

# Town of Elkin

## Emergency Operations Plan

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## INDEX

Forward .....	Page 3
Purpose.....	Page 4
Reference	
General Concept.....	Page 4-5
Organization and Assignment of responsibilities.....	Page 5-7
1) Emergency Management Coordinator	
2) Incident Commander	
Command Post.....	Page 8
Incident Command Staff .....	Page 8-11
Town Manager	
Chief of Police	
Fire Department	
Fire Chief	
Public Works Director	
Planning Department Director	
Recreation Department Director	
Elkin Rescue Squad	
Staging Areas for the Town of Elkin.....	Page 12-13
Local Resources	

## FORWORD

The Town of Elkin (EOP) Emergency Operations Plan is to be used by Town of Elkin personnel to obtain maximum use of existing resources when responding to emergencies and disasters within the Town of Elkin. This plan is designed to follow the fundamental elements needed to create a stable basic plan.

The Town of Elkin EOP is a living document that will change with the knowledge that each incident will provide. The goal of the Town of Elkin Government is to provide a plan that will assure a prompt response and a quick recovery for the citizens of Elkin.

The preservation of life and property is a fundamental responsibility of the Town of Elkin Government. The potential for an incident to occur in the Town of Elkin involving extreme hazards is very likely. Therefore, it is an inescapable function of Town of Elkin Government to prevent or reduce the impact of all potential hazards.

This Emergency Operations Plan for the Town of Elkin details responsibilities for all department heads and supporting agencies that are likely to respond to an incident in the Town of Elkin. The plan establishes responsibilities; standard operating procedures and discipline relationships under which town officials and department heads that provide direction and control shall operate during the various stages of an emergency.

Office of Town Manager  
Elkin, North Carolina

# TOWN OF ELKIN EMERGENCY OPERATIONS PLAN

## A. PURPOSE

This plan predetermines actions to be taken by the Town of Elkin to reduce the vulnerabilities of people and property and establish capabilities to respond effectively to the actual occurrence of a disaster. This plan provides a method of response to an incident that requires any number of groups that are prepared to accomplish tasks within their capabilities. These groups define who will be responsible for each function. Defining the roles of each response element reduces confusion, chaos and conflict during an emergency, and significantly decreases vulnerability of the public and their property to hazardous threats. This plan is a general guide only and any part of this plan is subject to change depending on the circumstances of the event that is taking place.

## B. REFERENCE

- The current Surry County Emergency Operation Plan
- U.S. Department of Homeland Security / Federal Emergency Management Agency ICS (Incident Command System)

## C. GENERAL CONCEPT

The Town of Elkin is exposed to many hazards, all of which have the potential to disrupt the community, cause damage, and create casualties. Potential hazards identified for the Town of Elkin are:

### Natural Disasters (Sudden)

- Winter Storms
- Earthquakes
- Floods
- Wildfires
- Power Outages
- High Winds (hurricanes, thunderstorms, tornados)

### Long Term Natural Disasters

- Epidemic
- Drought

### Man Made Disasters

- Airplane Crash
- Dam Failure
- Train Derailment
- Hazardous Material Incident
- Radiological Transport Accident
- Biological Release or Attack

- Terrorism
- Act of Violence

The Town of Elkin will be supported, as necessary, by Surry County Emergency Management and the State of North Carolina Emergency Management, which can provide direct support and serve as a channel for obtaining and providing resources from the Federal Government Emergency Support Functions as listed in the Federal Response Plan.

The Town of Elkin will exercise authority during an emergency, subject to coordination with the County, when the emergency situation is clearly within their capability to respond and is entirely within the boundaries of their jurisdiction. However, when the resources of the affected municipality appear inadequate for the situation or the event is partly outside of the municipality, the County Emergency Management Agency will coordinate resources to assist with controlling the emergency. Emergencies in the unincorporated parts of the County will be managed by the County Emergency Management Agency. The County Manager, acting for the Chairman of the County Commissioners, will coordinate and control County resources and advise the Town of Elkin of needs and /or resources.

As the emergency situation develops, the Mayor of the Town of Elkin, or his/her designee, may declare a “State of Emergency” to exist within the Town and begin implementing emergency procedures.

#### D. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

The positions and organizations listed all have emergency functions in addition to their normal duties. These groups are Command, Response, and Support. Some positions are elected, some are appointed, and some groups are private.

