTION AND CONTROL**

- A. ESF-23 activities will be coordinated through the Spartanburg County Emergency Operations Center.
- B. The Spartanburg County Emergency Operations Center is located at 175 Community College Dr., Spartanburg SC 29303
- C. ESF-23 activities will utilize the Spartanburg County Comprehensive 800 MHz Communications System or designated VHF/UHF Frequencies

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DAMAGE ASSESSMENT

D. Line of Coordination

1. Spartanburg County Tax Assessor
2. Spartanburg County Emergency Management Coordinator

**VIII. ANNEX MAINTENANCE**

- A. The Spartanburg County Tax Assessor is responsible for the revision and update of this annex.
- B. This annex will be reviewed and revised on an annual basis. After each exercise or actual emergency, this annex will be reviewed and updated as necessary. Any changes made will be highlighted.

ANNEX 24 (ESF 24)  
BUSINESS AND INDUSTRY

**ANNEX 24: BUSINESS AND INDUSTRY (ESF-24)**

**Primary Agency:** Spartanburg County Chamber of Commerce

**Support Agencies:** Spartanburg County Emergency Management; SC Insurance News Service; SC Emergency Management Division (SCEMD); and other local businesses and industries as required; SC Parks, Recreation and Tourism (SCPRT), Spartanburg County Parks and Recreation; Spartanburg County Risk Management

**I. PURPOSE**

Describe the coordination of the business and industry community during emergencies and provide guidance to same on emergency and recovery operations.

**II. MISSION**

Assist Spartanburg County business and industry in disaster preparedness, response, mitigation, and recovery actions in response to natural, technological threats, and human caused/impacts.

**III. SITUATION AND ASSUMPTIONS**

Spartanburg County is susceptible to a multitude of natural and man-made disasters. These disasters, depending on their severity, can damage structures and lifelines that will rapidly overwhelm the capacity of Spartanburg County to assess the disaster and respond effectively to the basic and emergency human needs.

The physical safety and economic security of the citizens, visitors, and business and industry of South Carolina are issues of common concern to the public and private sectors. There are actions both entities can take together to prepare for, respond to, and quickly recover from an impact to Spartanburg County's business and industry. These actions will minimize business "down time," and ensure the County's economic engine remains strong.

A significant portion of Spartanburg County's economic and physical infrastructure is situated in and managed by the private sector. This segment of the economy must be represented during Spartanburg County's disaster response to assist with risk communication, hazard/vulnerability assessments, loss prevention activities, lifeline protection, prioritization of lifeline and critical sector restoration, and business recovery.

Correspondingly, it is also imperative non-infrastructure based business and industrial



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BUSINESS AND INDUSTRY

enterprises be represented as full partners and respond to the natural and technological threats/impacts to their and the County's economic welfare. Such a well-rounded government/private sector partnership helps to assure the survivability and continuity of a vibrant Spartanburg County economy.

**IV. CONCEPT OF OPERATIONS**

- A. When the EOC is activated, the Operations Section Chief will confirm that the Business and Industry Branch Coordinator position has been staffed.
- B. Each agency and representative within ESF-24 will maintain authority within its own jurisdiction; however, during a County-wide disaster, the Business and Industry Branch Coordinator is responsible for the overall synchronization of all ESF-24 activities.
- C. The Branch Coordinators will establish and maintain lines of communication to facilitate coordination activities and resources with all Spartanburg County EOC ESFs, the SEOC, and other agencies/representatives that may provide assistance during major response operations.
- D. Agencies and representatives assigned to ESF-24 will be alerted according to EOC activation procedures in the EOP.
- E. All ESF-24 personnel will report to their pre-designated locations unless otherwise directed by their supervisor at the time they are notified of an emergency. Pre-designation of duties and responsibilities will facilitate a reduction in response time.
- F. Existing mutual aid agreements may be able to augment and satisfy a temporary increase in local needs. If local capabilities are depleted, State and Federal support will be called upon as needed with requests channeled through the EOC and SEOC. Spartanburg County OEM or the Business and Industry Branch Coordinator will make requests for additional resources to the SEOC through ESF-7, Resource Support.
- G. Disseminate information to the business community regarding emergency situations or disasters, emergency decisions, emergency assistance, and recovery programs as it relates to them.
- H. Determine emergency needs of the business and industry community for inclusion in the County's damage assessment and community recovery.
- I. Liaison with the insurance industry, and coordinate their re-entry with ESF-13, Law Enforcement.
- J. Monitor and communicate with the tourism-based industries regarding occupancy

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BUSINESS AND INDUSTRY

levels and visitor evacuation response.

- K. Coordinate with ESF-7, Resource Support, regarding local contractor and private resources or professional services that could be available during post-event recovery.
- L. The Spartanburg County Chamber of Commerce is responsible for the coordination of all ESF-24 administrative, management, planning, training, preparedness, mitigation, response, and recovery activities to include developing, coordinating, and maintaining the ESF-24 SOP. All ESF-24 supporting agencies will assist the Spartanburg County Chamber of Commerce, in the planning and execution of the above. All ESF-24 government personnel must be trained on the principles of the National Incident Management System (NIMS) and Incident Command and integrate those principles into all ESF-24 planning and response operations. All non-government members of ESF-24 are encouraged to take the same basic level training.
- M. When notified, Spartanburg County Chamber of Commerce will coordinate the staffing and management of ESF-24 activities during Emergency Operations Center (EOC) activations, and other disaster-oriented activities or training. The Spartanburg County Chamber of Commerce will also ensure supporting agency representatives are notified of such activities and as coordinated, provide representatives to staff ESF-24 or participate in other activities as appropriate.
- N. As coordinated, supporting agencies/entities will assist with the update of this annex and its supporting SOP, provide representatives to ESF-24 to coordinate the response activities of those enterprises under their purview, and participate in other disaster-related activities as appropriate.
- O. Although the level of participation depends on the scope, scale, and anticipated impacts of the disaster, for a significant disaster, full ESF-24 activation should be anticipated.
- P. ESF-24 may be activated to different levels of staffing as directed by the EOC Manager and coordinated with the ESF-24 primary agency. As coordinated by the activated ESF-24 staff, additional on-call staff may be staged to monitor events via Palmetto or other means from their regular office locations.
- Q. For disasters without warning such as earthquakes, ESF-24 may be notified for immediate full activation.
- R. Primary ESF activities include, but are not limited to:
  - 1. Communicating risk and vulnerability to entities under their purview.
  - 2. Encouraging and assisting (as appropriate) the development of

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BUSINESS AND INDUSTRY

business/industry response and recovery plans, to include hazard and risk assessment, loss prevention strategies, and industry incident-specific action plans during disaster.

