



Town of Ocean City, Maryland



Comprehensive Emergency Operations (CEOP) Basic Plan

Ocean City, MD



2001



Town of Ocean City

November 18, 2013

PROMULGATION STATEMENT

The Town of Ocean City Government maintains a high level of readiness to respond to natural and manmade disasters. Through a program of integrated emergency management, all departments, agencies, and private organizations plan for mitigation of hazards, prepare for future emergencies, and assist the community in returning to pre-disaster conditions.

This Comprehensive Emergency Operations Plan (CEOP) outlines the basic organization for emergency management and concept of operations for coordinated responses. The Plan assigns actions to be taken in various situations by Ocean City government and others. Departments and agencies that are assigned responsibilities in this CEOP are expected to continue to develop and revise supporting plans and procedures that will allow them to carry out their responsibilities when required.

WITNESS:

Joseph J. Theobald

Joseph J. Theobald
Director, Emergency Services Department

Maryland



2001

RESOLUTION 2013-18

A RESOLUTION ADOPTING THE TOWN OF OCEAN CITY, MARYLAND
COMPERHENSIVE EMERGENCY OPERATIONS BASIC PLAN (CEOP)

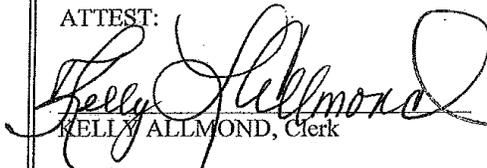
WHEREAS, THE MAYOR AND CITY COUNCIL OF OCEAN CITY DESIRES TO
ADOPT A PLAN PROVIDING GUIDANCE ON CIVIL PREPAREDNESS ACTIVITIES
FOR ALL TOWN DEPARTMENTS AS WELL AS VARIOUS SUPPORT AGENCIES AND
ORGANIZATIONS; and

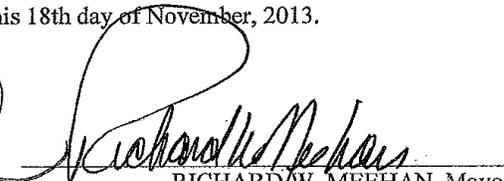
WHEREAS, OCEAN CITY'S EMERGENCY SERVICES DIRECTOR HAS
PRESENTED A PLAN PROVIDING A FOUNDATION FOR THE COORDINATION OF
ALL TOWN DEPARTMENTS AND VARIOUS SUPPORT AGENCIES AND
ORGANIZATIONS, PRIOR TO, DURING, AND AFTER ANY MAJOR EMERGENCY OR
DISASTER.

NOW, THEREFORE, BE IT RESOLVED THAT THE MAYOR AND CITY
COUNCIL OF OCEAN CITY DOES HEREBY ADOPT IN ITS ENTIRITY THE
COMPEHENSIVE EMERGENCY OPERATIONS PLAN (CEOP), THE BASIC
EMERGENCY OPERATIONS PLAN, WHICH IS A PORTION THEREOF BEING
APPENDED HERETO AS EXHIBIT 1.

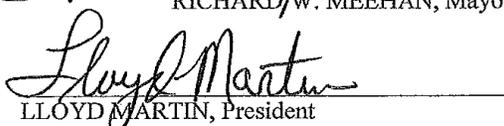
RESOLVED AND EFFECTIVE this 18th day of November, 2013.

ATTEST:

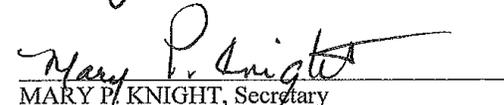

KELLY ALLMOND, Clerk


RICHARD W. MEEHAN, Mayor

Approved as to form:


LLOYD MARTIN, President


GUY R. AYRES III, City Solicitor


MARY P. KNIGHT, Secretary

LAW OFFICES
AYRES, JENKINS,
GORDY & ALMAND, P.A.
SUITE 200
6200 COASTAL HIGHWAY
OCEAN CITY, MD 21842

The Ocean City Comprehensive Emergency Operations Plan (CEOP)

Section II: **Basic Emergency Operations Plan**

Section I: Purpose

- 1.1. The Ocean City Comprehensive Emergency Operations Plan (CEOP) provides a foundation for the coordination of all Town Departments and various support agencies and organizations, prior to, during and after any major emergency or disaster (technological, man-made or natural).
- 1.2. This plan further provides planning guidance on civil preparedness activities for all Town of Ocean City Departments, as well as various support agencies and organizations, as required by the established Federal, State and Local laws.
- 1.3. This policy provides a coordinating capability in Ocean City to allow each agency/organization to be more effective in its specific responsibilities through a coordinated effort. Each Town of Ocean City Department and each support agency/organization must ensure their current operating procedures are used to supplement this plan.

Section II: Scope

- 2.1. This plan is specifically designed to scale for emergency operations at the Town level and for the jurisdiction of Ocean City, Maryland.
- 2.2. A major emergency may span a large area, have numerous casualties, or have complex response operations. The Town may activate partially or completely it's CEOP to allocate resources, supplement aid and expand coordination capabilities.
- 2.3. All Town of Ocean City governmental departments, agencies, offices and employees with affiliation to emergency operations including preparation, response, recovery and mitigation practices will serve a role or multiple roles in the formation of Emergency Support Functions in the Emergency Operations Center.

Section III: Situations, History, and Assumptions

3.1 Situations

- 3.1.1 Ocean City is a resort area that consists of many high-rise condominiums and resort hotels together with many restaurants, nightclubs, motels and other service related businesses. The Town of Ocean City is built on a narrow peninsula, paralleling the Atlantic coastline of Worcester County, extending from the Delaware state line on the north to its southern tip at the inlet to Sinepuxent Bay. It is about one-half mile wide and about ten miles long.
- 3.1.2 Ocean City's population varies considerably during the off-season. In the off-season, October through April, 95,000 people visiting or in residence. These figures are increasing as people are retiring from cities and moving to the shore. During the summer season from May through September, there are anywhere from 200,000 to 350,000 people in the City.

3.2 History

- 3.2.1 In 1933, Ocean City experienced significant damage from a Category One Hurricane that made landfall in Nags Head, N.C., and tracked up the west side of the Chesapeake Bay. The combination of this storm and an intense high pressure area to the north formed the inlet between the ocean and the bay used to provide a safe harbor to watercraft today.
- 3.2.2 In 1962, Ocean City experienced a major North Atlantic Storm. It is reported that the storm held five high tides in the bay that caused major flooding and damage to buildings.
- 3.2.3 Over the years Ocean City has been affected by many hurricanes which have passed just off shore causing high seas, some flooding, and minimal damage.
- 3.2.4 It is common for Ocean City to experience the "Northeast Storm", or "nor'easter", which normally lasts approximately three days. Typical problems associated with these storms are winds, rain, minor flooding, salt on the power lines and beach erosion.
- 3.2.5 In February 1979 Ocean City experienced a large snowstorm. The storm placed approximately 24 inches of snow on the ground and contained wind gusts up to 65 miles per hour.
- 3.2.6 During the early 1970s Ocean City experienced a series of major hotel fires in the downtown area.
- 3.2.7 In September 1985 Ocean City experienced the effects of Hurricane Gloria. This Category Three Hurricane caused significant damage to the boardwalk area, flooding in the south end of Ocean City, and wind damage throughout the city. It was estimated that 50,000 persons were evacuated.
- 3.2.8 During January and February of 1998 Ocean City experienced "back to back" nor'easters that caused significant flooding in the south end of the city along with beach erosion.
- 3.2.9 Isolated oil discharges from off shore vessels in the past have created several events that have necessitated pollution control responses.
- 3.2.10 In August of 2011, Hurricane Irene, a Category 2 hurricane, caused Ocean City to implement Phase Four of the evacuation plan, which is only the second time a Phase Four evacuation has been implemented since Hurricane Gloria of 1985. The storm passed off the coast with only limited damage to the Town.
- 3.2.11 In October 2012, Hurricane Sandy, a Category 1 hurricane when it passed Ocean City to the east and deemed a super tropical storm, caused Ocean City to implement Phase four evacuation levels in the southern part of Town (17th Street to the inlet). Flooding from this storm was equal to Hurricane Gloria in 1985 and caused significant damage to the Town in certain areas. This was the longest Emergency Operations Center activation on record (6.5 days around the clock).

3.3 Assumptions

- 3.3.1 Ocean City could be subject to high intensity radioactive fallout in the event of a nuclear incident.
- 3.3.2 The City is subject to the destruction of life and property in the event of a natural disaster and other emergencies.
- 3.3.3 The federal, state, and county will furnish advice and, if necessary, will assist during an emergency and in the recovery stages.
- 3.3.4 All city departments, volunteer groups and organizations will respond according to this plan.
- 3.3.5 The possibility of a diminished manpower response exists due to family and personal agendas.
- 3.3.6 Ocean City is a tourist destination with high visibility, along with vacationing diplomats from the Washington, D.C. area; the area could be a target for an act of terrorism.