##### 1) Coordination (Emergency Management Coordinator)

- a. The Town of Elkin Emergency Management Coordinator (EMC) will be the Elkin Town Manager or his/her designee. The EMC will activate the Emergency and Disaster Plan as needed.
- b. The Town Manager may also assume the role of Incident Commander during an emergency or disaster or designate the responsibility to another individual. The Emergency Management Coordinator and the Incident Commander will work under the authority of the Town of Elkin Mayor and Board of Commissioners.
- c. When necessary the Town of Elkin Emergency Management Coordinator shall coordinate and operate with the Surry County and State of North Carolina Emergency Management Coordinators.

- d. The EMC will assure adequate training for the Town of Elkin Emergency Management Organization.
- e. The EMC will maintain a current list of available resources and their means of contact.
- f. The EMC will coordinate exercises and test of the emergency systems within the Town of Elkin.
- g. When an emergency occurs, the EMC or his designee will immediately notify the Mayor, Town Board and all department heads of the situation. The EMC may request these individuals to meet at the designated command post. All department heads or their designee will meet at the designated command post at the designated time set by the EMC for the initial briefing.

## 2) Incident Commander

- a. The Incident Commander responsibilities include but are not limited to:
  - Ensuring clear authority and knowledge of agency policy
  - Ensuring incident safety
  - Establishing Incident Command Post
  - Establishing immediate priorities
  - Determining incident objectives and strategy (ies) to be followed
  - Establish the level of organization needed
  - Continuously monitor the operation and effectiveness of that organization
  - Managing planning meetings as required
  - Approving and implementing the Incident Action Plan
  - Coordinating the activities of the Command and General Staff
  - Approving requests for additional resources or for the release of resources
  - Approving the use of students, volunteers, and auxiliary personnel
  - Authorizing the release of information to the news media
  - Ordering demobilization of the incident when appropriate
- b. The Incident Commander will, as needed, maintain an ongoing liaison with the individuals, agencies, and businesses which will include but will not be limited to:
  - Each Town Department
  - The Town of Elkin Mayor and Board of Commissioners
  - Surry County Emergency Medical Services
  - Elkin Rescue Squad
  - Duke Energy
  - Local Phone Company
  - National Guard Armory
  - Hugh Chatham Memorial Hospital
  - American Red Cross

- Time Warner Cable
  - Elkin City Schools
- c. During an emergency or disaster the Incident Commander (IC) shall establish a Command Post and a Communication Center which may be located at the same or different location. Normally the Command Post / Communication Center will be located in the Elkin Town Hall / Elkin Police Department. However, depending on the type and nature of the emergency or disaster, another location in the Town may be the designated location of the Command Post.
- d. The IC will designate a Commanding Officer for the Command Post who will operate under his/her authority.
- e. The IC will designate a Command Staff that will carry out the functions needed to support the Incident Commander. The specific needs of the event will determine the need for a particular Staff Commander. When needed, the Command Staff will consist of but not be limited to:
- Safety Officer: This staff member monitors incident operations and advises the Incident Commander on all matters relating to operational safety, including the health and safety of emergency responder personnel. However, the ultimate responsibility for the safe conduct of incident management operations rest with the Incident Commander and the Command Staff at all levels of incident management. The Safety Officer is responsible to the Incident Commander for the set of systems and procedures necessary to ensure ongoing assessment of hazardous environments, coordination of multiagency safety efforts when necessary, and implementation of measures to promote emergency responder safety. The Safety Officer Has the authority to stop and /or prevent unsafe acts during incident operations.
  - Interagency Liaison: This staff member is the point of contact for representatives from all agencies participating in the event. This staff member must have the authority to speak for their agency.
  - Additional Command Staff positions may also be necessary depending on the nature and location of the incident, and/or specific requirements established by the Incident Commander.
- f. The IC (if at all possible) will schedule personnel assignments for no more than a twelve hour period.
- g. The IC will perform assigned duties according to State Statutes, County and Local Ordinances.
- h. The IC will establish and equip the Communication Center to include primary and backup radio communications (fixed and mobile) and provide for

operations on a continuous basis as required.

