



# MEMO



*A joint publication between the N.C. Division of Emergency Management and N.C. Emergency Management Association*

## **TEEN CERT: Providing Opportunities for Youth to Lead the Way**

Lyrics from a 1980s hit song summarize one of the driving philosophies of Community Emergency Response Team program manager Patty Moore.

“Children are our future,” Moore said, quoting the Whitney Houston song. “We have a responsibility to ‘teach them well and let them lead the way’.”

That philosophy, combined with her personal experience as the mother of two teenagers, were motivating factors for Moore as she developed a strategy to foster emergency preparedness and disaster response training for teens in schools across the state.

“The CERT concept has been around since 1985 for adults and community activists but never targeted teenagers,” explained Moore. “I believe teenagers can do more - and want to do more – when emergencies happen in their community. They just need some guidance and direction.”

Implementing a Teen CERT program provides them with an organized way to get involved, Moore added.

Like the adult version, the Teen CERT program provides volunteers with 21 hours of training in emergency preparedness and basic disaster response skills such as fire safety, light search and rescue, team organization, disaster medical operations and disaster psychology. The primary difference is how the program is implemented.

“Implementing a Teen CERT program requires many approvals from various key groups associated with the school system including county commissioners, local school boards, superintendents, principals and, of course, parents of the students,” said Moore.

The state provides support to the Teen CERT programs, as well as to the communities and schools who want to start a program, but it is the local sponsoring agency that is responsible for how the program is implemented and operated. A sponsoring agency can be a local elected leader, Citizen Corps Council or local emergency response organization such as police department, fire department or city/county emergency management.

Being a member of a Teen CERT team requires participants complete the 21-hour course, but how participants receive those hours of instruction is up to the sponsoring agency. So far, there are seven Teen CERT programs in North Carolina. Each program implements its course curriculum differently.

For instance, the Cary Academy in Wake County offers Teen CERT to students as an afterschool club similar to a SADD chapter. Students meet two hours after school to conduct the training. The school just finished their third Teen CERT class and now has approximately 50 trained students in the program.

On the other hand, Smithfield-Selma High School in Johnston County incorporated the Teen CERT program into the high school’s curriculum as a class elective.



*Teen CERT, just like the adult program, teaches volunteers how to help victims in emergencies as seen in this exercise.*

“I tell my students there are two types of people in any bad situation; those who can help and those who need help. If given the choice which one would they want to be?” said Pat Deese, registered nurse and CERT advisor. “I believe that by taking this class these students are more prepared and willing to do good things when the time comes. I also believe that this opportunity has opened doors and interest for these students.”

More than 20 Smithfield-Selma High School students have completed teen CERT training.

“The exciting thing about the Smithfield-Selma teen CERT program is that they built the program themselves by creating the funds and resources needed to make it successful,” said Moore. “All it takes is support from the local community and able and willing volunteers.”

Moore would like to see the teen CERT program expand as the adult version has. North Carolina currently has 141 adult CERT teams in 51 counties making our state seventh nationally in the number of registered CERT teams. Since 1997, approximately 5,000 North Carolinians have been CERT trained.

A teen CERT Train-the-Trainer course will be offered Dec. 2 – 4 at the Charlotte Fire Department Training Center. Instructors from Eastern Michigan University will provide specialized training for adult CERT members that will enable them to teach future teen CERT classes. For more information, or to register for the course, visit <http://terms.ncem.org/TRS/>.

As the song says, “everybody is searching for a hero; someone to look up to.” The teen CERT program can provide an avenue for our youth to become some of those heroes in our communities.

For more information about CERT, contact Patty Moore at 919-715-0090 or [pmoore@ncem.org](mailto:pmoore@ncem.org).

## **ReadyFORSYTH.org Helps to Prepare Residents for Emergencies** **By Michelle Brock, Forsyth County Emergency Management**

Winston-Salem/Forsyth County Emergency Management and the Forsyth County Citizen Corps Council launched [www.ReadyFORSYTH.org](http://www.ReadyFORSYTH.org), a new website filled with emergency preparedness information in a visually captivating format.