Section IV: Direction and Control

- 4.1. The level to which the Emergency Operations Plan and Emergency Operations Center (EOC) are activated depends on the type of emergency situation, its severity, geographical scale, and potential disruption of normal Town operations. Major emergencies may have specific characteristics that warrant a complete Town response, countywide response, statewide response or multijurisdictional/multi-state response.
- 4.2. Emergency operations in Ocean City, Maryland will operate under the National Incident Management System (NIMS) coordinating at all times with the Incident Commander facilitating on-scene operations.
- 4.3. The Mayor of the Town of Ocean City, Maryland may declare a Local State of Emergency implementing the CEOP and authorizing the Emergency Services Director to coordinate operations.
- 4.4. The Mayor and/or the Emergency Services Director in consultation with the Mayor and the Ocean City Policy Group will have specific authoritative actions that can be exercised during a large scale emergency, for that emergency, to assist in the operations and protect the public. Potential actions include but are not limited to:
 - 4.4.1. Declare emergencies and issue proclamations
 - 4.4.2. Order evacuations
 - 4.4.3. Commandeer property
 - 4.4.4. Suspend regulations (parking restrictions, trespassing ordinances etc.)
 - 4.4.5. Shut down non-essential businesses and services
 - 4.4.6. Release town employees from duty
 - 4.4.7. Recall town employees to duty
 - 4.4.8. Declare curfews and coordinate the enforcement of curfews through Ocean City Police and Emergency Support Function # 13 Law Enforcement.
 - 4.4.9. Suspend transportation activities

- 4.5. The Town of Ocean City and agencies involved with the CEOP has established plans in succession of command with two or three successors for each person.
- 4.6. The Emergency Operations Center (EOC)
 - 4.6.1. In the event of a major emergency or disaster the direction and control of emergency operations will be facilitated through the Ocean City EOC in the Public Safety Building at: 6501 Coastal Highway Ocean City, Maryland 21842.
 - 4.6.2. The Ocean City EOC will constitute as a Multiagency Coordination (MAC) system providing policy, coordination and support to the specific structure of Incident Command, Unified Command or Area Command created to facilitate on-scene operations. The local MAC will create a Unity of Effort to provide seamless coordination across jurisdictions and in between levels of government in support of common objectives.
- 4.7. Emergency Support Functions (ESF)
 - 4.7.1. The Emergency Services Director will determine what ESFs are pertinent to the emergency situation.
 - 4.7.2. Emergency situations will vary both in nature and in the degree of damage they inflict. The activation of a few or all sixteen ESFs will depend on the characteristics of the emergency situation.
 - 4.7.3. ESFs may be activated at different times or throughout different phases of a situation and may not be deactivated until the end of the recovery phase.

Section V: Concept of Operations

- 5.1 The Ocean City Comprehensive Emergency Operations Plan (CEOP) has been designed to include various potential incidents: man-made or natural. Therefore, individual sections of the plan may be utilized as the need arises.
- 5.2 All supplemental individual Town Departments emergency operations plans will be coordinated with this functional plan.
- 5.3 The Town of Ocean City is recognized by the Federal Emergency Management Agency and the State of Maryland as a separate emergency management jurisdiction. However, the Town of Ocean City must still operate in respect of all levels of government authority (See Section II). In the case of Worcester County and Ocean City, the two jurisdictions must work closely together. Portions of the Ocean City Emergency Operations Plan can be implemented in response to events affecting the entire Town, such as hurricanes. Ocean City is responsible for evacuation, ensuring the continuity of government (COG), damage assessment, etc. The Worcester County government provides for sheltering, feeding of evacuees and establishing Disaster Relief Centers for individual disaster assistance. Ocean City will provide support to these efforts as needed. Therefore, communications between the two jurisdictions will be maintained.
- 5.4. Operationally, Ocean City will communicate directly to the State of Maryland, keeping Worcester County abreast of its actions. All requests for a Governor's Declaration of a State of Emergency or a Presidential Declaration will be made utilizing the Governmental Chain of Authority.
- 5.5. If, in the Mayor's opinion, an impending disaster would devastate the entire city, a total evacuation of Ocean City may be ordered. In this situation the Mobile Command Vehicle may be moved to Wor-Wic Community College. All Town departments will make provisions to relocate equipment to predetermined location on the mainland. All elected officials and selected department heads will report to Wor-Wic Community College, which will act as seat of the Ocean City Government.
- 5.6. Upon arrival of state or federal resources, they should maintain a support role only.

Section VI: Plan Management

- 6.1. The primary responsibility for the development of the CEOP and the overall plan coordination will be carried out by the Ocean City Department of Emergency Services. However, departments and agencies that have designated roles in Emergency Support Functions, especially primary agencies, are responsible for developing and maintaining policies and procedures for their respective segments.
- 6.2. The Director of Emergency Services will ensure the annual review and revision of this document is conducted and will supervise its maintenance.
- 6.3. Departments and agencies affected by this plan will suggest or recommend any changes at any time with their respective ESF responsibilities. They will also periodically update information on personnel, equipment or policy changes that will affect the implementation of this document.
- 6.4. The Department of Emergency Services will ensure the training and exercising of this document is routinely accomplished. However, it is the responsibility of the Primary Agency of each ESF to make sure the ESF and the Support Agencies can operate correctly.

Section VII: Administration and Logistics

- 7.1. As resolved by the Town of Ocean City Personnel Manual, all Ocean City employees that are considered essential employees in a Declaration of Emergency and are therefore required to report, remain and assist with emergency operations. Duties may not pertain precisely to the normal function of the employee.
- 7.2. Ocean City governmental departments, agencies, and offices shall sufficiently train personnel, maintain the needed resources, procedures and equipment required to fulfill their duties in an emergency situation.
- 7.3. Necessary emergency expenditures will be made by the use of funds regularly appropriated to local agencies as the primary funding option. If the Policy Group of the Town of Ocean City finds these funds are inadequate to cope with a particular emergency, the Policy Group may make contingency funds available as authorized.
- 7.4. Records and reports will be kept by each agency's own documentation processes using the appropriate Incident Command System forms ICS. Documentation will be submitted to the Department of Emergency Services through the Primary Agency of each ESF activated for that emergency.
- 7.5. Non-governmental personnel, property and equipment used in facilitating emergency operations will follow the contractual rules and compensation processes outlined within pre-established mutual aid agreements.
- 7.6. Ocean City Community Emergency Response Team (OC-CERT) personnel, property and equipment may be used in facilitating emergency operations and non-emergency operations and will operate in accordance with their By-Laws and Standard Operational Guidelines (SOG's).

Section VIII: Definitions and Glossary

Access Restriction - Restriction of the trespassing of unauthorized persons in zones of exclusion.

All-Hazards Planning - The planning approach that establishes an emergency response and recovery framework that can be applied to any hazard or emergency situation.

Basic Plan - The section of the Comprehensive Emergency Operations Plan which provides a general overview of the Town's approach to emergency management.

Damage Assessment - An appraisal of the nature and extent of the damage to property and infrastructure sustained by the Town during an emergency or disaster.

Decontamination - The removal or neutralization of hazardous chemicals, radioactive contamination, or biological substances from bodies, clothing and equipment.

Declaration of Emergency - The formal announcement by the chief executive of government that an emergency exists which requires extraordinary effort and procedures to counteract and overcome the situation. It may apply to the entire jurisdiction or to any part thereof. It may suspend or modify local law or procedures to the extent local law permits.

Direction and Control - The use of a centralized management center (Emergency Operations Center/Mobile Command Post), to facilitate policymaking, coordination and control of operating forces in a large-scale emergency situation or planned event.

Disaster - Any natural or non-natural phenomenon which overwhelms the resources of the community or jurisdiction and that causes or threatens casualties, property damage, critical infrastructure, and quality of the environment.

Emergency (Major) - Any situation/event that overwhelms normal emergency response and recovery capabilities requiring enhanced governmental coordination and assistance to save lives, protect property, maintain public health and safety and protect the environment.

Emergency Action Plan (EAP) - A document of policies and procedures activated to designate step-by-step instructions of actions needed to facilitate an emergency situation taking place. An EAP is developed based on an existing hazard, its identified threat capability and planned response. EAPs are typically required by commercial, industrial, or governmental facilities that possess a threat to public safety if compromised.

Emergency Alert System (EAS) - Commercial radio and television stations and interconnecting facilities which have been authorized by the Federal Communications Commission to operate in a controlled manner during a war, state of public peril or disaster, or other national emergency; used to warn the public and inform the citizens of recommended protective actions.

Emergency Communications Center (ECC) - A secured structure that includes the Town of Ocean City Dispatch 9-1-1 Center and facilitates that all emergency response and public communications for Ocean City, Maryland are operated from.

Emergency Operations Plan (EOP) - A document which identifies the available personnel, equipment, facilities, supplies and other resources in the town and states the method or scheme for coordinated actions to be taken by individuals and government services in the event of a natural, man-made or attack related disaster.

Emergency Operations Center (EOC) - The protected site from which civil government officials exercise direction and control during an emergency and facilitate policymaking, coordination and control of operating forces in a large-scale emergency situation or planned event.

Emergency Shelter - A designated facility identified to be a place of refuge for evacuees from a hazard area. Shelters may be activated before, during and/or after an incident.

Emergency Support Function (ESF) - A segment or domain of emergency response that facilitates specific emergency objectives and is formed by grouping departments and agencies that contribute similar operational activities.

Evacuation - A protective action whereby citizens are moved from a place of danger to a place of relative safety.

Federal Emergency Management Agency (FEMA) - Part of the U. S. Department of Homeland Security (DHS). Its mission is to support our Citizens and First Responders to ensure that, as a nation, we work together to build, sustain, recover from, and mitigate all hazards.

Hazard - Something that is potentially dangerous or harmful, often the root cause of an unwanted outcome.

