



# MEMO



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

## State Responds to Worst Tornado Outbreak in Decades

Two thirds of the state was under a tornado watch on April 16 when 28 tornadoes touched down killing 24 people, injuring 133 and leaving behind thousands of damaged homes and businesses.

“We experienced a year’s worth of tornadoes in one day,” said N.C. Emergency Management Director Doug Hoell. “But for many, the recovery and rebuilding process will take months.”

More than 30 counties were impacted by the hail, severe storms and tornadoes that raged across the state that day. The Lowes Home Improvement, Walmart and Static Control in Sanford were destroyed. The middle school in Snow Hill was destroyed and there was major damage to the high school. In Raleigh, there was significant damage the N.C. Division of Motor Vehicle headquarters, as well as classrooms and dormitories at Shaw University and St. Augustine’s College.

Twelve counties declared states of emergency and 13 opened their emergency operations centers. North Carolina Emergency Management activated the state EOC and responded to resource requests dispatching incident management teams, search and rescue crews, chain saw crews, EMS units, law enforcement support, fire response resources, NCDOT equipment and staff, hazmat regional response teams and food, water, ice and tarps. As the storm left hundreds homeless, 23 shelters opened in 13 counties to offer temporary housing to more than 375 people.

Three days after the storm hit, Gov. Perdue requested and received federal aid for 18 of the hardest hit counties including: Bertie, Bladen, Cumberland, Craven, Currituck, Greene, Halifax, Harnett, Hertford, Hoke, Johnston, Lee, Onslow, Pitt, Robeson, Sampson, Wake, and Wilson. Tyrell County was added in early May.

Non-profit and faith-based organizations have played a tremendous role in the response and recovery efforts.

“Many of our nonprofit partners such as American Red Cross, N.C. Baptist Men and Salvation Army have organized since day one to offer support to victims in many capacities. This includes feeding, sheltering as well as giving immediate supplies such as clothing and hygiene items,” said Hoell.

Hoell credited state agencies with quick response. Minimum security inmates from the Department of Corrections and crews from the Department of Transportation began picking up debris the next day.



*Home destroyed in Wake County during the April 16 thunderstorm outbreak that caused 28 tornadoes, claiming 24 lives and millions of dollars in damage. Bottom: Aerial shot of homes damaged and tornado’s path in Wake County.*



*Continue*

## *Tornado Response continued*

FEMA staff and resources also began rolling into North Carolina the day after the storm hit. More than 400 FEMA employees are working side-by-side with 50 NCEM employees and nearly 40 staff from the U.S. Small Business Administration. The agencies are co-located at the temporary Joint Field Office in Garner as well as a multitude of disaster recovery centers in the declared counties.



*Lowe's Home Improvement store in Lee County damaged by tornado, April 16.*

Nearly 900 homes and businesses were destroyed and more than 6,400 damaged. As of May 10, more than \$6.8 million in federal grants and loans had been approved to help North Carolinians recover from the tornadoes. More than 7,500 people had registered with FEMA seeking assistance in the recovery process.

NCEM and FEMA officials say it's not too late to seek help. Anyone who had damage – even if they have insurance—can register with FEMA, but they must do so by June 20<sup>th</sup>. Storm survivors can register online via [www.disasterassistance.gov](http://www.disasterassistance.gov) or call 1-800-621-FEMA.

“We know the recovery process will take some time,” said Hoell. “But North Carolinians are resilient and quick to help each other.”

## **Typing Project for DPR 8** ***By Mike Cook, N.C. Emergency Management***

The state's sub-committee that comprises Disaster Preparedness Region (DPR) Eight met April 4 to hear a presentation on the Typing Project sponsored by Buncombe County.

The Typing Project is an information database that will allow counties to become National Incident Management System compliant for categorizing local deployable resources as well as sharing information about local capabilities through an identifiable format.

Tim Miller of Blueridge Emergency Preparedness Group presided; he also will format the database to work within WebEOC in the resource manager boards.



*DPR-8 sub-committee listens to Tim Miller talk about the Typing Project.*

“This will reduce the demand on data input as the function comes on-line,” said Mike Cook, N.C. Emergency Management Western Branch Manager. “I want to thank Buncombe County for their support of the project.”