3. Assist EOC planners with protection, response, restoration, and recovery priorities and plan for such private sector critical lifelines as: health and medical; food processing, distribution, and sale; electrical power generation and distribution; communications; banking and insurance; fuel; building trades industry and large building supply retailers; hospitality and related service businesses; site security; and light and heavy manufacturing and distribution.
  4. Assist ESF-14 in developing and executing business and industry long-term recovery priorities, plans, and strategies.
  5. Assist with, receive reports of, and analyze private sector damage assessment information, e.g., from the insurance industry.
  6. Monitor and communicate lodging vacancy rates by the County immediately prior to and during hurricane evacuations along the coast to see impact on local businesses.
  7. Monitor insurance companies, and coordinate adjusters' entry into disaster areas for initial assessment, and expedite the claim handling process.
  8. Monitor and report on business/industry-specific response, recovery, and restoration teams.
- S. ESF-24 Activation Centers: In addition to activating ESF-24 in the EOC, an additional site for activation may be necessary, depending on the scope/scale of the potential or actual impact. The purpose of the additional sites is to provide locations for key private sector representatives to gather and work collaboratively to address state and private sector response issues, and source/provide commodity, service, and/or manpower assistance to resolve response and recovery needs. The Activation Center will not replace any emergency operations facilities operated by any business entity in support of their own operations, but will provide a location for representatives to coordinate activities with counterparts. Once the site is planned:
1. A Commodities Activation Center composed of private sector representatives dealing in commodities/supplies such as, but not limited to food, building supplies, etc. This site will be located off site from the Spartanburg County EOC, but will coordinate activities with ESF-24 via Palmetto the common operating platform of Emergency Management in South Carolina, telephone, e-mail, etc.

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2. While under the overall purview of ESF-24, primary points of contact (POC) for the Activation Center management, organization, and operation are representatives of the small business sector.

T. Evacuation

1. Evacuations will be coordinated with the EOC to ensure the evacuees are moved to and from an appropriate shelter and those with special needs receive appropriate transportation in the time of need.
2. ESF-1, Transportation, will ensure appropriate transportation support through developing a systematic process of providing evacuees with safe passage to their temporary housing or area of refuge.
3. ESF-1 will provide assistance to ESF-16, Emergency Traffic Management, with making traffic diversion devices available (cones, barricades, signs, etc.).
4. ESF-1 will monitor all traffic cameras for potential diminution of traffic flow on major evacuation routes.

U. Mutual Aid and Augmentation Forces

1. Be aware that a requisition for resources may take as much as 72 hours to arrive from the first call of assistance, based on distance from the incident, type of resource requested, condition of shipping routes, and contract delays and details.
2. Mutual aid can be requested from or provided to the State through the SEOC once all local resources have been depleted. These requests should be channeled through ESF-7, Resource Support.
3. Support may also be requested from the Federal government through the SEOC. These requests should also be channeled through ESF-7, Resource Support.

V. Damage Assessment

An initial damage assessment is to gather as much information about the extent of damage and the impact on people and property as soon as possible. All agencies and representatives in ESF-24 will submit initial assessment reports to ESF-5, Information and Planning, when the situation allows. Information on damage assessments may be provided to or requested from ESF-5, Information and Planning, throughout the response and recovery process. Utilize the SITREP to document all damage assessment information provided by field personnel.

**V. RESPONSIBILITIES**

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A. Preparedness and Mitigation

1. Spartanburg County Chamber of Commerce will:
  - a. Create estimates of tourist occupancy (i.e., percent of hotel rooms occupied in a given area) or worst-case estimates of the number of tourists for disaster relief planning. Provide this information to government as well as the private sector (hospitality industry).
  - b. Coordinate all ESF-24 administrative, management, planning, training, preparedness/mitigation, response, and recovery activities.
  - c. Provide information on available business and industry assets.
  - d. Monitor, coordinate, and communicate lodging vacancies.
  - e. Ensure procedures are in place to document costs for any potential reimbursement.
  - f. Review all plans and policies annually.
  - g. Update all business and industry contact information.
  - h. In cooperation with Spartanburg County Emergency Management, encourage local business and industry to:
    - 1). Purchase applicable insurance.
    - 2). Develop business interruption plans.
    - 3). Develop site-specific emergency plans.
    - 4). Develop mitigation programs.
    - 5). Develop mutual aid agreements.
  - i. Develop and maintain business and industry resource lists located in *Palmetto's* shared files.
2. Support agencies, as required, will:
  - a. Identify, train, and assign agency personnel to maintain contact with, prepare to execute missions in support of, and staff ESF-24 during periods of activation.

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- b. Provide technical assistance and coordinates preparedness, response, recovery, and mitigation activities.
- c. Assist ESF-14 with long-term community recovery and mitigation activities.
- d. Assist with the staffing and operation of the ESF-24 Activation Centers.
- e. Represent private businesses during emergencies and serve as a conduit to local government.
- f. Develop methodologies and systems to identify vulnerable critical private sector facilities and the potential recovery activities for those facilities.
- g. Promote planning and protocols to address key issues for disasters such as business recovery, loss prevention, and response plans, and short- and long-term economic recovery.
- h. Analyze critical private sector lifeline facilities (e.g., banking/finance), and facilitate the development of strategies for those facilities.
- i. Encourage and assist (as appropriate) the development of business/industry response and recovery plans.
- j. Maintain capability for monitoring the deployment of insurance claims adjusters.
- k. Obtain and distribute identification badges to adjusters based on Spartanburg County Emergency Management's current procedures.
- l. Participate with appropriate local entities in the National Infrastructure Protection Program (NIPP); continue to develop information sharing and analysis mechanisms.
- m. Cooperate with local entities and continues to support private sector coordinating mechanisms to identify, prioritize, and coordinate the protection of critical infrastructure and key resources; and facilitate sharing of information about physical and cyber threats, vulnerabilities, incidents, potential protective measures, and best practices.