The new website is loaded with resources to help residents and businesses prepare for unpredictable circumstances. The site contains links, widgets, weather information, local storm stories and articles about public safety events and training in Forsyth County and throughout North Carolina. The website was initially launched in August to promote September as National Preparedness Month.

For those seeking the latest up-to-the-minute information, ReadyFORSYTH can be followed on Facebook, Twitter or via RSS Feed. The left side of the home page contains a social slider. Each icon takes the viewer directly to ReadyFORSYTH’s Facebook, Twitter, YouTube and Picasa pages or RSS feed. Each new article posted on the website also is pushed out via Facebook and Twitter. For those that do not follow social networking sites, there is a log-in section at the bottom of the home page and subscribers can choose to receive email updates when new articles are posted to the site.

Another unique component to the website is that partnering agencies have access to secure pages in order to receive information during EOC activations. Documents, Powerpoint presentations and other important information can be shared on these secure pages. Access is granted by the website administrator.



*ReadyFORSYTH billboard design to promote new preparedness website.*

Google Analytics provides specific information about ReadyFORSYTH viewer's tendencies. Through this tool county personnel can monitor who is going to the website, how long they are viewing the site, what pages are viewed most often, and the location from which they are viewing the site.

"Google Analytics serves as a great tool for monitoring how browsers use our new website," explained Michelle Brock, assistant emergency management coordinator for the county. "By reviewing which pages are read most often, we can evaluate what type of information best resonates with our residents."

The county promoted the new ReadyFORSYTH site through billboards, Facebook, Google, city and county websites, utility bill stuffers and business cards.

"As emergency managers, we are always seeking new and innovative opportunities to inform the public of the importance of being prepared. This new website allows us to share life-saving information very quickly by taking advantage of existing technology," said Brock.

However, it comes with a price, she cautioned.

"It takes a lot of staff time to create and maintain such a site," Brock said. "Adding new content regularly and updating live feeds is very time consuming and may leave you wondering what you've gotten yourself into."

ReadyFORSYTH was funded by a grant from the Forsyth County Citizen Corps Council. The website is maintained by Winston-Salem/Forsyth County Emergency Management. For more information, email Michelle Brock at michelleb@cityofwfire.org.

## **Reality Bites: A One Medicine Approach to Vector-Borne Disease**

State agency representatives will gather for the annual "One Medicine" symposium Dec. 8 at the Sheraton Imperial Hotel and Convention Center in Durham. This year's symposium is entitled "Reality Bites: A One Medicine Approach to Vector-Borne Diseases."

Vector-Borne Diseases are infectious diseases such as Lyme disease, Rocky Mountain spotted fever, and Colorado tick fever transmitted by insects like ticks and mosquitoes. The diseases have a high mortality rate among humans and animals.

The conference is intended for physicians, nurses, veterinarians, veterinary technicians, public health professionals, environmental health specialists, agriculture professionals, wildlife professionals, and federal, military, state and local disaster responders.

In its eighth year, N.C. Dept. of Health and Human Services and the N.C. Dept. of Agriculture and Consumer Services have hosted the symposium to educate and provide attendees with take-home tools that will improve and enhance preparedness for a natural or man-made disaster or infectious disease outbreak.

For more information or to register, visit [www.onemedicinenc.org](http://www.onemedicinenc.org).

## **Preparing for Winter Weather**

Ready or not: here it comes.

With winter officially just around the corner, Gov. Bev Perdue declared Nov. 28 - Dec. 4 as Winter Weather Preparedness Week in North Carolina to remind citizens, businesses and schools to prepare now to stay safe and warm when debilitating winter storms strike.

"We've had a very warm and pleasant fall, but we know it may not last," N.C. Crime Control and Public Safety Secretary Reuben Young said. "Many parts of our states saw several snowfalls last year and our mountains and foothills were especially hard hit in December and January."