The Project is funded through a DPR Eight and Nine combined U.S. Department of Homeland Security grant.

## Human Services Section Conducts ARC SEOC Training

On April 7, NCEM human services' section conducted a state emergency operation center training for more than 25 American Red Cross volunteers from across the state. Led by Human Services Program Manager Warren Moore and American Red Cross State Liaison Lee Stock, the volunteers were given an overview of WebEOC - the state's disaster information management tool - and the national shelter database.

"We wanted to show the volunteers how to operate both information databases and become familiar on how to reconcile both databases when responding during a disaster," said Moore.

Currently, WebEOC does not interface with the national shelter database which means volunteers have to monitor both information tools and input shelter opening and closings on both. The volunteers also participated in an exercise to put what they learned into practice.



*NCEM Human Service Program Managers' Warren Moore (left) and Tim Johnson (right) teach ARC volunteers about WebEOC during ARC SEOC Training on April 7.*

"The exercise involved a hurricane theme in which multiple shelters were opening and closing," said Moore.

## CERT Conducted in Spanish

The state's Community Emergency Response Team (CERT) Program will conduct its first training in Spanish, June 3 – 5, to encourage members of the Hispanic and Latino communities to be self-sufficient during emergencies and disasters.

CERT trains local community members how to take care of themselves and the community immediately following a natural disaster such as the recent tornadoes or man-made emergencies like the 2006 chemical fires in Apex. Class participants will learn emergency response in areas of disaster preparedness, fire extinguisher use, emergency medicine, light search and rescue, and disaster psychology.

The training will be held in Sampson County. The training is free but registration is required by May 27. To register, visit [terms.ncem.org](http://terms.ncem.org). For questions, call Patty Moore at 919-715-0090 or [pmoore@ncem.org](mailto:pmoore@ncem.org).

## Counties Receive Mobile Light Towers

*By Mike Cook, N.C. Emergency Management*

Disaster Preparedness Region eight counties received mobile light towers on April 4. Purchased through a U.S. homeland Security Grant sponsored by Caldwell County, the lights will provide additional support during operations where visibility is limited. The manufacturer provided training to the counties on how to properly set up and use the mobile unit.

"The light towers we have in Alexander County are the most used piece of equipment purchased with Homeland Security Grant money," said Russell Greene, DPR 8 chair and Alexander County Emergency Management Coordinator. "I want to thank Caldwell County Emergency Management for supporting this project."

The counties in DPR Eight include: Alexander, Alleghany, Ashe, Avery, Burke, Caldwell, McDowell, Mitchell, Rutherford, Watauga, Wilkes and Yancey.



# Emergency Management Training and Standards Advisory Board

*By Gary Jones, North Carolina Emergency Management Association*

The first meeting of the N.C. Emergency Management Training and Standards Advisory Board was held April 12 in the Guilford County Emergency Operations Center. The oversight board was established to strengthen and enhance the professional competencies of emergency management personnel in local and state emergency management agencies.

The board began as a result of a 2009 review of N.C. General Statute 166A which called for the establishment of an emergency management certification program and creation of the program's oversight board.

Board members represent local and state emergency management agencies, as well as the private sector. Emergency management representatives on the board include: Jo Ann Smith, Carteret County; Don Campbell, Guilford County; Jerry VeHaun, Buncombe County; Mike Sprayberry, Steve Sloan and Dianne Benton from NCEM. Gary Cornett of Biltmore Estate represents the private industry, while Bill Gentry of UNC – Chapel Hill is the higher education representative on the new board.

During the board meeting, members reviewed N.C. General Statute 166A as it applies to both the certification program and activities of the board. The board also discussed its charter, including its mission, purpose and by-laws, as well as the current and future roles and responsibilities of the NCEMA's Certification Committee and Training Committee, and FEMA's new competency based training initiatives.

Don Campbell was elected the Board's chairperson. The next meeting will be held in the Guilford County Emergency Operations Center at 1 p.m. on June 14.

A complete copy of the minutes of the April 12 meeting can be found online at <https://ncema.renci.org>.