## E. COMMAND POST

### 1) PURPOSE / LOCATION

- a. The primary purpose of the Command Post is to establish a centralized location to receive, evaluate and distribute information and to coordinate activities of the Department Heads and officials, members of the Emergency Services Organizations, Civil Support Organizations and the National Guard.
- b. The Commanding Office of the Command Post will ensure that communication has been established with all key personnel, businesses, and agencies that are and will be involved in the response to the emergency or disaster. These include but are not limited to: all Town Departments, Surry County Emergency Services, Elkin Rescue Squad, Duke Power, Embark, National Guard Armory, Hugh Chatham Hospital, American Red Cross, Time Warner Cable Vision and Elkin City Schools.
- c. The Elkin Town Hall / Police Department will be the primary location of the Command Post during an emergency. In the event this location cannot be used the EMC will designate an alternative location based on the needs of the situation. If it is deemed necessary by the EMC the Surry Co. EMC will be contacted and a mobile command post shall be requested to be will utilized.

## F. INCIDENT COMMAND STAFF

### 1) Town Manager

- a. Will carry out appropriate provisions of State General Statutes, in addition to local ordinances relating to emergencies and disaster.
- b. When situations dictate, recommend to the Mayor that he/she make a Declaration of Emergency.
- c. Request assistance from County and State Government, as needed to control an emergency or recover from a disaster.
- d. Ensure that information and reports are forwarded through the County Emergency Services Office to the State Division of Emergency Management regarding an emergency or disaster.
- e. Maintain current inventories of public information resources.
- f. Prepare procedures for the conduct of public information services during disasters and emergencies.

- g. Coordinate all media releases pertaining to emergency planning and operations.
- h. Develop media advisories and public information for the public.
- i. The Town Manager, or his designee, will be responsible for disseminating all media releases.
- j. In the event of a county wide disaster, the Town Manager/IC will send a representative to the County Command Post for coordination of services, media releases and serve as a liaison between Town and County Governments.

## 2) Police Department

During emergencies and disasters, the Elkin Police Department will expand their operations to provide the increased protection required by existing conditions. The Chief of Police has established Mutual Aid Agreements with several law enforcement agencies that will respond as needed to assist with the emergency or disaster. There are numerous federal and state agencies that will also be able to assist. The Surry County EMC will be notified of the need for federal and state agencies.

- a. The Chief of Police, or his designated representative, will coordinate activities with the IC.
- b. If necessary, the Chief of Police will recall all needed Police Department Personnel as directed by the IC.
- c. Field activities and responsibilities of the Police Department are very broad and will include but not be limited to: Provide needed traffic control, provide security as needed or directed, and assist with the evacuation of citizens as needed.
- d. The Chief of Police operates under the direct authority of the Incident Commander.

## 3) Fire Department

During emergencies and disasters, the Elkin Fire Department will expand their operations to provide the increased protection required by existing conditions. The Fire Chief has established Mutual Aid Agreements with other fire departments that will respond as needed to assist with the emergency or disaster. There are numerous federal and state agencies that will also be able to assist. The Surry County EMC will be notified of the need for federal and state agencies.

- a. The Fire Chief, or his designated representative, will coordinate activities with the IC.
- b. If necessary, the Fire Chief will recall all needed Fire Department personnel as

directed by the IC.

- c. Field activities and responsibilities of the Fire Department will include but not be limited to: responding to calls requiring fire or smoke investigation, fire suppression, chemical spills and or releases and other Hazardous Material situations and assisting with traffic control.
- d. Provide Emergency Medical Response in support of Surry EMS.
- e. The Fire Chief operates under the direct authority of the Incident Commander.

#### 4) Finance Director

The Finance Director is responsible for managing all financial aspects of an incident. Not all incidents will require the assistance of the Finance Director. The duties of the Finance Director includes but are not limited to:

- a. Manage all financial aspects of an incident.
- b. Provide financial and cost analysis information as requested.
- c. Ensure compensation and claims functions are being addressed relative to the incident.
- d. Gather pertinent information from briefings and responsible agencies.
- e. Develop an operating plan for Finance Operations.
- f. Meet with assisting and cooperating agency representatives as needed.
- g. Establishing procedure whereby required purchase can be made during an emergency or disaster.
- h. Begin collection of data and record keeping at onset of the event.
- i. Ensure that response agencies initiate documentation of all cost incurred that are related the emergency or disaster.
- j. Brief agency administrative personnel on all incident related financial issues needing attention or follow up.
- k. Ensure that all obligation documents initiated as a result of the incident are properly prepared and completed.

#### 5) Public Works Director

- a. If necessary, the Public Works Director will recall all needed personnel as

directed by the Incident Commander.