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## Winter Weather continued

Jeff Orrock, warning coordination meteorologist with the National Weather Service, said the forecasts are calling for a drier than normal winter due to La Nina. However, he cautioned that a big storm or two is not out of the question. The record heavy snow that struck much of the state in January 2000 occurred during a La Nina cycle. La Nina cycles can also mean an increase in freezing rain and wintry mixes due to the warmer temperatures.

It is important that all citizens monitor changing weather conditions by listening carefully to their National Oceanic and Atmospheric Administration Weather Radio, local radio and television stations for storm watches or warnings. When winter weather warnings are issued, the public should be prepared for possible power outages or roads made impassable by snow or ice.



*Seventeen inches of snow fell in Asheville during a storm last December.  
Photo courtesy of Scott Halleran/Getty Images North America.*

Remember to share the following winter safety tips:

- Keep alternative heating sources prepared.
- Properly vent kerosene heaters. Keep electric generators OUTSIDE and away from any open windows or doors to prevent carbon monoxide poisoning. DO NOT burn charcoal indoors.
- Keep fresh batteries on hand to use with flashlights and weather radios.
- Always keep at least a three-day supply of non-perishable food in your home.
- If you must travel during a winter storm, store an emergency kit in your vehicle.
- Wear multiple layers of thin clothing to stay warm.
- If driving on snow- or ice-covered roadways, reduce your speed. Driving at the regular speed limit will reduce your ability to control the car if you begin to slide. Leave plenty of room between you and other vehicles.
- If conditions worsen and you can no longer drive safely, pull off the highway. Stay calm and remain in your vehicle. Do not set out on foot unless you can see a building close by where you know you can take shelter.

Young warned that most deaths attributed to winter storms result from indirect dangers such as traffic accidents, falling trees, downed power lines, house fires and carbon monoxide poisoning resulting from improper use of space heaters, grills and stoves.

## Preparedness Planning Targets State's Licensed Care Facilities

Two state agencies are offering a comprehensive, user-friendly solution to help operators of nearly 5,700 licensed care facilities plan for floods, hurricanes, ice storms and other situations that may leave them without electricity for days, or needing to evacuate their residents.

As a state that knows how to respond to the frequent hurricane hits that strike both its coast or mountains, and the flooding that may ensue, every North Carolina county has been touched and affected by severe weather that results in short- and long-term inconveniences.

“We just want to be sure that all the facilities that provide care to our state’s more fragile and vulnerable populations have the tools they need to make their preparations in advance of a disaster,” said Drexal Pratt, director of the N.C. Division of Health Service Regulation. “And, we want them to be prepared so they can make smart decisions when an event is upon them.”

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As the result of months of meetings and teamwork, compact discs containing “The North Carolina Licensed Care Provider Disaster Plan Template” are being distributed for free to facilities throughout the state.

“This CD not only provides a disaster plan template for the operators of licensed care facilities,” said Mike Sprayberry, deputy director of the N.C. Division of Emergency Management, “it provides a library of references, best practices, training presentations and more. It is a one-stop-shop for disaster preparedness for these facilities.”

The departments of Crime Control and Public Safety and Health and Human Services collaborated on this project through their divisions of Emergency Management and Health Service Regulation.

The goal: to improve disaster preparedness for all hazards within the long-term care industry. The bottom line is also aimed at smoother evacuations and ensuring that appropriate nutrition, medication and staffing is in place in the event a facility needs to shelter in place.

The many steps not only benefit each facility, they also assure that emergency responders will have critical information available to them as they provide assistance to a facility in the throes of danger.

“With just a small amount of information that is easily accessible at a critical time, we know that emergency responses can go a whole lot smoother,” said Regina Godette-Crawford, acting director of the Office of Emergency Medical Services, which resides within DHSR. “There’s no need to traumatize the residents of care facilities any more than is absolutely necessary. Some of them have cognitive impairments, and sudden changes are difficult for them.”

“With good planning by each facility, our emergency management teams and responders can be more effective,” Sprayberry said, “and save more lives.”