## Agricultural Disaster Information Exchange Workshops

The N.C. Department of Agriculture and Consumer Services' Emergency Program Division will conduct a series of workshops focused on the exchange of information related to agricultural disasters. Three workshops will be held over the next month in the cities of Fletcher, Goldsboro and Greensboro.

Agricultural Disaster Information Exchange Workshops		
Region	Location	Date
Western	Fletcher, NC (Western NC Agricultural Center)	May 24, 2011
Eastern	Goldsboro, NC (Mount Olive College)	June 7, 2011
Central	Greensboro, NC (NC A&T State University)	June 9, 2011

Each workshop will discuss:

- The roles and responsibilities of agencies in preparedness and response activities;
- Review of the 2010 Foot and Mouth Disease exercises;
- Exchange information and ideas on state and local agriculture disaster issues;
- Overview of the Animal Health network, and the Extension Disaster Education Network;
- Discuss the N.C. Division of Emergency Management's situational awareness tool.

Professionals who have a role in disaster response will attend the workshops.

One of the main goals is to get workshop attendees to network with other professionals and to exchange information on capabilities, resources and needs in preparing for and responding to agricultural disasters.

Each workshop will start at 8:30 a.m. and conclude by 4 p.m., with breakfast and lunch provided.

For more information, contact Dr. Karen Beck at 919-807-4330 or [Karen.beck@ncagr.gov](mailto:Karen.beck@ncagr.gov).

## **Assistance Needed for Fall Conference Planning Effort**

***By Gary Jones, North Carolina Emergency Management Association***

Planning efforts for the 2011 Emergency Management Fall Conference, which will be held in Hickory, NC during the week of October 23 began before the 2011 Spring Conference had ended and will continue until the fall conference is underway.

During the spring conference, attendees completed surveys to identify areas of concern, make positive comments, and provide suggestions for the upcoming Fall Conference. A record number of surveys were returned providing a wide variety of helpful ideas.

Requests for ideas also were sent to every local emergency management office, NCEM and to a number of past conference participants.

The NCEMA program committee met just before Easter to begin the formal efforts in planning the upcoming conference. It will continue this effort until the agenda is filled with presentation sessions that will be of interest to everyone across the emergency management community.

This is where you can help in the planning efforts!

Think back to when you were just entering this field and identify those subjects that would be important to a new employee, then share your ideas with the program committee. Some ideas may include:

- Specific presentations that may be appropriate; maybe something that you've heard in the past and found to be valuable;
- Specific speakers you would like to hear from; or a particular agency you would like to have make a presentation;
- Any general subjects to be covered at the conference - especially those that are not well understood and are critical to emergency management activities across the state.

Send your suggestions to Gary Jones at [gjones007@nc.rr.com](mailto:gjones007@nc.rr.com). The program committee appreciates your suggestions. While we October seems far away, the conference will be here before we know it.

## **Cyber Security Training and Exercise Program for N.C.**

North Carolina's two largest cities are working with state government to improve cyber security in both the public and private sectors. Charlotte and Raleigh will participate in a six-month program led by the Center for Infrastructure Assurance and Security that includes courses, exercises and workshops designed to teach, plan and test cyber security threats.

A cyber security threat can be anything from someone obtaining unauthorized access to sensitive information like medical records, credit card and social security information to phishing schemes or computer hacking.

In an electronic age where everything is internet and satellite based, citizen, business and government's sensitive information is often vulnerable to theft and disruption said Steve Sloan, logistics chief for N.C. Emergency Management.

The capitol and Queen cities were chosen for the study because of the number of companies who conduct business in a virtual world. The program has three stages; 1) threat awareness and threat identification, 2) county exercises and 3) a statewide cyber security exercise.

"This project is invaluable to the state because it brings together key private and public stakeholders to discuss critical issues related to security," said Sloan.

For more information, contact Glenn Wisbey at 919-715-8577 or [gwisbey@ncem.org](mailto:gwisbey@ncem.org) or Don Moye' at 919-715-9268 or [dmoye@ncem.org](mailto:dmoye@ncem.org).