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- n. Annually review the Department of Homeland Security Universal Task List and Target Capabilities List, and integrate tasks as appropriate.
  - o. Ensure all ESF-24 government personnel, and encourage all ESF-24 private sector representatives, to integrate NIMS principles in all planning. ESF personnel will complete all required NIMS training, as outlined in the Department of Homeland Security (DHS) training guidance.
  - p. Develop strategies in coordination with the Spartanburg County Office of Emergency Management to incorporate private sector/businesses into ESF-24.
  - q. Provide ESF-24 representation on the Spartanburg County Recovery Task Force, once established.
  - r. Develop/communicate loss prevention strategies.
  - s. Assist in development of business loss/disaster mitigation strategies and plans.
  - t. Coordinate, develop, and support requests from the Spartanburg County Office of Emergency Management concerning mitigation and/or redevelopment activities.
  - u. Document matters that may be needed for inclusion in agency or local briefings, situation reports, and action plans.
  - v. Coordinate assessment and revision of existing mitigation plans, as necessary.
  - w. Develop and maintain listings of commercial and industrial suppliers of services and products (as determined by ESF-24), to include POC and telephone numbers, associated with business and industry- related functions.
  - x. Ensure procedures are in place to document costs for any potential reimbursement.
  - y. Develop and maintain resource lists located in Palmetto RM Inventory board.
3. SC Insurance News Service (SCINS) will:

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- a. Disseminate property and casualty insurance information to consumers through the media.
  - b. Share emergency management information as necessary and helpful to major carriers, and their adjuster staff.
  - c. Ensure procedures are in place to document costs for any potential reimbursement.
  - d. Coordinate the activities of private sector insurance disaster specialists working within the County.
  - e. Coordinate re-entry and assessments through the ESF-24 Branch Coordinator and ESF-13, Law Enforcement.
  - f. Develop a list of private sector insurance disaster specialists that might be working within the County.
4. Spartanburg County Emergency Management will:
- a. Coordinate the activities of private sector insurance disaster specialists working within the area of operations.
  - b. Share emergency management information as necessary and helpful to major carriers and their adjuster staff.
  - c. Obtain and distribute identification badges to adjusters based on their current procedures.
5. Spartanburg County Risk Management will:
- a. Review all County policies annually and before an approaching hurricane.
  - b. Provide advice on safety issues.
6. SCPRT will:
- Provide evacuation information to tourists and full-time residents.
7. Local Business Representatives
- a. Provide information regarding business closings, evacuation, and resources that are available for response and recovery operations.
  - b. Coordinate re-entry and assessments through ESF-13, Law



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Enforcement, and ESF-5, Information and Planning.

- c. Coordinate with ESF-7, Resource Support, regarding local contractor and private resources or professional services that could be available during post-event recovery.

B. Response

1. Spartanburg County Chamber of Commerce will:

- a. Notify all ESF-24 supporting agencies upon activation.
- b. Establish operational needs for restoration of business and industry during the emergency.
- c. Identify and prioritize businesses and industry needing immediate restoration.
- d. Establish priorities to clear businesses and industry, and coordinate with appropriate ESFs the provision of temporary, alternate, or interim sources of emergency power and water/sewer services.
- e. Verify tourist occupancy levels with the accommodations industry, and provide the data to the Operations Section Chief, EOC Command Staff, and ESF-5, Information and Planning, when requested.
- f. Monitor, coordinate, and communicate lodging vacancies.
- g. Provide information on available business and industry assets.
- h. Recommend priorities for business and industry resource allocations.
- i. Develop a priority distribution plan for business and industry.
- j. Encourage the business and industry community to monitor warnings, emergency information, etc.
- k. Coordinate emergency requests for assistance from business owners.
- l. Determine emergency needs of business and industry for inclusion in the County's damage assessment and community recovery.
- m. Notify businesses of emergency reporting procedures, and provide

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emergency instructions.

- n. Encourage the business and industry community to participate in the damage assessment process and community recovery.
- o. Provide information on emergency assistance programs for businesses and their employees.
- p. Provide information on recovery programs for business and industry.
- q. Provide necessary information to the PIO ensuring accurate information is being released through public relations and media to businesses and tourists.
- r. Coordinate with ESF-1, Transportation, for possible evacuations.
- s. Communicate with local business leaders of evacuation, shelter locations, and logistics.
- t. Monitor tourist evacuation response, communicating with ESF-16, Emergency Traffic Management, and ESF-1, Transportation.
- u. Coordinate with ESF-7, Resource Support, regarding local contractor and private resources or professional services that could be available during post-event recovery.
- v. Identify the business community's post-storm immediate needs and issues.

2. Support agencies, as required:

- a. Communicate risk and vulnerability to business and industry partners under their purview. Each agency, organization, or association communicates with its constituent groups and share all information via *Palmetto*, and other pertinent means.
- b. Coordinate and develop, with assistance from appropriate incident professionals, business/industry incident-specific action plans.
- c. Assist EOC planners with developing protection and response priorities and plans for private sector critical lifelines and other economic/business sectors.
- d. Provide status of available goods and services, i.e., water, ice, clothing, banking, and insurance mobile units, in coordination with

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ESF-18.

- e. Provide situation reports and status to EOC planners and ESF-5, as required.
  - f. Ensure procedures are in place to document costs for any potential reimbursement.
  - g. Assist with licensing of emergency adjusters according to the processes of the Spartanburg County Office of Emergency Management
  - h. Facilitate communication with appropriate groups such as insurance companies, EOC, etc.
  - i. Provide ESF-24 representations on the Spartanburg County Recovery Task Force, once established.
  - j. Staff and operate the ESF-24 Activation Centers.
  - k. Assist ESF-14 with long-term community recovery and mitigation activities.
3. SCINS will:
- a. Provide insured damage amounts for residents and business.
  - b. Manage list of private sector insurance disaster specialists that might be working within the County.
4. Spartanburg County Office of Emergency Management will:
- 5.
- a. Coordinate the activities of private sector insurance disaster specialists working within the area of operations.
  - b. Obtain and distribute identification badges to adjusters based on their current procedures.
6. SCEMD will:
- a. Assist in sourcing manning requirements for activation centers.
7. Spartanburg County Risk Management will:

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- a. Ensure that good risk management practices are applied throughout the EOC, and that every ESF contributes to the management of risk.
- b. Provide a safety message for each Incident Action Plan.
- c. Halt or modify any and all unsafe operations within or outside the scope of the Incident Action Plan, and notify the EOC Manager of actions taken.
- d. Coordinate with business and industry representatives for the re-entry process.