Hazardous Material - A substance if released in an uncontrolled manner can be harmful to people, animals, property or the environment.

Hurricane - A tropical cyclone with sustained winds of 73 mph or greater

Hurricane Warning - Notification that within 24 hours or less a coastal area may be subject to hurricane force winds or storm surge.

Hurricane Watch - Notification of a possible hurricane threat to a coastal area within 36 hours.

Incident Command System (ICS) - Standardized on-scene emergency management tool specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of single or multiple incidents or events, without being hindered by jurisdictional boundaries. It establishes an Incident Commander (IC) that has authority over all activities and resources pertaining to that incident and or event.

Isolation - The separation of people who have a specific illness or contamination from healthy people and the restriction of their movement to stop the spread of that illness.

Joint Information Center (JIC) - A designated area where representatives of agencies and/or jurisdictions collaborate and disseminate information pertaining to an incident to the media, press, internal operations and the public.

Jurisdiction - A range or sphere of authority related to a public organization's legal responsibilities within it designated boundaries.

Maryland Emergency Management Agency (MEMA) - Agency created by the Maryland Legislature to ensure our State is prepared to deal with large-scale emergencies. MEMA is responsible for coordinating the State's response in any major emergency and/or disaster.

Maryland Joint Operations Center (MJOC) - Operated round-the-clock by the National Guard and emergency management professionals. MJOC serves as a communications hub for emergency responders state-wide and supporting local emergency management. MJOC monitors local, state, national and international events and alerts decision makers in Maryland when a situation warrants.

Mitigation - Any measure taken to prevent or eliminate the probability of an occurrence of a hazard and to avoid or reduce the adverse impacts of an occurrence.

Mutual Aid Agreement - Agreement between two or more organizations or jurisdictions to provide reciprocal assistance to one another in time of emergency.

National Incident Management System (NIMS) - System that provides a proactive approach guiding government agencies at all levels, the private sector, and non-governmental organizations to work seamlessly to prepare for, prevent, respond to, recover from, or mitigate the effects of incidents or events, regardless of cause, size, location, or complexity, in order to reduce the loss of life, property and harm to the environment.

National Warning System (NAWAS) - A communicative radio system owned and operated by the National Weather Service for alert and notification of severe weather.

Policy Group – The Policy Group for the Town of Ocean City shall consist of the Mayor, City Council Members, City Clerk, City Manager, City Solicitor, Emergency Services Director, Police Chief, Fire Chief and other Department Heads as requested by the Mayor, Council, City Manager and/or Emergency Services Director.

Protective Actions - Actions recommended by competent authority to the population at risk to prevent or reduce the possibility of injury resulting from the effects of a hazard.

Quarantine - A protective action of segregating people who potentially have been exposed to an illness or contamination and may be infected but are not ill. Government has the authority to quarantine people.

Reception Center - A site designated by emergency management officials to receive persons displaced by emergency events and where these persons will obtain emergency assistance, advice, or instructions.

Recovery - Phase of emergency management activities during which actions, both short-term and long-term, are taken to return conditions to normal or to an improved level.

Recovery Support Function (RSF) - RSF's are to bring together the core recovery capabilities of town departments and supporting organizations — including those not active in emergency response — to focus on community recovery needs. Relevant stakeholders and experts are brought together during steady-state planning and when activated post-disaster to identify and resolve recovery challenges. Recovery Support Functions and stakeholders organize and request assistance and/or contribute resources and solutions.

Response - Phase of emergency management activities involving the provision of emergency assistance for casualties and actions to reduce further damage or expedite recovery operations.

Shelter-in-place - Protective action that requires occupants of a building or structure to protect themselves within that structure often because it is more dangerous for the occupants to evacuate and/or the threat or hazard will be short-lived.

Sea, Lake and Overland Surges from Hurricanes (SLOSH) - NWS computer models developed with the capability of producing real-time forecasting of storm surge heights and effects from a hurricane.

Strategic National Stockpile (SNS) - A National repository of antibiotics, chemical antidotes, antitoxins, life-support medications, IV administration, airway maintenance supplies, and medical surgical items. The SNS is designed to supplement and re-supply state and local public health agencies in the event of national emergency over whelming state and local capabilities.

Special Needs - A term used to identify a population whose vulnerabilities to hazards are increased due to any type of pre-existing condition.

Standard Operating Guidelines (SOG's) - A body of instructions having the force of a directive, covering those features of an operation which lend themselves to a definite or standardized guideline without loss of effectiveness.

Storm Surge - An abnormal rise in sea level produced by a hurricane or tropical storm.

Tropical Depression - A tropical low pressure system which the maximum sustained winds are 38 mph or less.

Tropical Storm - A tropical low pressure system that possesses sustained winds of 39-73 mph.

Unified Command - An operational organization where the EOC is coordinating with the Incident Commander on-scene to facilitate a large-scale emergency or event, in most cases involving multiple jurisdictions.

WebEOC - A secure web based interactive internet tool used by emergency officials to document and share in real-time incident information, resource capability and requests, status updates and overall incident communications across multiple jurisdictions.

Section IX: Authority and References

- 9.1 Federal Government - Presidential Executive Order #11795 dated, July 11, 1974, Public Law # 93-288 and # 91-606, Disaster Relief Act of 1976 as amended.

The Director of the Department of Homeland Security (DHS) is the President's advisor concerning Disaster Assistance.

- 9.1.1. Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1998, as amended

- 9.1.2. Disaster Mitigation Act of 2000

- 9.1.3. Presidential Homeland Security Directives 5 and 8

- 9.2. State Government - Executive order dated October 24, 1974, The Governor of the State of Maryland Article 16A, Adopted the State of Maryland Emergency Operations Plan.

The Maryland Emergency Management Agency Director is the Governor's advisor concerning Emergency and Disaster Assistance.

- 9.3. County Government - By Resolution the Worcester County Commissioners have adopted an Emergency Operations Plan.

The Worcester County Emergency Services Director is the Worcester County Commissioner President's advisor and coordinates assistance through the Emergency Management System.

- 9.4. City Government - In the absence of a federal, state or county declaration of an emergency, the Executive Head of Government shall have control (Ocean City Code 40-1, Resolution 1984-7) and shall have exclusive authority to issue local declarations of a state of emergency.

By resolution the Ocean City Director of Emergency Services shall serve as a key advisor to the Mayor, Town Council and City Manager during major emergency operations or disaster. The Director will work closely with the Worcester County Emergency Services Director. All emergency operations will be governed by the National Response Framework and the National Incident Management System. (Ocean City Resolution 2005-8) signed 6th June 2005.

- 9.4.1. The Town of Ocean City Emergency Operations Plan derives its authority from the following:

- 9.4.1.1. Code of the Town of Ocean City, Maryland

- 9.4.1.2. Annotated Code of Maryland, Public Safety Article, Title 14

- 9.4.2. The Town of Ocean City's Emergency Operations Plan references material found in the following set of documents.

- 9.4.2.1. Ocean City Government Policies and Procedures Manual

- 9.4.2.2. 2012 Town of Ocean City Continuity of Operations Plan

- 9.4.2.3. The State of Maryland Emergency Operations Plan

- 9.4.2.4. National Response Framework, 2009

- 9.4.2.5. The Ocean City Hazard Mitigation Plan and Vulnerability Analysis 2011

Section X: Emergency Operations Centers

10.1 Primary Emergency Operations Center

The Primary Emergency Operations Center is located at the 2nd Floor Training Room in the Public Safety Building, 6501 Coastal Highway, Ocean City, Maryland. The authority for activating any of the Emergency Operations Centers is outlined under each Hazard listed in the Hazard Specific Annex that follows this Basic Plan. The EOC Staff should be placed on 12-hour shifts to provide 24-hour coverage.

10.2 Additional Locations Utilized at the Public Safety Building

10.2.1 Emergency Communications Center and the Police Area (3rd Floor Executive Conference Room)

10.3 Alternate Emergency Operations Centers

10.3.1 The Ocean City Mobile Command Vehicle may be activated in response to certain scenarios covered in this plan and serve as the EOC.

10.3.2 In the event of a city-wide threat, a decision can be made to establish an alternate EOC at Wor-Wic Community College, 3200 Campus Drive, Salisbury, MD. In this case, the Mobile Command Vehicle may be moved to this location.

10.4 Emergency Operations Center Alert-Activation Levels

Ocean City Emergency Operations Center Activation Levels		
Levels of Activation	Activation Description	Activation Staffing Requirements
<u>Level 4:</u> 24 x 7 day days a week Monitoring	<ul style="list-style-type: none"> • Communications Center & Emergency Management Normal daily Operations and monitoring 	<ul style="list-style-type: none"> • Normal Communications Staffing • Normal Emergency Management Staffing • Additional Support as required
<u>Level 3:</u> Specific Monitoring by Emergency Management for the Incident	<ul style="list-style-type: none"> • Small specific local or regional incident • Manmade or natural incident 	<ul style="list-style-type: none"> • Emergency Management Staff • Communications Staff • Additional Department/Agencies as dictated by the incident. (Example: Weather Service, MEMA, etc.)
<u>Level 2:</u> Limited EOC Activation Incident Specific	<ul style="list-style-type: none"> • Emergency Moderate in scale or scope • Larger Manmade or Natural Incidents with impact to Ocean City 	<ul style="list-style-type: none"> • EOC Staffed Positions as required by the Emergency Services Director • City Manager, Mayor, Town Departments and Allied Agencies as required • 24 hour operations may be required in 12 hour operational periods. • Some Emergency Support Functions may be activated.
<u>Level 1:</u> Full EOC Activation	<ul style="list-style-type: none"> • Major Incident with Local and/or Regional Impact. State and Federal Support may be required. Mutual aid may be requested or sent to assist. 	<ul style="list-style-type: none"> • Full EOC Staff per the Emergency Operations Plan. • Ocean City Policy Group • Allied Agencies, Private Utilities and Community Organization Representatives. • 24 hour operations through the incident in 12 hour operational periods.