## Eastern Branch host NCHART Training

By Dianne Curtis, N.C. Emergency Management

NCEM Eastern Branch employees and NC Helo-Aquatic Rescue Team technicians teamed up with staff from Bladen County, N.C. State Parks and local emergency response agencies in mid April to practice what they do best: respond to people in distress.

For three days, 27 local and state agencies trained together to execute more than 25 mock rescues of people surrounded by flood waters. In some instances, the teams rescued volunteer survivors from submerged vehicles, while other volunteers were lifted off an island.

“When people call for help, they are counting on us,” said David Weldon, operations chief for the event. “This training gives us the opportunity to get it right, right now.”

Bladen County and N.C. State Parks hosted the training at Bay Tree Lake community. NCEM area coordinators David Weldon, Paula Brown, Doug Haas, Chris Gwin and Melissa Greene ensured a coordinated, positive and safe training environment by working closely with Bradley Kinlaw (Bladen County) and the Baytree home owners association.

HART technicians used the exercise to sharpen their hoisting skills with the NCNG LUH-72 Lakota helicopter. Similar training was held at Crowder’s Mountain State Park in February. The NCHART teams and NCEM are training together in several regions across the state to provide local responders and emergency management crews the opportunity to become familiar with the capabilities of the teams and different aircraft.

Agencies that participated in the Eastern Branch exercise included: Bladen County EMS/Fire, N.C. National Guard, NCHART, N.C. State Parks, N.C. Search and Rescue Task Forces 10 and 11, Cumberland and Pender county dive teams, SMAT from New Hanover, law enforcement from Pitt , and personnel from Sampson. Incident Management Team members from Gates, Currituck, Pender, New Hanover, Carteret, Onslow and Duplin Counties also filled crucial roles during the week and helped to ensure a safe and a successful exercise.



*Area 4 Coordinator, Doug Haas (left) and Deputy Operations Chief, Billy Winn from Gates County discuss operational needs during the Eastern Branch HART training. Bottom: NCNG aircrews and NCHART technicians rescue a volunteer survivor from a flooded car at Bay Tree Lake during training.*



# Eastern Branch Prepares for Hurricane Season

By Dianne Curtis, N.C. Emergency Management

North Carolina had just been hammered by a Category 4 hurricane that impacted all 33 counties in the eastern third of the state. The Eastern Branch Office became a Regional Coordination Center (RCC), while emergency operations centers for the state and dozens of counties activated to respond to the storm. Response and evacuation activities were well underway, so the focus shifted to recovery efforts. Even 21 days later, it was evident that many people still needed assistance as staff from the state and counties identified needs and searched for ways to meet those requirements.

While this hurricane actually never happened, on April 5-6 state and local emergency management staff from the eastern part of the state simulated recovery from a Cat 4 storm.

NCEM staff and local emergency managers from Carteret, Currituck, Craven, Pitt, Dare, Bertie, Sampson, Onslow and Brunswick counties planned the exercise. HurrEx11 (short for hurricane exercise 2011) was designed to test the RCC-East operations during the recovery phase while managing resources and using incident action and communication plans. The team examined and rehearsed their recovery plans for one, five, ten and 21 days after the hurricane made landfall. The groups also tested their abilities to gather, validate and disseminate information to the counties and the state EOC, while area coordinators deployed to their respective counties.

The N.C. National Guard also participated in HurrEx 11 using their annual training to fly more than two dozen missions simulating recovery operations such as commodities transport and damage assessment.

As part of the exercise, the teams worked through a simulated telephone service outage the day after landfall when communications from local offices to the RCC-E was especially critical. The VIPER system was pressed into service and successfully demonstrated that the RCC could conduct a coordinated conference call using VIPER.

“HurrEx 11 gave us the opportunity to demonstrate the RCC capabilities, test available communications equipment and determine areas that needed adjustment,” said Dianne Curtis, NCEM eastern branch manager. “It also gave local emergency management offices the opportunity to review possible missions and resources that may be needed.