8. SCPRT

- a. Provide campground evacuation information to tourists and full-time residents.
- b. Coordinate evacuation information with other ESF-24 agencies.
- c. Coordinate non-evacuee information with ESF-13, Law Enforcement.
- d. Coordinate re-entry through ESF-13, Law Enforcement, and the Spartanburg County Office of Emergency Management

8. Local Business Representatives

Coordinate with ESF-13, Law Enforcement, regarding site security that could be available during post-event recovery.

C. Recovery

1. Spartanburg County Chamber of Commerce will:

- e. Establish operational needs for restoration of business and industry during the emergency.
- b. Identify and prioritize businesses and industry needing immediate restoration.
- c. Establish priorities to clear businesses and industry, and coordinate with appropriate ESFs the provision of temporary, alternate, or interim sources of emergency power and water/sewer services.

2. Support agencies, as required:

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- a. Assist with, receive reports from, and analyze private sector damage assessment information.
- b. Monitor the deployment/activities of insurance claims adjusters.
- c. Coordinate and monitor the sourcing and deployment of business/industry-specific response, recovery, and/or restoration teams.
- d. Assist EOC planners with restoration and recovery priorities and plan for private sector critical lifelines and other economic/business sectors.
- e. Assist ESF-14 in developing/executing business and industry long-term recovery priorities, plans, and strategies.
- f. In coordination with local government, along with the SC Insurance News Service, assist in identifying and documenting economic and insurance impacts and losses.
- g. In case of a Small Business Administration (SBA) eligible disaster, assist in communicating eligibility criteria to affected businesses.
- h. Provide information on facilities in evacuation zones for restoration.
- i. Monitor and support restoration of facilities (especially private sector, e.g., utilities).
- j. ESF-24 support long-term recovery priorities as identified by the Spartanburg County Long-Term Recovery Committee and Spartanburg County Recovery Task Force once established.
- k. Assist ESF-14 with long-term community recovery and mitigation activities.

**VI. FEDERAL ASSISTANCE**

- A. This Annex has no counterpart in the National Response Framework (NRF). However, DHS and the NRF primary and support agencies coordinate with the private sector to effectively share information, form courses of action, and incorporate available resources to prevent, prepare for, respond to, and recover from incidents of national significance.
- B. The roles, responsibilities, and participation of the private sector during events

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vary based on the nature of the organization and the type and impact of the incident. The roles of private sector organizations are summarized as follows:

1. **Impacted Organization or Infrastructure:** Private sector organizations may be affected by direct or indirect consequences of the incident, including privately owned critical infrastructure, key resources, and those main private-sector organizations that are significant to local, regional, and national economic recovery from the incident.
  2. **Response Resource:** Private sector organizations provide response resources (donated or compensated) during an incident—including specialized teams, equipment, and advanced technologies through local public-private emergency plans, mutual aid agreements, or incident specific requests from government and private-sector volunteered initiatives.
  3. **Regulated and/or Responsible Party:** Owners/operators of certain regulated facilities or hazardous operations may bear responsibilities under the law for preparing for and preventing incidents from occurring, and responding to an incident once it occurs.
  4. **State/Local Emergency Organization Member:** Private-sector organizations may serve as an active partner in local and State emergency preparedness and response organizations and activities.
- C. All ESF-24 personnel will be familiar with the National Response Framework (NRF) and the corresponding annex with Federal counterpart concepts, actions and responsibilities. This familiarization will include but not be limited to the make up, functions and responsibilities of the Incident Management Assistance Team (IMAT) and the Joint Field Office (JFO).

## **VII. ADMINISTRATION AND LOGISTICS**

### **A. Administration**

#### **1. Reports**

##### **a. Situation Report**

A Situation Report (SITREP) will be produced for each operational period. The initial SITREP will be completed within the first hour after EOC activation. The Documentation Unit Leader (DOCL) will coordinate with Section Liaisons and Branch Coordinators to receive timely SITREPs to coincide with the EOC Briefings and Policy Group planning meetings. He/she will then provide the Section SITREPs to the Situation Unit Leader (SITL)

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for inclusion in the completed EOC SITREP.

- 1). Each ESF-24 position will complete their part of the ESF SITREP, providing a comprehensive and accurate report, and turn it into the Business and Industry Branch Coordinator for completion by 0600 and 1600. The Branch Coordinator will then provide the completed ESF SITREP to the Operations Section Chief no later than 0630 and 1630.
- 2). The Branch Coordinator will complete their portion of the Section SITREP while coordinating with the Operations Section Chief. The Operations Section Chief will give the final SITREP to the SITL at 0730 and 1730.
- 3). The SITL will generate the EOC SITREP and provide copies to the EOC Manager for approval at 0830 and 1830 in preparation of the Policy Group planning meetings.
- 4). Once the SITREP has been reviewed and approved by the EOC Manager or Deputy EOC Manager, the SITL will send the SITREP to the SEOC by 0900 and 1900 each operational period.
- 5). All ESF-24 positions should email their SITREP information to the Business and Industry Branch Coordinator. The Branch Coordinator will compile the files and email them to the Operations Section Chief. The Operations Section Chief will then email the final product to the SITL by the times specified above. The data should be in Word document format for ease of copying/pasting into the final report.
- 6). Ensure that ESF-24 team members or their agencies maintain appropriate records of costs incurred during the event. A copy of these records and reports should be disseminated to the Finance and Administration Section on a daily basis. As a minimum, each agency within ESF-24 will maintain records on the following items directly related to each emergency for possible reimbursement or to explain a budget variance:
  - a). Personnel costs (both regular and overtime).
  - b). Equipment costs (miles and hours) and items incidental to task.

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c). Supplies and materials.

b. Special Reports

Any significant change in the status of the Business and Industry capability to accomplish its mission will be reported immediately to County EOC Command Staff.

c. After-Action Reports

Document strengths and weaknesses for corrective actions in *Palmetto's* After-Action board throughout the event. After-action reports will be made following termination of any emergency or other action in which the Business and Industry elements were involved. The Branch Coordinator will submit a report to County EOC Command Staff which will include the following:

- 1). Type and scope of action completed.
- 2). Elements of the Business and Industry Branch which were involved.
- 3). Nature and extent of any further public assistance required.