Section XI. National Incident Management System (NIMS)

As adopted from the National Response Framework, the National Incident Management System is a flexible system to deal professionally with any manmade or natural emergency from any level of Government. The NIMS provides a core set of doctrine, concepts, terminology and organizational processes to enable effective, efficient, and collaborative incident management at all levels. The National Incident Management System (NIMS) provides a systematic, proactive approach to guide departments and agencies at all levels of government, nongovernmental organizations, and the private sector to work seamlessly to prevent, protect against, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life and property and harm to the environment. NIMS works hand in hand with the National Response Framework (NRF). NIMS provide the template for the management of incidents, while the NRF provides the structure and mechanisms for national-level policy for incident management.

One of the components within the NIMS is the Incident Command System (ICS). The Incident Command System (ICS) is a standardized, on-scene, all-hazards incident management approach that:

- Allows for the integration of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure.
- Enables a coordinated response among various jurisdictions and functional agencies, both public and private.
- Establishes common processes for planning and managing resources.

ICS is flexible and can be used for incidents of any type, scope, and complexity. ICS allows its users to adopt an integrated organizational structure to match the complexities and demands of single or multiple incidents. ICS is used by all levels of government—Federal, State, tribal, and local—as well as by many nongovernmental organizations and the private sector. ICS is also applicable across disciplines. It is typically structured to facilitate activities in five major functional areas: Command, Operations, Planning, Logistics, and Finance/Administration. All of the functional areas may or may not be used based on the incident needs. Intelligence/Investigations are an optional sixth functional area that is activated on a case-by-case basis. As a system, ICS is extremely useful; not only does it provide an organizational structure for incident management, but it also guides the process for planning, building, and adapting that structure. Using ICS for every incident or planned event helps hone and maintain skills needed for the large-scale incidents.

Definitions:

Incident Command Post –The tactical level, on-scene incident command and management organization is located at the ICP. It is typically comprised of designated incident management officials. When multiple command authorities are involved, the ICP may be led to a Unified Command, which provides for direct, on-scène control of tactical operations and utilizes a NIMS ICS Incident Management Team organization, typically including Operations, Planning, Logistics, and Finance/Administration Sections. Generally, there is one ICP established for each incident. Depending on the number and location of incidents, there may be multiple ICP's managed by an Area Command.

Area Command/Unified Area Command – An area command is established to oversee the management of multiple incidents that are each being handled by a separate ICS organization or to oversee the management of a very large or complex incident that has multiple incident management teams engaged. The area command has the responsibility to set overall strategy and priorities, allocate critical resources according to priorities, ensure that incidents are properly managed, and ensure that objectives are met and strategies are followed. Area Command becomes Unified Area Command when incidents are multi-jurisdictional.

Incident Commander - The individual responsible for all incident activities, including the development of strategies and tactics and ordering and release of resources. The Incident Commander has overhaul authority and responsibility for management of all incident operations at the incident scene.

Incident Management Team - The Incident Commander and appropriate Command and General Staff personnel assigned to an incident.

Incident Security Officer - Responsible for the security of the scene, maintaining public order and the screening of individuals to ensure that only authorized individuals may access the area. Maintain a perimeter of the area. When not assigned elsewhere, the security officer also is responsible for information security and operational security, ensuring that sensitive information of all types is handled in a way that not only safeguards the information but also ensures that it gets to those who need access to it so that they can effectively and safely conduct their missions.

Operations Section – The operations section coordinates operational support to the on-scene incident management efforts.

Planning Section – The planning section’s functions includes the collection, evaluation, dissemination, and use of information regarding the threat or incident and the status of resources.

Logistics Section – The logistical section coordinates support that includes control and accountability for supplies and equipment; resource ordering, delivery of equipment, supplies, and services to field locations; transportation coordination and fleet management services and other duties as may be ordered by the Incident Commander.

Finance/Administration Section – This section is responsible for the financial management, monitoring, and tracking of all cost relating to the incident.

Staging Officer - Responsible for the assembly of personnel and equipment located at a designated staging area.

Liaison Officer - Coordinates operations with other agencies and works closely with the staging officer.

Investigative Intelligence Officer - Responsible for the investigation and intelligence functions concerning the incident.

Public Information Officer - Disseminates Information to the news media. Coordinates the communications function in the Joint Information Center (JIC) when required by Incident or activation of the Emergency Operations Center.

Functional Areas - Spatially areas at the scene of an incident requiring identification, which includes:

- **Command Post** - Is the physical location from which the Incident Commander exercises command and control over the entire incident.
- **Public Information Area** - Is the location where factual and timely reports to the news media are disseminated.
- **Staging Area**- Is the location, separate from the incident scene that will provide good access to the scene where responding personnel and equipment would assemble for assignment.
- **Triage Area** - is the location at or near the incident scene, to which injured persons are evacuated for medical survey and emergency treatment prior to transport.

Section XII: Ocean City Staff Responsibilities

12.1 Town Officials	
<u>Title</u>	<u>Responsibility</u>
12.1.1 Mayor	<p>As outlined in the National Response Framework, the Mayor is the local jurisdiction's Chief Executive, and is responsible for the public safety and welfare of the people of this jurisdiction. As Chief Executive Officer, the Mayor:</p> <ol style="list-style-type: none"> 1. Is responsible for coordinating local resources to address the full spectrum of actions to prevent, prepare for, respond to, and recover from incidents involving all hazards. 2. Dependent upon State and Local law, has extraordinary powers to suspend local laws and ordinances, such as to establish a curfew, direct evacuations (Code of Ocean City 40-1), and, in coordination with local health authority, to order a quarantine. 3. Provides leadership and plays a key role in communicating to the public, and in helping people, businesses, and organizations cope with consequences of any type of domestic incident within the jurisdiction. 4. Negotiates and enters into mutual aid agreements with other jurisdictions to facilitate resource-sharing. 5. Request State, and, if necessary, Federal assistance through the Governor of the State when the jurisdiction's capabilities have been exceeded or exhausted. <p style="text-align: center;">AND/OR SPECIFICALLY:</p> <ol style="list-style-type: none"> 6. Remain Available to report to the scene or the Emergency Operations Center during any major emergency or disaster in the Town. 7. Request County, State, and Federal disaster declarations.
12.1.2 City Council Members	<ol style="list-style-type: none"> 1. Remain Available to report to the scene or the Emergency Operations Center during any major emergency or disaster in the Town. 2. In the absence of the Mayor, the City Council President will assume all of the duties of the Mayor. 3. In the absence of the Council President, the Council Secretary will assume all of the duties of the Mayor. 4. Act on emergency ordinances and resolutions. 5. Establish emergency funding to support disaster assistance. 6. Provide for the Continuity of Government.
12.1.3 City Clerk	<ol style="list-style-type: none"> 1. When requested, report to the EOC. 2. Secure Town Records.
12.1.4 City Manager	<ol style="list-style-type: none"> 1. Remain Available to report to the scene or the Emergency Operations Center during any major emergency or disaster in the Town. 2. Responsible to oversee all operations of the Town. 3. Assure that the Mayor and City Council are briefed on all situations. 4. Act as Chief of Staff for the Mayor and City Council during an emergency. 5. Authorize the implementation of the OCEOP unless otherwise specified in the Potential Hazards section.

**12.1.5
City Solicitor**

1. When requested, report to the EOC.
2. Assist the Mayor in the preparation of Executive Declarations.
3. Assist the City Council in the preparation of Emergency Legislation.
4. Provide legal advice to the City Manager and all departments.
5. Coordinate legal assistance to victims of emergency or disasters who are unable to provide their own.