Local emergency management offices are distributing the CD at no charge to the state’s licensed care providers. It includes valuable information about the different types of emergencies they may face – from tornadoes, hurricanes and ice storms to chemical spills, fires and floods, and even bioterrorism. It also includes a fill-in-the-blanks template for the facility to collect its own information to help administrators see areas that may need extra attention to prepare for potential emergencies.

The idea was born last year by Wilson County emergency manager Gordon Deno. Deno contacted NCEM requesting help for county emergency managers in developing a tool that could be used to generate a comprehensive, standard disaster plan for licensed care facilities. Sprayberry presented the concept to the Division of Health Service Regulation who agreed to partner in development of the project.

“This provides a consistency for the facilities, and also for the responders, and with that a lot of time can be saved during a very critical period,” Pratt said.

Licensed care facilities are required by law to have their own disaster plans. The new CD provides a template that can be used to quickly develop a complete plan that addresses the needs of any facility, regardless of size and location. Facility directors can then send it to their local emergency manager, store in their agency files and update as needed.

For more information about the plan or to obtain a disk, contact Mike Sprayberry at 919-733-2931 or [msprayberry@ncem.org](mailto:msprayberry@ncem.org).

## **Hazardous Material Study Helps Locals Plan and Exercise Better**

N.C. Emergency Management's Information and Plans section just completed the third of a five-year hazardous material study for the state's nine Domestic Preparedness Regions. The study provides an assessment of the hazardous material risks near critical facilities such as schools, public buildings, congested transportation routes and areas with large population density.

Such locations can be particularly vulnerable to hazardous material releases such as the 2006 EQ chemical fire in Wake County that resulted in the evacuation of 17,000 residents or the 2010 tanker truck accident that spilled 6,000 gallons of methanol in Bladen County earlier. Before the EQ fire, many Apex residents and city officials were unaware of the volume or nature of chemicals stored on site and their potential disastrous effects on the community.

"With the increasing amount of hazardous materials produced, transported, and stored in our state, the possibility of a chemical release is greater than it was a decade ago," said Ed Jenkins, Deputy Chief, Information and Planning Section. "Many facilities and transportation companies comply with regulations, but others can operate under the radar of governmental oversight without having to fully disclose the types and quantities of hazardous material stored."

The regional hazardous material studies will identify facilities and transportation routes not previously known. By the end of the fifth year, each of the nine DPR sites will have undergone a thorough analysis, and they will have a detail description of hazardous material facilities in their area. Counties will know the hazardous materials produced, transported, and stored in and through its jurisdiction and their proximity to locations frequented by the public.

"Our contractor, Innovative Emergency Management, produces these profiles, and once completed, local emergency offices can use the study's findings to update their hazardous material response plans and to develop realistic exercises to test their plans," said Jenkins.

So far, hazardous materials studies have been completed for Domestic Preparedness Regions one, two, and three which include: Beaufort, Bertie, Bladen, Brunswick, Camden, Carteret, Chowan, Columbus, Craven, Cumberland, Currituck, Dare, Duplin, Gates, Greene, Herford, Hoke, Hyde, Jones, Lenoir, Martin, New Hanover, Onslow, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Robeson, Sampson, Tyrrell, Washington, and Wayne counties.

Studies will be completed for two DPRs during each of the next three federal fiscal years. Each study takes approximately nine to 12 months to complete.

## **Training CAP in POD**

More than 20 members of the Civil Air Patrol participated in Point of Distribution training November 20th at CAP headquarters in Burlington. The point of distribution, or POD program, uses a central, easily-accessible location to distribute essential commodities such as emergency meals ready-to-eat, bottled water, ice and/or tarps to help protect homes with roof damage.

PODs are only used when central services such as power and water are out for a long period of time and stores are not open. The system operates like a drive-thru line at a fast food restaurant. Citizens drive through a lane, stop at a point, and are given a set amount of supplies.

"Counties recognize that during and immediately after catastrophic events such as floods, earthquakes and hurricanes they may not have enough personnel to run POD sites," said Glenn Wisbey, NCEM's logistics operations branch manager. "To help counties with commodity distribution, the division partners with state agencies, non-profit and faith-based organizations to develop trained POD teams that can go into an affected area and work for the locals when requested."