*Recovery Chief Emily Young and Area Coordinators Chris Gwin and David Weldon prepare for an exercise conference call during the 2011 EB Hurricane exercise. Bottom: Hyde County first responders, emergency services and N.C. National Guard troops discuss resource requests and needs during the hurricane exercise.*



*Ocracoke emergency services sets up a POD system to distribute necessary commodities during HurrEx11. Right: Ocracoke first responder looks at a helicopter prepare to conduct relief operations during the exercise.*



## Inaugural Food Safety and Defense Task Force Conference Held

The inaugural N.C. Food Safety and Defense Task Force Conference will be held May 25 and 26 in Research Triangle Park. The conference theme is “Achieving Excellence Together: Using the Task Force Model to Improve Food Protection.” The conference will strengthen the multi-disciplinary collaboration between local, state, federal and industry partners to effectively address ongoing challenges that face North Carolina’s food protection system. Conference objectives are:

- Highlight the benefits of the task force model as an effective means to achieve food protection both statewide and within the national integrated food safety system.
- Promote the formation of the state task force concept by providing examples of successful task force structures and organization throughout the country.
- Establish new methods of information-sharing and collaboration among all partners.

Conference speakers include: Dr. Jeff Engel, NC State Health Director; Betsy Kaesontae, vice-chair of Tennessee Food Safety Task Force; Trevor Phister, NC State University; Ed Jenkins and Tim Johnson, N.C. Emergency Management; Doug Saunders, Virginia Department of Agriculture and Consumer Services; and Brett Weed, N.C. Department of Agriculture and Consumer Services.

Travis Goodman, U.S. Food and Drug Administration’s Division of Federal and State Relations, will be the keynote speaker and talk about the national task force initiative.

Conference registration is \$50. Participants can register at [www.deh.enr.state.nc.us/oet/](http://www.deh.enr.state.nc.us/oet/). For more information, contact Anna Beamer at [anna.beamer@ncdenr.gov](mailto:anna.beamer@ncdenr.gov).

## Charlotte Fire and NCNG hold WMD Exercise By Michael Tobin, Charlotte-Mecklenburg Emergency Management

The Charlotte Fire Department Hazardous Materials Team and the N.C National Guard 42<sup>nd</sup> Civil Support Team trained together at the Charlotte Fire / Police Academy May 3 – 5 to rehearse response, operations capabilities and mitigation of hazardous materials and weapons of mass destruction incidents.

The training was conducted over three consecutive days to accommodate all three shifts for the CFD. Each day started with an overview of each organization’s capabilities followed by a briefing on the day’s tasks. Multiple scenarios were conducted to test command and control, response to a chlorine leak, illegal lab operation, radiological detection and decontamination operations. Members of Charlotte Hazmat, along with 42<sup>nd</sup> CST members paired with each other to form integrated teams to respond to the various incidents. This allowed each agency to work with each other on the incident operations to mitigate a particular scenario.

In addition, each agency had the opportunity to review the equipment inventory that is carried by the CFD and 42<sup>nd</sup> CST. Comparing and contrasting the types of equipment used allowed each agency to receive hands-on training on equipment that they may not use every day and to see what new equipment is available in the marketplace. Joint training with the 42<sup>nd</sup> Civil Support Team and Charlotte Hazmat allows for greater sharing of abilities should these two teams work together on a real incident.

Agencies that participated in the exercise included the Charlotte Fire Department, Regional Response Team 7, Charlotte-Mecklenburg Emergency Management, North Carolina Emergency Management Western Branch Office and the NC National Guard 42<sup>nd</sup> Civil Support Team.



*Members of the Charlotte fire Department and NCNG 42<sup>nd</sup> Civil Support Team rehearse WMD plans and procedures on May 3-5.*

## Staff Announcements

### State:

**Cory Grier**— May 20, will be my last day working with N.C. Emergency Management. I have enjoyed working with each of you over the past seven years on a variety of topics such as *MEMO* newsletter, EAS and community relation matters. All further questions, comments, suggestions and submissions can be directed to Julia Jarema. Her contact information is listed on the last page.



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**Questions and Comments can be directed to:**

**Julia Jarema, Public Affairs Section**

**919-715-3747 Email: [jjarema@nccrimecontrol.org](mailto:jjarema@nccrimecontrol.org)**

*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. In 2010, the North Carolina Emergency Management Association and NCEM joined forces to produce a joint newsletter.*

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