12.2 Town Departments	
<u>Title</u>	<u>Responsibility</u>
12.2.1 Convention Center	<ol style="list-style-type: none"> 1. Maintain and manage temporary emergency shelter at the Convention Center. 2. When necessary, provide assistance to Worcester County for shelter operations. 3. Coordinate with the American Red Cross all sheltering activities at the Convention Center.
12.2.2 Public Works Administration	<ol style="list-style-type: none"> 1. Assist with traffic control points with evacuators. 2. Conduct or coordinate debris removal and regularly update debris removal plans. 3. Recommend priorities and conduct or coordinate the emergency repair of damaged or destroyed public facilities. 4. Assist in rescue operations. 5. Maintain a list of heavy equipment resources. 6. Prepare to upgrade the protection of emergency shelters. 7. Ensure the safety of all Town equipment which can be safely repositioned prior to an ordered evacuation of the Town.
12.2.3 Public Works Airport	<ol style="list-style-type: none"> 1. Maintain access to runways for rescue aircraft, and use for reentry/recovery staging areas. 2. Coordinate the landing and refueling of rescue aircraft.
12.2.4 Public Works Construction	<ol style="list-style-type: none"> 1. As assigned by the Director or Deputy Director of Public Works 2. Lead division for heavy equipment and debris removal operations
12.2.5 Public Works Maintenance	<ol style="list-style-type: none"> 1. As assigned by the Director or Deputy Director of Public Works 2. Lead division for beach debris removal and facilities clean-up operations
12.2.6 Public Works Service Center	<ol style="list-style-type: none"> 1. Provide mechanics to perform emergency vehicle repairs. 2. Maintain staff to distribute parts and equipment. 3. Manage logistics while the EOC is activated.
12.2.7 Public Works Solid Waste	<ol style="list-style-type: none"> 1. As assigned by the Director or Deputy Director of Public Works 2. Lead division for removal of normal trash and secondary generated debris
12.2.8 Public Works- Transportation	<ol style="list-style-type: none"> 1. Provide Town buses for evacuation purposes. 2. Maintain a special needs persons' location list. 3. Coordinate all public transportation for the evacuation and transportation of essential personnel. 4. Provide public transportation for the evacuation and transportation of international student workers. 5. Ensure all transportation buses are moved to a safe area on the mainland after evacuation completion. 6. Serves as the lead agency supplying a Transportation Officer for ESF-1 Transportation.
12.2.9 Public Works Wastewater	<ol style="list-style-type: none"> 1. Provide for the removal of debris or other matter which may be hazardous to public health. 2. Maintain and repair the sanitary system during emergencies.
12.2.10 Public Works Water	<ol style="list-style-type: none"> 1. Provide sufficient water to sustain life and for fire-fighting purposes. 2. Conduct essential decontamination. 3. Provide for the repairs to the water system in the Town. 4. Provide manpower and equipment for clean-up operations.

<p style="text-align: center;">12.2.11 Emergency Services Director / Emergency Management Division</p>	<ol style="list-style-type: none"> 1. Upon the request of the Mayor, City Council, or City Manager, activates the EOC. 2. Serve as key advisor to the Mayor, City Council, and City Manager during any major emergency operation or disaster. 3. Respond to any major emergency or disaster in the Town to assists in coordinating the incident activities. 4. Staff and manage the activities of the EOC. 5. Supervise the keeping of records. 6. Provide assistance to Worcester County for the operation of the Disaster Relief Centers for the Town. 7. Conduct annual tests and exercises to ensure the effectiveness of the plan. 8. Keep County and State Emergency Management Agencies informed. 9. Warn and provide survival tips to the public for pending emergencies, to include activation of the Emergency Broadcast System and Cable Television Emergency Alerting System. 10. Manage the Mobile Command Vehicle. 11. Coordinate all emergency management training. 12. Update the emergency operations plan on a four year cycle and forward to plan holders and ensure the OCEOP's compliance with the National response Framework (NRF). 13. Coordinate the Consequence Management aspect to the threat of terrorism. 14. In the absence of the City Manager, assume duties of the City Manager as outlined above.
<p style="text-align: center;">12.2.11.1 Public Information Officer</p>	<ol style="list-style-type: none"> 1. The Ocean City Public Information Officer(s), upon arrival, will coordinate media activities during emergency or major disaster operations for the dissemination of public information. 2. Schedule periodic media briefings for the Mayor or Emergency Services Director. 3. Ensure all news releases have approval. 4. Report to the EOC when requested. 5. Organize and manage the Joint Information Center (JIC) and media staging area. 6. Serve as assistant to the Emergency Services Director. 7. Establish an information line for recorded public information (phone: 410-723-6666). 8. Establish a working agreement with the media to ensure rapid dissemination of emergency information. 9. Upon approval, coordinate the establishment of a JIC when working with State and Federal agencies. 10. Assist the Ocean City IT Department with regular updates for the government access channel.
<p style="text-align: center;">12.2.12 Emergency Services / Communications Division</p>	<ol style="list-style-type: none"> 1. Remain available to respond to the EOC. 2. Provide communications support to the EOC during activations. 3. When necessary, provide communications support on locations at incident command post. 4. Supervise all communication services, reporting to the Emergency Services Director. 5. Coordinate all activities between Communications and the Public Safety Group.
<p style="text-align: center;">12.2.13 Emergency Services / Electronics Services Division</p>	<ol style="list-style-type: none"> 1. Provide a representative to the EOC. 2. Ensure integrity to the Radio system. 3. Oversee the Communications plan for preparation, response and recovery phases.

<p style="text-align: center;">12.2.14 City Engineer</p>	<ol style="list-style-type: none"> 1. Serve on damage assessment team (Public Property Damage Officer). 2. Upon request, provide general engineering support to other departments during emergencies. 3. Recommend flood plain ordinances to mitigate the effects of flooding. 4. Inspect structures damaged by disasters to determine appropriate action to be taken. 5. Provide demolition of buildings determined to be hazardous. 6. Serve as Damage Assessment Team. (Private Property Damage Officer)
<p style="text-align: center;">12.2.15 Finance</p>	<ol style="list-style-type: none"> 1. Remain available to report to the EOC during any major emergency or disaster in the Town. 2. Provide funding for all Town departments. 3. Assure that each Town department maintains records of expenditures. 4. In coordination with the State Tax Assessor, assist Town agencies in appraising losses of tax revenue. 5. Serve as a member of the damage assessment team.
<p style="text-align: center;">12.2.16 Fire Department</p>	<ol style="list-style-type: none"> 1. Remain available to report to the on-scene Command Post or the EOC during any major emergency operation or disaster in the Town. 2. Serve as initial responder for suspected chemical and/or biological responses involving suspicious packages. 3. Supervise all fire-fighting/fire suppression, hazardous materials, emergency medical services and rescue operations in the Town. 4. Conduct mass casualty triage operations. 5. Facilitate transport of victims. 6. Provide medical communications to the appropriate referral hospitals. 7. Assist police in morgue operations. 8. Provide radiological and weather monitoring assistance. 9. Support the Worcester County Health Department with activities associated with Chemical and/or Biological responses. 10. Provide trained personnel for emergency medical response. 11. Maintain mutual aid agreements with other fire and rescue agencies that may be called upon. 12. Provide support to the EOC for initial damage assessment operations. 13. Provide hazardous materials response and ensure clean-up. 14. Coordinate with Allied Agencies. 15. Assist with public alerting using mobile resources. 16. Provide a qualified decision making representative to Unified Command. 17. Periodically conduct exercises to test mass casualty care.
<p style="text-align: center;">12.2.17 Human Resources</p>	<ol style="list-style-type: none"> 1. As determined by the City Manager 2. Responsible for the securing of all personnel records for the Town and employees post disaster needs.
<p style="text-align: center;">12.2.18 Information Technology</p>	<ol style="list-style-type: none"> 1. Coordinate the information technology activities of the Town. 2. Secure all essential data processing information, i.e. records, etc. 3. Provide technical assistance concerning data processing. 4. Set up and maintain IT automation in the EOC. 5. Provide technical assistance for the PIO.

<p style="text-align: center;">12.2.19 Planning and Community Development</p>	<ol style="list-style-type: none"> 1. Serve as the Town damage assessment officer and head of the damage assessment team. 2. Provide support to the EOC to manage the situation report process. 3. Serve as the Town damage assessment officer and head of the damage assessment team.
<p style="text-align: center;">12.2.20 Police Department</p>	<ol style="list-style-type: none"> 1. Remain available to report to the on-scene Command Post or the EOC during any major emergency operation or disaster in the Town. 2. Supervise law enforcement and other police services to assure the safety and welfare of citizens during emergencies. 3. Provide necessary traffic control during emergency situations. 4. Direct crime related incidents such as terrorist acts, escaped fugitives, hostage incidents, etc. 5. Conduct morgue operations and to identify victims pending the arrival of the Medical Examiner. 6. Maintain mutual aid agreements with other Police agencies that may be called to assist. 7. Establish Police lines on the scene of any major emergency incident. 8. Direct Crisis Management issues related to Terrorism. 9. Provide support to the EOC for initial damage assessment operations. 10. Serve or provide a Division Commander to a Unified Command. 11. Assist with public alerting using patrol resources.
<p style="text-align: center;">12.2.20.1 Police Department Animal Control</p>	<ol style="list-style-type: none"> 1. Keep and maintain a working Animal Emergency Response Plan for the Town of Ocean City. 2. Provide evacuation transportation for animals out of the hazard area as required.
<p style="text-align: center;">12.2.21 Purchasing</p>	<ol style="list-style-type: none"> 1. Maintain staff to distribute parts and equipment from the purchasing facility 2. Manage and/or coordinate the Logistics Section for the EOC and Recovery Center operations.
<p style="text-align: center;">12.2.22 Risk Management</p>	<ol style="list-style-type: none"> 1. Serves as the unit leader for Claims and Compensation under Finance in the EOC. 2. Assists the Damage Assessment Group with claims and documentation for Public Buildings and equipment.
<p style="text-align: center;">12.2.23 Recreation and Parks</p>	<ol style="list-style-type: none"> 1. Maintain and manage the emergency shelter at North side Park for non-storm events. 2. Provide assistance for cleanup operations. 3. Coordinate with the American Red Cross all sheltering activities at Recreation and Parks facilities.
<p style="text-align: center;">12.2.24 Recreation and Parks- Beach Patrol</p>	<ol style="list-style-type: none"> 1. Remain available to report to the on-scene Command Post or EOC during any major emergency or disaster in the Town. 2. Conduct and coordinate surf rescues. 3. Assist in Search and Rescue operations. 4. Assist Public Safety Departments in the performance of life saving measures. 5. Assist in alerting the public for emergency notifications.
<p style="text-align: center;">12.2.25 Recreation and Parks- Maintenance</p>	<ol style="list-style-type: none"> 1. Assist with debris clean-up in Town as assigned. 2. Assist with facilities support for North Side Park and Convention Center as required
<p style="text-align: center;">12.2.26 Tourism</p>	<ol style="list-style-type: none"> 1. Serve as a liaison to area organizations such as the Hotel, Motel, Restaurant Association, the Delmarva Condominium Managers Association, and the Montego Bay Civic Association during emergency operations.