Wisbey said POD sites are the end-point in the logistics distribution system and are designed to operate only until merchants and the public infrastructure are up and running again. The division stores enough food and water to sustain 50,000 people for one day, but can acquire additional commodities from contracted vendors and solicit support from both FEMA and surrounding states through the Emergency Management Assistance Compact.

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Counties have pre-planned POD sites organized according to the population in need, potential vulnerability and space available to set up a site. Each county has a distribution plan to help emergency personnel distribute life-sustaining resources. Distribution sites can be set up to disperse commodities to up to 20,000 people per day. Counties monitor what is being distributed and order additional commodities to restock the PODs daily. The intent is to be scalable so that at the end of the disaster little to no commodities remain, eliminating waste of tax payer money.

"The main reason why CAP wanted to participate and support POD is because we have a responsibility to fulfill one of our core missions which is to provide help to our citizens in times of need. For the city of Burlington, we can do our part if called upon," said Lt. Colonel Donald Beckett, N.C. Division of Civil Air Patrol.



*CAP Senior Members load commodities in a vehicle during Points of Distribution training.*

The Civil Air Patrol is the second group trained this year in POD by state Emergency Management; the first group was N.C. Baptist Men. The four-hour training includes both classroom instruction and time to practice establishing and operating a POD in different scenarios.

Any community-based, volunteer or faith-based organization or private business can be support staff for a POD site by establishing a working agreement and meeting criteria outlined by the local emergency management director.

"Our intent is to help build local capabilities in cooperation with the county emergency management agencies," said Wisbey. "We want to thank the Civil Air Patrol for offering their services and being available to help the state in its time of need."

## **NWS & RENCI Collaborate on Decision Support Project**

**By Jessica Losego, RENCI**

To better understand the emergency community's decision processes and use of weather information, the National Weather Service (NWS) headquarters and local offices and the National Oceanic and Atmospheric Administration (NOAA) have teamed with the Renaissance Computing Institute (RENCI) and East Carolina University (ECU) in a cooperative pilot project. The foundation of this project is the incorporation of social science methods to learn about and understand the entire emergency decision process across numerous Emergency Support Functions (ESFs). This understanding and constant feedback from the emergency community will be integrated into the development of several innovative, real-time prototypes to help the community in their respective decision making process.

Winter weather is the first hazard the project team is studying to learn about the use of weather information in the decision processes. Several focus groups already have been conducted with a wide array of participants from various ESFs to discuss what actions they take before, during and after a winter storm. These focus groups provided information for the first prototypes the team developed for this winter. The team also conducted a survey and numerous interviews at the fall NCEMA Conference to gather for prototype development more in-depth information about how emergency managers use weather information and share it with others.

Throughout this initial information gathering period, several critical decision making groups emerged as ones whose decisions have a major societal impact, but can have trouble accessing and understanding weather information. One such example is school representatives that gather information and make a recommendation or decision to close schools during a winter event. This sub-group will be one, along with county EM directors, that the team initially focuses on and develops prototypes for during this winter. As the project moves forward, prototypes for more hazards and ESFs will be developed.

Thanks to the North Carolina emergency management community for the help provided so far, such as completing surveys and helping us make contact with school reps in your county. We will continue to ask for your help throughout this project, so keep an eye out for emails and phone calls from us. For more information about this NWS/RENCI project, contact Jessica Losego at RENCI at 919-445-9663 or [jproud@renci.org](mailto:jproud@renci.org).

## **Tropical Storm Nicole Recap**

Residents in eastern North Carolina received more than \$5.1 million in federal and state grants and loans to help recover from severe storms and flooding caused by Tropical Storm Nicole earlier this fall.

“Our state Emergency Management, FEMA and U.S. Small Business Administration staffs worked together closely during October and November to help affected homeowners, renters, businesses and nonprofit organizations of all sizes recover from the flooding,” said N.C. Emergency Management Director Doug Hoell.