2. EOC Incident Action Plan

a. When the EOC is activated, the Planning Section, while coordinating with other sections (Operations, Logistics, and Finance), will prepare a written Incident Action Plan (IAP). The IAP will set forth objectives, based on the Policy Group's recommendations and tasks to be completed during the next operational period.

b. Essential to development of each operational period action plan are the section and ESF SITREPs (above). The future operational period objectives are derived from the previous operational period SITREPs.

c. For IAP completion, ESF-5 will establish deadlines for each Section's input into the Ironkey Coordinated NIMS Incident Planning (CNIP) tool. After input is complete, the Documentation Unit Leader (DOCL) will compile the IAP, forward to the PSC and EOC Manager for approval, and distribute as necessary (saving a copy to Palmetto's File Library for reference).



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- d. Attend the appropriate planning meetings, according to the IAP, in support of the IAP planning process.
- e. The successful development of the IAP will strongly depend on how involved and effective each agency/representative is in the planning process.

3. Information Display and Management

- a. During EOC activation, all agencies and representatives in ESF-24 will use *Palmetto* for systematic information sharing and documentation efforts. Reference the *Palmetto* User's Guide in the *Palmetto* File Library for more information on proper program operation.
- b. To maintain documentation redundancy, hardcopy documents for all forms (SOPs, SITREPs, checklists, etc.) utilized in the respective ESFs will be located in a file box with the Branch Coordinators. At the end of each operational period, the Branch Coordinators will provide a copy of all documentation in the file box to the DOCL for filing.
- c. A local list of available resources, including assets and personnel, should be maintained in the EOC by the Branch Coordinators.

B. Logistics

ESF-24 supplies and equipment will be those normally used by the agencies. Additional supplies and equipment will be requested through the EOC.

**VIII. DIRECTION AND CONTROL**

- A. ESF-24 activities will be coordinated through the EOC.
- B. The County EOC will be located at 180 Magnolia St, Spartanburg, SC 29306. The Alternate EOC (AEOC) is located at in the County's Unified Mobile Command Post. Should the mobile command post be inoperable, the training room at the 911 Center would be our third EOC location at 461 East Main St, Suite 300 Spartanburg, SC 29302.

**IX. PLAN DEVELOPMENT AND MAINTENANCE**

The Business and Industry Branch Coordinator, in coordination with the Operations Section Chief, is assigned responsibility under this plan for developing and maintaining

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this Annex. This Annex will be reviewed annually, normally in the spring of the year, and updated in conjunction with the EOP.

**X. APPENDICES**

A. Alert List

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**APPENDIX A TO ANNEX 24: ALERT LIST**

ROSTER MAINTAINED IN THE EMERGENCY NOTIFICATION ALERT LISTING  
OF EACH AGENCY ASSIGNED TO THIS ESF.

## ANNEX 26

# RADIOLOGICAL PROTECTION

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PRIMARY: Spartanburg County Office of Fire Marshal

SUPPORT: Spartanburg County Hazardous Devices Unit, Regional HazMat Teams

### I. GENERAL

#### A. Purpose

To provide technical information and guidance concerning potential radiological hazards in Spartanburg County to county officials and agencies who have responsibilities for emergency preparedness, planning, training, coordination, notification, hazard assessment, and technical support. The radiological hazards could be due to a fixed nuclear facility accident, industrial accident, transportation accident, terrorism, or act of war.

#### B. Authority

1. Spartanburg County Ordinance Number 333, dated December 18, 1985

#### C. References

1. South Carolina Radiological Emergency Response Plan (SCORERP)
2. Spartanburg County Decontamination Handbook
3. Emergency Medical Services Job-aid
4. Emergency Department Job-aid

#### D. Definitions

ALARA – (As Low As Reasonably Achievable) Personnel should make every reasonable effort to maintain radiation exposure as low as reasonably achievable; the basis for all personal protection actions at a scene involving radioactive materials.

CONTAMINATION – The deposition of radioactive material any place that it is not wanted.

DECONTAMINATION – The reduction or removal of radioactive contaminants from a structure, area, object, person, and the environment to reduce or eliminate potential hazards to personnel.

DOSE RATE – The amount of ionizing radiation to which an individual is exposed to or would receive per unit of time, usually expressed in REM or MilliREM per hour.

DOSE – Accumulated or total exposure to ionizing radiation, expressed in REM or MilliREM.

EXPOSURE CONTROL – Procedures taken to keep radiation exposure of individuals or groups from exceeding recommended levels.

RADIOLOGICAL MONITOR – A person trained in the use of radiation detection instruments to measure, record, and report radiation levels.

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# RADIOLOGICAL PROTECTION

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RADIOLOGICAL PROTECTION – The organized effort, through warning, detection, preventative and remedial measures, to minimize the effects of nuclear radiation on the public and their resources.

RADIATION DETECTION AND MONITORING EQUIPMENT – Those instruments designed for use in the detection and measurement of ionizing radiation.

### E. Organization

Radiation protection is a unique function. The Spartanburg County Radiological Officer is responsible for implementation and coordination of this annex.

Radiation protection requires the support of various government agencies, which must provide personnel specifically trained to deal with radiological hazards.

## II. SITUATION

A. Radiological hazards in Spartanburg County include transportation of radioactive material (including spent nuclear fuel and radioactive waste), medical isotopes, industrial accidents involving radioactive material, acts of terrorism, and acts of war.

B. In the event of a radiological incident, the portions of Spartanburg County could be exposed to high levels of ionizing radiation, causing illness or death to a large percentage of the population.

## III. MISSION

To provide a well-organized, effective, and well-trained radiological protection system in the event an accident or incident should occur involving radioactive materials. The objectives of radiological protection in Spartanburg County are to:

A. Minimize the effects of ionizing radiation on the people and their resources.

B. Provide a system for analyzing and reporting dose and dose rate for exposure guidance.

C. Provide the means for the protection of both residents of Spartanburg County and those persons who may be relocated.

D. Provide for radiological monitoring and decontamination if necessary.

E. Provide for the decontamination and restoration of vital facilities and for recovery.

F. Provide for medical treatment and transportation for those exposed to and/or contaminated by radioactive materials.

## IV. CONCEPT OF OPERATIONS

A. Should an accident or incident occur involving radioactive materials, it would be the responsibility of the Spartanburg County Office of Fire Marshal to provide for an effective radiological protection service.