Section XIII: Ocean City Non-Government Staff Responsibilities

13 Support Organizations	
The following organizations/agencies may be called upon to assist in a support capacity during emergency operations within the Town.	
Title	Responsibility
13.1. Delmarva Power	<ol style="list-style-type: none"> 1. When requested, provide a representative to the EOC or maintain direct contact with Ocean City EOC staff. 2. Maintain and restore power. 3. Locate and protect hazardous areas involving electrical service. 4. As necessary, provide technical advice and service concerning power problems in the Town. 5. Assist with information on the location of persons requiring electricity for life-saving devices.
13.2. Verizon	<ol style="list-style-type: none"> 1. When requested, provide a representative to the EOC. 2. Maintain and restore telephone services. 3. As necessary, provide support to ensure telephone communications at the EOC.
13.3. Eastern Shore Gas Company	<ol style="list-style-type: none"> 1. When requested, provide a representative to the EOC. 2. Remain available to make emergency repairs to gas leaks and shut off services when necessary.
13.4. Media Outlets	<ol style="list-style-type: none"> 1. Remain available to broadcast emergency messages.
13.5. United States Coast Guard	<ol style="list-style-type: none"> 1. When requested, provide a representative to the EOC to coordinate USCG resources. 2. Assist in conducting Search and Rescue (SAR) operations. 3. Conduct aerial evacuations when necessary. 4. Assist in medical evacuation by helicopter when necessary. 5. Provide hazardous materials clean-up operations.
13.6. American Red Cross and other Relief Agencies	<ol style="list-style-type: none"> 1. Provide mass care, shelter and individual emergency assistance to evacuees. 2. When necessary, establish first aid stations. 3. Coordinate volunteer manpower to assist in emergency efforts.
13.7. Maryland National Guard	<ol style="list-style-type: none"> 1. Upon declaration of the Governor, the Guard may assist the Town and provide a representative at the EOC to coordinate Guard resources. 2. Assist in the warning and, if necessary, the evacuation of the Town. 3. Provide manpower and equipment to assist in SAR operations. 4. Provide Military Police services in the Town, when requested. Maintain roadblocks. 5. Provide Air Support for damage assessment and SAR.
13.8. Maryland State Police	<ol style="list-style-type: none"> 1. Provide a representative to the EOC. 2. Maintain evacuation routes (traffic flow) on routes exiting from the Town. 3. Maintain checkpoints for reentry. 4. Assist the Ocean City Police Department. 5. Provide Medevac services, upon request.
13.9. Maryland Department of Transportation	<ol style="list-style-type: none"> 1. Provide a representative to the EOC. 2. Maintain evacuation routes exiting Ocean City. 3. Assist with reentry/recovery checkpoints (post storm activities). 4. Provide assistance to the Ocean City Police and Department of Public Works with traffic patterns for evacuation.

<p>13.10. Delmarva Condominium Managers Association</p>	<ol style="list-style-type: none"> 1. Provide a representative to the EOC. 2. Serve as a liaison between condominium managers and the EOC by providing input concerning population estimates and activities. 3. By using a pre-arranged calling tree, relay general and critical information from the EOC to condominium managers.
<p>13.11. Montego Bay and other Civic Associations</p>	<ol style="list-style-type: none"> 1. When requested, provide representatives to the EOC. 2. Serve as liaisons between the Communities' population and the EOC. 3. By using a pre-arranged calling tree, relay general and critical information from the EOC to the Communities.
<p>13.12. Ocean City Hotel, Motel, and Restaurant Association</p>	<ol style="list-style-type: none"> 1. Provide a representative to the EOC. 2. Serve as a liaison between businesses and the EOC by providing input concerning population estimates and activities. 3. Relay general and critical information from the EOC to businesses.
<p>13.13. Seasonal Workforce Committee</p>	<ol style="list-style-type: none"> 1. When requested, provide representation to the EOC to act as a liaison to all international student groups. 2. Serve as an advisor to the Emergency Services Director regarding international student population estimates. 3. In the event of a required evacuation, assist the Emergency Services Director by ensuring evacuation notifications are received in a timely manner.
<p>13.14. Ocean City CERT (OC-CERT)</p>	<ol style="list-style-type: none"> 1. Provide assistance as requested through the Department of Emergency Services during both events and incidents for the Town of Ocean City.



Emergency Support Functions

Ocean City, MD



2001

EMERGENCY SUPPORT FUNCTION # 1 - TRANSPORTATION

Primary Agency:

Public Works – Transportation

Support Agencies:

Emergency Services Department
Public Works Department
Police Department
Fire Department
United States Coast Guard
Worcester County Sheriff's Office
Maryland State Police.
Maryland State Highway Authority

I. PURPOSE

The Emergency Support Function (ESF) #1, Transportation, is to provide a mechanism to support the safety of travel throughout the Town of Ocean City and surrounding areas during a large scale emergency as well as support the evacuation operations of any area that possesses a risk to the residents, visitors or businesses ordered to evacuate. ESF #1 will support the mobilization of critical supplies needed in an emergency and will provide access and movement restrictions.

II. SITUATION AND ASSUMPTIONS

- A. Direction and control as well as policy creation will occur at the Policy Group level in consultation with ESF lead agency as necessary and as appropriate for the hazard response.
- B. The Transportation Department's Transportation Officer or designee will serve as ESF #1 Primary Agency and will lead in the roles and responsibilities for the transportation operations for the Town of Ocean City in a large emergency.
- C. During a disaster, transportation support entails acquiring and/or providing land, air, or water craft for emergency response, critical supply support, and the mobilization of personnel and movement of evacuees.
- D. The extent of damage to transportation infrastructure in a hazard area will influence the strategy of assistance and the pattern in which response operates.
- E. Equipment will be needed to supplement access restriction.
- F. During emergencies critical supplies will need to be transported to locations in which they can be utilized. Supplies may include but aren't limited to: food, water, fuels, health medication and vaccinations, and re-supplying protective equipment.

III. CONCEPT OF OPERATIONS

- A. Provide evacuation support from risk areas, moving evacuees to and from safe areas or designated shelters and maintaining public transportation in cooperation with ESF #6 organizations.
- B. Support the distribution of critical supplies to necessary personnel for the emergency response and recovery.
- C. Supply equipment and resources to support access restriction and routing. Ensure that transportation throughout Ocean City returns and remains in safe condition.

IV. ORGANIZATION

A. Primary Agency

1. The Ocean City Public Works Transportation Department will be designated the lead agency in the Transportation roles and responsibilities and appoint an ESF #1 representative in discussions, negotiations, and decisions with allied agencies.
2. Develop policies, procedures, and agreements with ESF #1 Support Agencies to ensure a pre-existing network of communication and understanding.
3. Record, collect, track and report information and data in compliance with all federal state and local regulations related to activities and resources used in an emergency to reassure legitimacy of compensation in the event reimbursement will be attained.
4. Monitor, track and record staffing and shift-relief in the event of a multi-operational period emergency.

B. Support Agencies

1. Provide assistance to the Transportation Officer as appropriate and make resources of their respective organization available upon request in agreed upon terms and conditions.
2. Provide supplemental staff as available to support the Transportation function and help increase a unification of coordination throughout town operations.
3. Track resources of respective organizations and share information with the Transportation Officer as to availability of staff and resources.

V. ROLES AND RESPONSIBILITIES

A. Public Works Transportation Department – Transportation Officer

1. Operate the coordination and movement of all evacuees of a designated area in cooperation with ESF #6 including special needs of specific assistance; elderly care, child movement, and/or “walking wounded.”
2. Provide public transportation for the evacuation and transportation of international student workers.
3. Assist in the movement of critical supplies and/or personnel as requested.
4. Assist evacuation shelters with transportation and provide supplemental accommodation equipment to the extent possible.
5. Ensure all transportation buses are moved to a predetermined safe area on the mainland after evacuation completion.

B. Emergency Services Department

1. Supply the Transportation Officer with operational capability equipment to facilitate ESF #1.

C. Public Works Department

1. Support access restriction and rerouting procedures with signs, barriers and equipment as necessary.
2. Clear and/or repair damaged transportation networks back to a working order prioritizing the most critical routes.
3. Supply guidance on most efficient travel routes due to possible infrastructure damage.
4. Supply equipment and personnel as needed for the movement of supplies and equipment.

D. Ocean City Police Department

1. Provide access restriction and traffic control.
2. Assist transportation and security of critical resources such as Strategic National Stockpile immunizations and vaccinations.
3. Assist and secure evacuations of the Town of Ocean City.
4. Maintain order in the coordination process of evacuating the public.

E. Ocean City Fire Department

1. Will assist and coordinate with the Coast Guard, all Public Safety marine resources, and NGO's under the Crisis Information Team that may be utilized for transportation of evacuees.
2. Will assist and coordinate all privately owned and operated craft that may be utilized, on a voluntary basis, in a locally directed evacuation.