So far:

- More than \$2.8 million has been approved from FEMA's Individuals and Households Program for temporary housing and home repairs.
- Nearly \$754,700 has been approved in Other Needs Assistance, a joint state-federal program that helps replace personal property and pay medical, dental, transportation and other serious disaster-related needs not covered by insurance or other federal, state and charitable aid programs.
- More than \$1.5 million has been approved in SBA low-interest disaster home loans.
- 4,000 people have registered with FEMA for state and federal disaster assistance.
- More than 3,300 damaged homes have been inspected by FEMA.
- More than 2,900 residents have visited Disaster Recovery Centers operated jointly by FEMA and the State of North Carolina, with support from SBA.
- 15 Disaster Recovery Centers were staffed by state and federal recovery personnel and SBA disaster loan representatives to provide in-person help to North Carolinians. Tropical Storm Nicole dumped between five and 23 inches of rain on eastern North Carolina during the last week of September and the first days of October. Eight storm-related traffic fatalities were attributed to the storm.

## **Division Continues to Send Responders to Federal Training**

Throughout the year the N.C. Division of Emergency Management has helped local and state emergency response personnel participate in highly specialized and intense training offered through the federal government's consortium members.

More than 250 courses are offered through various programs including, the Center for Domestic Preparedness, Energetic Materials Research and Testing Center, National Center for Biomedical Research and Training, Texas Engineering Extension Service-National Emergency Response and Rescue Training Center, National Nuclear Security Administration/Counter Terrorism Operations Support Program, and National Disaster Preparedness Training Center.

“Each member provides specialized training in different areas of emergency response that is relevant in a post 9/11 world,” said Bill Chamberlain, state administrator for North Carolina.

Courses range from three days to two weeks at various sites from Hawaii to New Mexico, Louisiana, Texas or Alabama. So far, NCEM has sent more than 600 local and state emergency response personnel to the federal sites for practical hands-on training. The average wait for acceptance into a course is four to five months and all application must come through and be approved by the NCEM.

“All students are pre-screened by the state and must have their agency manager or director's approval before being accepted and admitted into a program,” said Chamberlain.

To attend any course, send applications to Bill Chamberlain at [chamberlain@ncem.org](mailto:chamberlain@ncem.org) or at 919-715-9246.

For course offerings visit <http://terms.ncem.org/TRS/>. For more information on the consortium members, visit [http://www.ndpc.us/consortium\\_members.html](http://www.ndpc.us/consortium_members.html).

## Staffing Announcements

### State:

**Andrew Langan** – Strategic Planner, Homeland Security Branch, 919-715-8000 ext.232, Alangan@ncem.org.  
Andrew comes to NCEM from the U.S. Army.

**Angelo Owens** – Regional Response Team coordinator, 919-733-0465, Aowens@ncem.org.  
Angelo comes to NCEM from the U.S. Navy.

**Callion Maddox** — Risk Assessment and Planning manager, Hazard Mitigation Branch, 919-715-8000 ext 325,  
Cmaddox@ncem.org.  
Callion worked previously as a hazard mitigation specialist for the division.

**Derrick Remer** – Search and Rescue coordinator, 919-733-2925, Dremer@ncem.org.  
Derrick worked previously as a training officer for the division.

**Melissa Greene** — Area Three Coordinator, Mgreene@ncem.org.  
Melissa previously served Lenoir County as the Emergency Management Coordinator.

### County:

**Chris Smith**—Emergency Management Coordinator, Hertford County, 252-358-7861,  
chris.smith@hertfordcountync.gov.  
Chris comes to Hertford County from N.C. Division of Forest Resources.



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***“In the Business of Saving Lives and Protecting Property”***

*The North Carolina Division of Emergency Management was formed in 1977 to coordinate the preparedness, response, recovery and mitigation activities of all agencies for emergency management within North Carolina. It performs this mission by planning, organizing, staffing, equipping, training, testing and activating emergency management programs during times of need.*