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### RADIOLOGICAL PROTECTION

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- B. Under the direction of the Spartanburg County Fire Coordinator/Hazmat Chief, the total and combined efforts of the county will be utilized to mitigate the effects or radiological hazards resulting from an accident.
- C. All radiological response organizations will be prepared to react on a 24-hour basis and will be capable of continuous operation for a protracted period.
- D. The Spartanburg County Fire Coordinator/Hazmat Chief is the lead for coordinating with appropriate departments, agencies, and organizations in emergency response involving radiological hazards.
- E. The plans and procedures that deal with emergency response activities for radiological incidents are addressed in existing Hazardous Materials Team SOG's.
- F. Radiological protection will be comprised of a county radiological protection staff that will function from the Spartanburg County Emergency Operations Center.
- G. The radiological service will be coordinated and directed by the Spartanburg County Radiological Officer.
- H. The Spartanburg County Radiological Officer and the Radiological Training Officer will be responsible for the training of radiological personnel.
- I. Radiation detection and monitoring equipment will be maintained, stored, and distributed as necessary by the Spartanburg County Office of Fire Coordinator/Hazmat Chief.
- J. Radiation Exposure Control will be the responsibility of the emergency service chiefs and heads of organizations, which will rely on the Spartanburg County Radiological Officer for guidance.

#### V. ESF ACTIONS

The tasks of the radiological protection service will vary according to the type of radiological situation or emergency. This annex will cover general tasks and responsibilities.

##### A. Pre-Disaster Phase

The Spartanburg County Fire Coordinator/Hazmat Chief will organize a county radiological protection service and develop an operational capability by:

1. Recruiting adequate personnel and insuring they receive appropriate training.
2. Acquiring and maintaining appropriate radiation detection and monitoring equipment.
3. Develop and maintain radiological protection plans and SOPs.
4. Establishing a monitoring capability appropriate to all radiological accident/emergency situations.

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### RADIOLOGICAL PROTECTION

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5. Developing a training program to ensure a radiological monitoring and decontamination capability is available.
6. Establishing and maintaining a radiological monitoring and decontamination capability within the county's emergency service organizations.
7. Testing and exercising the radiological protection plan, personnel, and equipment for all potential radiological emergencies.

#### B. Disaster Phase

The extent of activities in an emergency or disaster involving ionizing radiation will vary greatly: A transportation accident would probably pose a threat over a very small area near the accident scene to a small number of people. In any event involving radioactive materials the primary objective during this phase is to save lives and keep exposure to ionizing radiation to a minimum.

1. Initiate alert and notification procedures of radiological protection personnel, who will in turn proceed with the appropriate actions listed for the threat.
2. Insure distribution of radiological detection and monitoring equipment as necessary.
3. Perform operability tests on all detection and monitoring equipment, time permitting, and arrange for replacement of failed equipment.
4. Ensure adequate monitoring and decontamination teams are available.
5. Ensure dosimeters are issued to emergency workers.
6. Prepare public warnings and directions for release through authorized channels.
7. Prepare public information for release in coordination with ESF-15 (External Affairs & Public Information).
8. Provide technical advice to county and municipal decision-making officials.
9. Provide technical advice to radiological monitoring and decontamination teams.

#### C. Recovery Phase

The objective of this phase is the re-establishment of essential functions and to return the area to as near normal or pre-accident conditions as possible following a radiological accident/incident.

## VI. ADMINISTRATION AND LOGISTICS

#### A. Administration

Initial situation reports will be submitted to the Spartanburg County Radiological Officer as soon as practicable. Reports will be consolidated and submitted to the

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### **RADIOLOGICAL PROTECTION**

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Spartanburg County Office of Emergency Management for analysis and further distribution.

#### **B. Logistics**

1. The Spartanburg County Fire Coordinator/Hazmat Chief will provide equipment and supplies for radiological protection operations. Individual organizations assigned radiological protection responsibilities will utilize radiation detection and monitoring equipment and other supplies and equipment assigned to their organization.
2. Additional supplies, equipment, and transportation essential to the continued operations will be requested through the Spartanburg County Emergency Operations Center.

#### **VII. DIRECTION AND CONTROL**

- A. Radiological protection activities will be coordinated from the Spartanburg County Emergency Operations Center by the Radiological Officer.
- B. The Spartanburg County Emergency Operations Center is located at 175 Community College Dr., Spartanburg SC 29303
- C. Line of Coordination
  1. Spartanburg County Fire Coordinator
  2. Spartanburg County HazMat Coordinator
  3. Spartanburg County Emergency Management Coordinator

#### **VIII. ANNEX MAINTENANCE**

- A. The Spartanburg County Radiological Officer, as appointed by the Spartanburg County Fire Coordinator, is responsible for the revision, update, and maintenance of this annex.
- B. This annex will be reviewed and revised on an annual basis. After each exercise or actual emergency, this annex will be reviewed and updated as necessary. Any changes made will be highlighted.



ANNEX 27  
EMERGENCY OPERATIONS CENTER

**PRIMARY:** Spartanburg County Emergency Management Coordinator

**SUPPORT:** Spartanburg County Office of Emergency Management; Emergency Support Functions

**I. GENERAL**

A. Purpose

To provide for the activation, staffing, and operation of the Spartanburg County Emergency Operations Center during any emergency/disaster situation.

B. Authority

Spartanburg County Ordinance Number 333, dated December 18, 1985

C. Definitions

EMERGENCY OPERATIONS CENTER (EOC) – The protected facility from which county government exercises direction and control during an emergency.

CRITICAL INCIDENT MANAGEMENT GROUP – Those designated individuals who are essential for the operation of the Spartanburg County EOC in order to provide for the collection, collation, and dissemination of information. The Critical Incident Management Group will make decisions and allocate resources during an emergency.

FORWARD EMERGENCY OPERATIONS CENTER (FEOC) – A facility located near the disaster area where county government has the capability to exercise direction and control of forces and resources (Any location designated as an EOC by the Spartanburg County Emergency Management Coordinator). The Spartanburg County Mobile Command Post is normally used as a FEOC.