F. United States Coast Guard

1. Will operate in cooperation with the Ocean City Fire Department to coordinate all marine operations for the transportation of evacuees.

G. Worcester County Sheriff's Office

1. Provide access restriction and traffic control support as needed.
2. Assist transportation and security of critical resources such as Strategic National Stockpile immunizations and vaccinations.
3. Assist with the evacuation of the Ocean City Detention Center through ESF #13 Law Enforcement as requested through the Ocean City Police Department.
4. Maintain order in the coordination process of evacuating the public.

H. Maryland State Police

1. Provide access restriction and traffic control.
2. Maintain order in the coordination process of evacuating the public.

I. Maryland State Highway Authority

1. Coordinate with the Ocean City Department of Public Works, Worcester County Public Works and the State of Delaware in the status and integrity of all roads within Ocean City and routes of travel outside of Ocean City.
2. Support the trafficking of state resources requested through the State EOC.
3. Provide supplemental evacuation resources as requested by Ocean City.
4. Provide control in the coordination process of evacuating the general populace as needed.

EMERGENCY SUPPORT FUNCTION # 2 – COMMUNICATIONS

Primary Agency:

Emergency Services – Electronic Services

Secondary Agencies:

Emergency Services-Communications Division
Information Technology
Public Works Department
Emergency Services-Emergency Management
OC-Community Emergency Response Team
(CERT)
Radio Amateur Citizens Emergency Services
(RACES)

I. PURPOSE

Emergency Support Function #2 - Communications, supplies a mechanism to utilize land-line, electronic, cellular, and radio support for emergency response, coordination of resources, assistance allocation, recovery processes, and situational progression of an incident in Ocean City and the surrounding area.

II. SITUATION AND ASSUMPTIONS

- A. The Department of Emergency Services – Electronic Services Division will serve as the ESF #2 primary agency and take the lead in roles and responsibilities of communication functions. The Communications Division will serve as the primary support agency to Electronic Services.
- B. Direction and control, as well as policy creation, will occur at the Policy Group level in consultation with the ESF #2 primary agency as necessary and as appropriate for the hazard response.
- C. Communications is a nonstop mechanism that supports Ocean City in its day to day emergency situations and non-emergency operations. A multitude of standards, procedures and guidelines are constantly being used to support Administrative, Fire, EMS, Rescue, Police, Public Works and allied agency functions in the Ocean City Dispatch Center through either radio channels or telephone lines.
- D. Emergencies in Ocean City can vary in type and magnitude relying on the need for supplemental support to keep communication moving effectively in all response operations. The Communications Dispatch Center and the Emergency Operations Center must provide a rapid and reliable means of communication in support of emergency operations.
- D. Ocean City has a preexisting network of communication systems, towers and other devices. Power failure or telecommunication interruption is common in large emergencies and warrants the need for redundant systems.

III. CONCEPT OF OPERATIONS

- A. Provide the capability to direct and control communication for emergency response and support activities at all times.
- B. Provide necessary survival information to the public at risk through EAS, EMN, and other notification networks as determined by ESF #2.
- C. Establish and maintain a redundant communications network overcoming electrical, systemic and structural failures that occur during incidents.

- D. Supply Information Technology (IT) support and expertise as necessary and appropriate for the hazard.

IV. ORGANIZATION

A. Primary Agency

1. Department of Emergency Services Electronic Services will take the lead in the communication roles and responsibilities as listed in ESF#2 and serve as the representative in discussions, negotiations, and decisions with other ESFs, State, Federal, and non-government agencies pertaining to communication issues.
2. Develop policies, procedures, and agreements with ESF #2 Support Agencies to ensure a preexisting network of communication and understanding.
3. Record, collect, track and report information and documentation in accordance with all federal, state and local requirements related to activities and resources used in an emergency to reassure legitimacy of compensation in the event reimbursement will be attained.

B. Support Agencies

1. Provide assistance to the Department of Emergency Services – Electronic Services Division as appropriate and make resources of their respective agency available upon request.
2. Provide supplemental staff as available to support communications efforts.
3. Track resources of respective organizations and share information with Electronic Services as to availability of staff and resources.

V. ROLES AND RESPONSIBILITIES

A. Emergency Services - Electronic Services Division:

1. Maintain the communications system, redundant systems and power supplies in a ready state.
2. Maintain working radios for all responder personnel by repairing or replacing damaged units as needed.
3. Assist with the planning, approval, and updating of the Communications Plan.
4. Supervise and monitor the radio and telecommunication systems in the EOC and Dispatch Centers.
5. Provide support to and operate the Mobile Command and Communications Unit (MCCU) as required.
6. Assist allied agencies as needed with communications and interoperability issues that may arise during the incident or event.

B. Emergency Services - Communications Division:

1. Have the ability to receive the initial report of any emergency from the National Warning System, a citizen, agency within the Town, County or State, or a known potentially hazardous facility.

2. Have the ability to alert appropriate response personnel. Notify emergency management, town officials, and other responders as appropriate and required by department standard operating procedures.
3. Maintain communications with responding fire, EMS, police and rescue units throughout the incident and notify the appropriate officials of any significant changes in the status of the incident in accordance with ESF# 4, 8, 9, 10, 13, and 16.
4. Review and maintain personnel call list to assure full staffing capability and increased staffing in times of emergency or warning of impending emergency.

C. Ocean City Information Technology:

1. Provide technical assistance, maintenance and security to emergency services IT equipment in the EOC and Dispatch Center
2. Provide and maintain IT infrastructure redundancy in hardware, software, and supplemental/backup power equipment.

D. Ocean City Public Works:

1. Assist Electronic Services and other ESF#2 support agencies with equipment and personnel for the movement, repair or installation of equipment as needed in accordance with Electronic Services Continuity of Operations Plan.

E. Emergency Services - Emergency Management:

1. Initiate EAS messages, reverse 911 and/or siren systems to risk areas as requested.
2. Provide guidance and information through Emergency Action Plans for respective fixed hazardous facilities throughout the County, including known transportation hubs in which hazardous materials pass.

F. Ocean City CERT- RACES:

1. Provide personnel to operate the RACES net control in the EOC
2. Provide communications between the EOC and designated shelters.
3. Upon request, provide emergency communications support wherever needed within the capabilities of the RACES system/members.

Appendix – 1

Emergency Alert System (EAS)

EAS is comprised of a group of participating commercial radio and television broadcast stations authorized by the Federal Communications Commission to remain on the air during declared emergencies. EAS serves as both an alerting and warning tool for people at risk as well as a means of disseminating information during an emergency.

Ocean City, Maryland as directed by the State Emergency Communications Commission is grouped into a Local Area EAS and uses the same Local Primary (LP) sources in submitting EAS messages.

EMN

During a disaster response and recovery, or any severe emergency impacting the community, we will be posting critical information on various websites, social media outlets and through the **Town of Ocean City's GovDelivery Alerting System**, in an effort to keep citizens informed with the most updated and accurate information. This information will be posted on the following outlets:

- Town of Ocean City Alerts using GovDelivery: ***subscribe to GovDelivery using the "City Wide Alerts" tab on the Town of Ocean City's website at <http://oceancitymd.gov>.***
- Town of Ocean City Facebook: <https://www.facebook.com/TownOfOceanCity>
- Town of Ocean City Twitter: @ townofoceancity
- Town of Ocean City Access Channels 4 & 15
- Town of Ocean City website: www.oceancitymd.gov
- Town of Ocean City AM 1670 Advisory Radio Station
- Emergency Management Hotline: 410-723-6666

EMERGENCY SUPPORT FUNCTION # 3 – PUBLIC WORKS & ENGINEERING

Primary Agency:

Department of Public Works - Administration
Engineering Department

Secondary Agencies:

Public Works-Construction
Public Works-Maintenance
Public Works-Solid Waste
Public Works-Wastewater
Public Works-Water
Planning and Community Development
Worcester County Health Department
Maryland Department of Environment
Maryland State Highway Administration

I. PURPOSE

Emergency Support Function #3 led by the Ocean City Department of Public Works Administration entails all responsibilities and tasks associated with Public Works actions through the preparedness, response, and recovery cycle. Close coordination with the Ocean City Engineering Department is required. Activities under the purview of ESF #3 include public works infrastructure operations, assessment and repair for water/sewer, solid waste, and transportation functions; providing engineering and construction management technical assistance and ensuring the emergency clearance and general accessibility of town owned infrastructure.

II. SITUATION AND ASSUMPTIONS

- A. The Ocean City Department of Public Works will serve as ESF #3 lead agency and has under its authority Town owned roads, water and wastewater, solid waste, development services, construction services and support from the Engineering Department.
- B. Direction and control as well as policy creation will occur at the Policy Group level in consultation with ESF lead agencies as necessary and as appropriate for the hazard response.
- C. Support agencies will carry out their emergency duties in coordination with the broader ESF #3 initiatives.

III. CONCEPT OF OPERATIONS

- A. An assessment of the condition of public infrastructure will be conducted pre-incident (if available) and/or post-incident.
- B. Coordination will occur with other ESF's to ensure appropriate distribution of manpower and resources.
- C. Resources will be monitored, tracked, repaired, relocated, or deactivated in accordance with National Incident Management System/Incident Command System as the emergency progresses to best fit the response and recovery mission.
- D. Staff stand-by crews pre-disaster according to standard operating guidelines.