- b. Field activities and responsibilities of the Public Works Department will include but not be limited to: close streets as needed, set detour routes, and clear streets of debris.
- c. Develop and maintain resource lists with source, location, and availability of equipment, fuel and operational personnel to support response and recovery operations.
- d. The Public Works Director, or his designated representative, will coordinate activities with the IC.
- e. The Public Works Director will coordinate with the Yadkin Valley Sewer Authority (YVSA) in the event the Town of Elkin sewer system is affected.

#### 6) Planning Department Director

- a. The Planning Department Director, or his designated representative, will coordinate activities with the IC.
- b. Establish a Public Information Center.
- c. Coordinate media and public relations with the Town Manager.
- d. Assist Department Heads in the call up of extra personnel.
- e. Assist with working Town employees and their families.
- f. May assist the Finance Director with damage assessment.
- g. The Planning Department Director, or his /her designee will coordinate activities with the IC.

#### 7) Recreation Department Director

- a. The Recreation Director, or his designated representative, will coordinate activities with the IC.
- b. The Recreation Director will recall all needed personal as directed by the IC.
- c. The Recreation Center may be used as a backup Command Center/Public Information Center as the situation dictates.
- d. The Recreation Center may be used for temporary shelter for dislocated persons.

e. The Recreation Director may assist in other areas as directed by the IC.

#### 8) Elkin Rescue Squad

- a. The Chief of the Rescue Squad or his designee will coordinate activities with the Emergency Coordinator / Incident Commander.
- b. The Elkin Rescue Squad will provide immediate medical attention to victims, provide transportation of victims to medical facilities, and coordinate other activities with the Incident Commander as needed.

### G. STAGING AREAS FOR THE TOWN OF ELKIN

The staging area will be determined by the Incident Commander depending on the type of services needed and the number of personnel and equipment on scene. Possible staging areas within the Town of Elkin will include but not be limited to the following locations:

Old Wal-Mart Shopping Center Parking Lot.....	Hwy 21 Business
New Wal-Mart Shopping Center Parking Lot.....	Hwy 268 By Pass
Old K-Mart Shopping Center Parking Lot.....	Hwy 21 Business
Big Lots Shopping Center.....	Hwy 21 Business
Town Garage.....	Carter Mill Road
Town Hall Parking Lot.....	Hwy 21 Business
Elkin High School Ball Fields.....	Memorial Park Drive

### H. LOCAL RESOURCES

The Elkin Police Department (Event Communication Center) will maintain a complete list of Emergency and Public Service contact number. The following is a partial quick reference.

- a) Surry County Communications ..... 336-374-3000
  - Surry County Emergency Services..... 336-783-9000
  - (John Shelton Cell Phone) ..... 336-374-0300

#### b) Excavators

David Miller.....	336-835-3242
Henry Key.....	336-874-2925
Carter & Kirk.....	336- 835-3310
Carl Rose & Sons.....	336-835-7506

#### c) Towing

Kenneth Moody's Garage.....	336-874-7120
Swifts Body Shop.....	336-874-2123
Alan Moody.....	336-874-7308

South Eastern ..... 336-835-4442  
 Rudy..... 336-835-7148 / 902-1107  
 Country Motors..... 336-526-4363 / 244-5130

d) Traffic Control

North Carolina State Highway Patrol Troop E Headquarters, Salisbury N.C. 704-639-7595  
 Surry County Sheriffs Dept.....336-374-3000  
 North Carolina Department of Transportation Division 11.....336-667-9111

e) Utilities

Duke Energy .....1-800-769-3766 / 1-800-777-9898  
 Embarq.....1-800-788-3600  
 Frontier Energy.....1-888-337-4774  
 Time Warner Cable.....1-800-247-9122

f) Radio/Television

WFMY News 2 Greensboro.....1-336-379-9369  
 WGHP Fox 8 Greensboro.....1-336-841-6397  
 WXII Winston Salem.....1-336-721-9944  
 WIFM .....1-336-835-2511

g) National Weather Service

Raleigh Office.....919-515-8225  
 Blacksburg V.A.....540-552-0084  
 Atlanta GA.....404-761-5386

h) Chemical Response

Surry County Emergency Services Haz-Mat Response..... 366-374-3000  
 John Shelton (Cell Phone) .....336-374-0300  
 North Carolina Regional Haz-Mat Response Team Coordinator (Raleigh) .. 919-715-0465  
 (Surry County Emergency Services).....336-374-0300  
 Chemtrec (24-hour emergency response communication service) .....1-800-424-9300