D. Organization

1. The Spartanburg County Emergency Management Coordinator is responsible for the coordination of all Emergency Operations Center activities.
2. The Critical Incident Management Group will be organized as follows:
  - a. Executive/Administrative Group
  - b. Operations Group
  - c. Emergency Support Functions:

ESF-1	Transportation
ESF-2	Communications
ESF-3	Public Works & Engineering
ESF-4	Firefighting
ESF-5	Emergency Management
ESF-6	Mass Care, Emergency Assistance, Housing, and Human Services
ESF-7	Logistics Management & Resource Support
ESF-8	Public Health & Medical Services

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ESF-9	Search & Rescue
ESF-10	Oil & Hazardous Materials
ESF-11	Food Service
ESF-12	Energy & Operations Support
ESF-13	Public Safety & Security
ESF-14	Long Term Community Recovery
ESF-15	External Affairs & Public Information
ESF-16	Emergency Traffic Management
ESF-17	Animal & Agriculture Emergency Response
ESF-18	Donated Goods & Volunteer Services
ESF-19	Military Support
ESF-23	Damage Assessment
ESF-24	Business and Industry
ESF-26	Radiological Protection
ESF-27	Emergency Operations Center

**II. SITUATION**

- A. Spartanburg County is subject to emergencies/disasters (natural, man-made, technological, WMD, and terrorism) that could greatly affect the public health and result in deaths and/or injuries and property damage. While Spartanburg County has the capability and adequate resources to meet routine needs, during an emergency or disaster problems are multiplied and more complex.
- B. A disaster could tax the capability and resources of Spartanburg County.
- C. The Spartanburg County Emergency Operations Center is the focal point for county emergency operations during an emergency or disaster.

**III. MISSION**

To provide centralized direction and control of any or all of the following functions: direction of emergency operations; communications and warning; consolidation, analysis, and dissemination of damage assessment information; data collection; analysis of radiological monitoring data; forwarding consolidated reports to state government; issuing emergency information and instructions; protective action decision making.

**IV. CONCEPT OF OPERATIONS**

The Spartanburg County Emergency Operations Center will be activated and operated as follows:

- A. The Spartanburg County Emergency Management Coordinator will order activation of the Emergency Operations Center. Depending on the situation, a partial or full activation will be ordered. The Emergency Management Coordinator will alert and recall the Critical Incident Management Group.

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- B. Partial Activation of the Spartanburg County Emergency Operations Center will be ordered when the emergency is minor and requires relatively few personnel to handle the situation. Such situations might vary from weather warnings or during operations resulting from minor damages as a result of severe weather, fire, transportation accidents, etc.
- C. Full Activation of the Spartanburg County Emergency Operations Center will be ordered when widespread damage or destruction has occurred or there is an imminent threat of such destruction, which requires the combined and concentrated efforts of county personnel to control available resources.
- D. The Spartanburg County Emergency Management Coordinator or designee will conduct an initial situation briefing.
- E. Direction and control of county and municipal forces and resources employed in support of disaster operations are exercised by the department or agency furnishing support.
- F. When the SEOC is operational, all requests for state and/or federal forces and resources will be assigned on a mission type basis. When state and federal forces are assigned to Spartanburg County, a liaison will be requested in the Spartanburg County EOC.
- G. If the SEOC is not operational, law enforcement requests will be made to the State Law Enforcement Division (SLED).
- H. Upon activation and deployment of the Spartanburg County Mobile Command Post, the Spartanburg County EOC monitors disaster activities and responds to requests from the Mobile Command Post.
- I. Depending upon the severity and magnitude of the emergency/disaster, the Spartanburg County EOC may have to operate on a 24-hour basis. Each department or agency assigning personnel to the Spartanburg County EOC should allow for relief personnel to maintain 24-hour operations.
- J. All Spartanburg County Emergency Operations Center personnel will be trained on the principles of the National Incident Management System (NIMS) and integrate those principles into all Spartanburg County EOC operations.
- K. The Spartanburg County Emergency Management Coordinator is responsible for the coordination of all Spartanburg County EOC administrative, management, planning, training, preparedness, mitigation, response, and recovery activities to include developing, coordinating, and maintaining the Spartanburg County EOC SOPs.

**V. ASSIGNMENT OF RESPONSIBILITIES**

Spartanburg County Emergency Operations Center functions during all three operational phases (Pre-Disaster, Disaster, and Recovery) include, but are not limited to the following:

- A. Executive/Administrative Group
  1. Establish SOPs and checklists for Spartanburg County EOC operations.
  2. Direct overall emergency operations.
  3. Initiate activation of the Spartanburg County EOC.
  4. Determine operational course of action.

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5. Make decisions on adoption of course of action, to include the need to evacuation.
6. Adjudicate conflicting claims and/or requests for available personnel, equipment, and other resources.
7. Make protective action recommendations for the populace of Spartanburg County.
8. Establish and maintain liaison with federal, state, and local agencies.
9. Develop and maintain standard operating procedures and plans, to include alerting lists of personnel and agencies.
10. Ensure all Spartanburg County EOC personnel integrate NIMS principles in all planning. All Spartanburg County EOC personnel will complete all required NIMS training, as outlined in the Department of Homeland Security (DHS) training guidance.

B. Operations Group

1. Develop and maintains an accurate status of the emergency situation.
2. Record and maintain current status of resources.
3. Develop course(s) of action based on the emergency and available resources.
4. Implement course of action approved by the Executive/Administrative Group.
5. Coordinate the procurement and utilization of all support forces and resources made available from within and outside Spartanburg County.
6. Integrate NIMS principles in all activities.
7. Identify and utilizes resources for emergency operations.

C. Spartanburg County Emergency Management Coordinator

1. Head of the Executive and Operations Groups.
2. Coordinate and process requests for support from outside the county.
3. Prepare Spartanburg County EOC for activation for emergency operations.
4. Prepare, maintain, and publish this section.
5. Manages Spartanburg County EOC once activated for emergency operations.
6. Ensure Spartanburg County EOC personnel integrate NIMS principles in all activities.
7. Ensure all Spartanburg County EOC Critical Incident Management Group personnel complete all required NIMS training.

D. Emergency Support Functions (ESFs):

The ESFs provide the structure for coordinating county interagency support for response to an incident. They are mechanisms for grouping functions most frequently used to provide support during emergencies or disasters. The roles and responsibilities of the ESFs are as follows:

1. ESF-1 Transportation

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- Responsible for coordinating transportation support to governments and voluntary organizations. Transportation support includes the following: performance of and assisting with evacuation and re-entry; processing of all transportation assistance requests and tasks received in the EOC; prioritizing transportation resources for the transportation of people, materials, and services; performing all necessary actions to assist with recovery operations; Transportation safety; Restoration/recovery of transportation infrastructure; Movement restrictions; Damage and impact assessment.
2. ESF-2 Communications  
Responsible for coordinating actions to be taken to assure the provision of required communications and telecommunications support to disaster personnel. Activation of warning systems and restoration of essential communications systems; Coordination with telecommunications and information technology industries; Restoration and repair of telecommunications infrastructure.
  3. ESF-3 Public Works & Engineering  
Responsible for providing technical advice and evaluations, engineering systems, construction management and inspection, emergency repair of wastewater and solid waste facilities, removal and handling of debris, and the opening and maintaining of roadways.
  4. ESF-4 Firefighting  
Responsible for firefighting activities and support services including training, suppression, investigations, and code compliance. Areas of responsibility and activities include suburban, urban, rural, and wildland settings and the interface between each environment.
  5. ESF-5 Emergency Management  
Responsible for collecting, processing, and disseminating information to facilitate emergency response and recovery efforts. Preparation of special operations plans and damage and needs assessments; Coordination of incident management and response efforts; Issuance of mission assignments; Resource and Human Capital; Incident action planning; Financial Management.
  6. ESF-6 Mass Care, Emergency Assistance, Housing & Human Services  
Responsible for coordinating efforts to provide shelter, food, and emergency first aid and for coordinating bulk distribution of emergency relief supplies to disaster victims; Mass Care; Emergency assistance; Disaster Housing; Human Services.
  7. ESF-7 Logistics Management & Resource Support  
Responsible for providing logistical and resource support to entities involved in delivering emergency response efforts for natural and technological disasters.
  8. ESF-8 Public Health and Medical Services  
Responsible for coordinating health and medical resources needed to respond to public health and medical care needs prior to, during and following a disaster; Mental Health Services; Mass Fatality Management.

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9. ESF-9 Search and Rescue

Responsibilities include searching for and locating disaster victims in urban, suburban, and rural environments; Life saving assistance; Search and Rescue Operations.

10. ESF-10 Oil & Hazardous Materials

Responsibilities include coordination in response to an actual or potential discharge and/or release of hazardous materials resulting from a natural or technological disaster; Oil and Hazardous Materials (chemical, biological, radiological, etc.) response; Environmental short and long-term cleanup.

11. ESF-11 Food Services

Responsibilities include coordinate and identify food requirements in areas affected by a disaster: obtain and secure food products to organizations engaged in mass feeding operations and/or staging areas within affected areas: ensure the safety and security of the commercial food supply.

12. ESF-12 Energy & Operations Support

Responsibilities include maintain, repair, and ensure an adequate fuel supply to all motorized equipment and vehicles in support of emergency operations before, during, and after an emergency or disaster in Spartanburg County.

13. ESF-13 Public Safety & Security

Responsibilities include establishing procedures for the command, control, and coordination of law enforcement agencies to support disaster response operations; Facility and resource security; Security planning and technical resource assistance; Public safety and security support; Support to access, traffic, and crowd control.

14. ESF-14 Long-Term Community Recovery

Responsibilities include social and economic community impact assessment, long-term community recovery activities, and mitigation analysis and program implementation.

15. ESF-15 External Affairs & Public Information

Responsible for coordinating emergency public warning and information systems and dissemination of information to the public before, during, and following an emergency or disaster; Emergency Public Information and protective action guidance; Media and community relations.

16. ESF-16 Emergency Traffic Management

Responsibilities include establishing procedures for orderly and coordinated evacuation of the population should the need arise because of an emergency or disaster.

17. ESF-17 Animal & Agriculture Emergency Response

Responsible for coordinating all animal and agriculture emergency response and relief activities.

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18. ESF-18 Donated Goods and Volunteer Services

Responsible for facilitating the delivery of donated goods and volunteer services to support relief efforts in disaster areas.

19. ESF-19 Military Support

Responsible for providing a liaison for military support, including homeland defense/security, for Spartanburg County in times of a major emergency or catastrophic disaster.

20. ESF-23 Damage Assessment

Responsible for determining the extent and locations of damage and damage assessment reporting to define the type of disaster and general magnitude of damages expressed in estimated cost and required assistance.

**VI. ADMINISTRATION AND LOGISTICS**

A. Administration

1. Reports will be compiled and submitted as required. Reports will be generated utilizing the Palmetto software package.
2. Spartanburg County EOC Security and access control will be provided by the Spartanburg County Sheriff's Office, if deemed necessary.
3. Spartanburg County EOC personnel will sign in and out as required.

B. Logistics

1. The Spartanburg County Office of Emergency Management will supply administrative supplies.
2. ESF-6 will coordinate food services for the Spartanburg County EOC.
3. The Spartanburg County Office of Emergency Management will furnish cots and bedding.
4. Emergency medical service will be provided for all Spartanburg County EOC personnel and official visitors.
5. Requests for supplies and services will be made to the Spartanburg County Administrator, who must authorize all expenditures.
6. All purchases of such goods and services will be paid for by county purchase order and pcard for smaller purchase. Pcard purchase not exceeded allotted amount or exceeding amount in existing budget will not need Administration or Purchasing approval.
7. Agencies/departments will furnish supplies according to need.
8. Spartanburg County EOC personnel will provide their own personal use items.

**VII. DIRECTION AND CONTROL**

- A. The Spartanburg County Emergency Management Coordinator will coordinate all Spartanburg County EOC activities.

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- B. The Spartanburg County Emergency Operations Center is located at 175 Community College Dr., Spartanburg SC 29303
- C. The Spartanburg County Mobile Emergency Operations Center will function as the alternate Spartanburg County EOC. This vehicle is normally housed at the Drayton Fire Department and is maintained by the Spartanburg County Office of Emergency Services.
- D. A diesel generator provides backup power for the Spartanburg County EOC. Portable generators can be brought on site.

**VIII. ANNEX MAINTENANCE**

- A. The Spartanburg County Emergency Management Coordinator is responsible for the revision, maintenance and update of this annex.
- B. This annex will be reviewed and revised on an annual basis. After each exercise or actual emergency, this annex will be reviewed and updated as necessary. Any changes made will be highlighted.