IV. ORGANIZATION

A. Primary Agency

1. The Department of Public Works and Engineering Department will be the lead agencies in the Public Works and Engineering roles and responsibilities and serve as an ESF# 3 representatives in discussions, negotiations, and decisions with County, State and private organizations/contractors and other Town ESFs.
2. Develop policies, procedures, and agreements with ESF #3 Support Agencies to ensure a preexisting network of communication and obligation is known and reliable.
3. Record, collect, track and report information and data in accordance with all federal, state, and local laws related to activities and resources used in an emergency to reassure legitimacy of compensation in the event reimbursement will be attained.
4. Monitor and record staffing and shift-relief in the event of a multi-operational period emergency.

B. Support Agencies

1. Provide assistance to the Department of Public Works and Engineering as appropriate and make resources of their respective organization available upon request in agreed upon terms and conditions.
2. Provide supplemental staff as available to support the Public Works and the Engineering function and help increase a unification of coordination throughout Town operations.
3. Track resources of respective organizations and share information with Department of Public Works as staff and resources are available/not available.

V. ROLES AND RESPONSIBILITIES

A. Department of Public Works - Administration and Engineering

1. Ensure coordination with critical ESFs occurs during an incident and draft overall ESF# 3 mission and tasks. Provide a representative to the EOC for all decision processes.
2. Identify and recommend actions to protect Town of Ocean City owned critical infrastructure and key resources. Implement and maintain protective measures before and during an event, attack, or threat.
3. Direct appropriate resources to assist with traffic control points during pre-incident and post incident operations.
4. Advise ESF#2 in closure and reopening of Town of Ocean City owned public roads.

B. Public Works - Construction

1. Maintain and restore Town of Ocean City roads, bridges, and associated drainage systems during an incident.
2. Inform officials and public through the EOC/JIC/EMN of the status of town roads, bridges, and associated transportation infrastructure.
3. Report and remove debris from roads including downed trees, damaged vehicles, and other debris. Coordinate with Public Utilities and Energy (ESF#12) for the removal of downed wires and power lines.
4. Mobilize, construct and deconstruct traffic signs to inform commuters of hazards specific to the emergency incident. Pertinent information may include: detours and road closures, status of bridges, public information of hazard specifics, and evacuation notifications with route locations in cooperation with ESF #1 and #13.

C. Public Works - Maintenance

1. Provide Support in debris management, transport and removal in a post-disaster setting and provide equipment as necessary to assist in cleanup activities
2. Provide Support with clean up and restoration of public owned buildings/facilities as required.
3. Advise ESF #3 representative or designee on the accessibility, damage, or other concerns regarding Town of Ocean City owned public facilities and critical infrastructure.
4. Make repairs to damaged facilities where possible and within the scope of the facilities maintenance mission.

D. Public Works - Solid Waste

1. Provide support in debris management, transport and removal in a post-disaster setting and provide equipment as necessary to assist in cleanup activities
2. Restore normal solid waste collection and disposal services to the Town of Ocean City as soon as possible.
3. Secure and monitor waste being disposed of at the Town drop sites and report the disposal of any contaminated or unauthorized waste.

E. Public Works - Wastewater

1. Operate, maintain, and restore the Town of Ocean Cities public waste water treatment and collection systems.
2. Remove debris and other matter which may cause public health concerns in cooperation with other Public Works agencies.

F. Public Works - Water

1. Operate, maintain, and restore the Town of Ocean Cities public water supply and distribution systems. Perform testing and provide recommendations to maintain a sufficient supply of potable water throughout the Town of Ocean City.
2. Provide manpower and equipment for recovery operations as required.

G. Engineering Department & Planning and Community Development Department

1. Perform damage assessment pre, during and post-disaster for town public operating facilities as well as administrative buildings.
2. Perform inspections and make recommendations on the operability and integrity of public facilities.
3. Develop cost/benefit analysis reports associated with incident on all public property.
4. Provide representative to the Emergency Operations Center to allow for coordination with all other ESF's in recovery planning and for on-site work with support agencies.
5. Augment the Engineering and Construction Division of Public Works in damage assessment efforts.
6. Develop plans and review process with private sector entities during repair and recovery phase of the incident.
7. Perform damage assessment of all structures.
9. Assume the authoritative role of evaluating and condemning both public and private buildings along with affiliated secondary structures affected in a town emergency.
10. Coordinate with the Worcester County Health Department to issue permits for emergency demolition as required.

H. Maryland Department of the Environment

1. Coordinate with Public Works-Water and Waste Water to monitor the Town of Ocean Cities water supply systems and waste water treatment plants. Coordinate with State's actions and advice on Town's operations through the Ocean City EOC.
2. Coordinate the emergency permitting process that may be required for infrastructure repair.
3. Provide technical assistance upon request.

I. Maryland State Highway Administration

1. Provide support required as needed to the Ocean City Emergency Operations Center (EOC)
2. Provide resources upon request through the appropriate venues within the Ocean City EOC.
3. Coordinate with Public Works any occurring events or incidents which affect the routes of travel in and around Ocean City with related traffic concerns.

EMERGENCY SUPPORT FUNCTION # 4 – FIREFIGHTING

Primary Agency:

Fire Department

Secondary Agencies:

Emergency Services-Emergency Management
Police Department
Public Works Department
Worcester County Emergency Services
Mutual Aid Fire Agencies
Worcester County Sheriff
Maryland State Police
Maryland State Highway Administration

I. PURPOSE

Emergency Support Function #4 led by the Ocean City Fire Department entails all responsibilities and tasks associated with firefighting actions through the preparedness, response, and recovery cycle. This plan Annex sets forth roles and responsibilities for primary and support agencies during a large scale or long-term emergency incident.

II. SITUATION AND ASSUMPTION

- A. Direction and control, as well as policy creation, are determined in the Ocean City Fire Department for normal operations and responses. When the Emergency Operations Center is operational for large scale or multiple incidents will require coordination with the Ocean City Policy Group.
- B. The Ocean City Fire Department will take the lead as the Primary Agency of ESF #4 and assumes the responsibilities encompassing the broader ESF #4 objectives. The Primary Agency shall have an Emergency Operations Center representative who serves as the department decision maker for all ESF #4 activities during a large scale incident.
- C. Fire prevention and control are daily problems faced by fire service personnel. These problems increase in severity and complexity in the event of a large scale emergency and are a strain on firefighting personnel resources. Conditions such as extreme weather or the involvement of hazardous materials will contribute to a more complex effort in stabilizing the town post-disaster.
- D. Resources can be allocated to ESF #4 to supplement taxed firefighting abilities by communicating with State, Federal and surrounding jurisdictions through mutual aid channels.

III. CONCEPT OF OPERATIONS

- A. The responsibility of the ESF #4 doesn't alter far from the day to day operations of normal fire services. Rather, in a disaster situation, fire services may need additional resources and staff due to damaged/ inactive equipment or multi-operational periods.
- B. During a disaster situation fire services may be called on to participate in duties as described in other ESFs and will have to coordinate their operations with a variety of other departments and agencies. This coordination will occur at the Emergency Operations Center level through the Fire Department representative.
- C. If the fire service is requested out of the jurisdiction of Ocean City, Maryland, ESF #4 will supplement needed resources of the requesting agency when units are available in consultation with the Emergency Operations Center.

IV. ORGANIZATION

A. Primary Agency

1. Take the lead in firefighting roles and responsibilities and serve as the ESF #4 representative in discussions, negotiations, and decisions with the Ocean City Policy Group, Emergency Services Director, Worcester County, State of Maryland, Federal agencies and other Town ESFs.
2. Develop policies, procedures, and agreements with ESF #4 Support Agencies to ensure a preexisting network of communication and obligation is in place and support agencies understand and accept their roles.
3. Record, collect and report all information/data related to activities and/or resources used throughout the emergency in the event reimbursement will be attained through proper use of all required Incident Command Forms and related required forms.
4. Monitor and record staffing and shift-relief in the event of a multi-operational period emergency.

B. Support Agencies

1. Provide assistance to the Ocean City Fire Department as needed and make resources of their respective organization available upon request.
2. Provide supplemental staff as available to support firefighting initiatives.
3. Track resources of respective organizations and share information with Ocean City Fire Department through the Emergency Operations Center as resources are available or if they become incapable of continuing their support.

V. ROLES AND RESPONSIBILITIES

A. Ocean City Fire Department

1. Suppress and stabilize fires by priority. Establish an Incident Commander and command staff to manage the incident.
2. Assist in controlling hazardous materials involved in emergency incidents and communicate risk to other emergency support services through the EOC.
3. Communicate, initiate, and assist in any evacuation measures as appropriate.
4. Assist in the operation of decontamination functions.
5. Enforce other public safety operations such as scene security or traffic management as appropriate.
6. Report damage to fire equipment and facilities.
7. Identify potential hazards on scene.
8. Coordinate training for fire personnel.
9. Provide Search and Rescue teams as needed to support ESF #9 Search and Rescue.
10. Provide Fire Police to assist ESF #8 Public Health and Medical Services as requested.

11. Conduct fire inspections.
12. Investigate fires of suspicious nature.
13. Review fire codes in relation to disaster and recommends improvements when necessary. Assist with recovery planning.
14. Inspect repair and construction work for fire safety.
15. Monitor demolition operations.
16. Provide a Safety Officer for recovery operations when staffing permits.
17. Inspect shelter sites for fire safety.
18. Respond to bomb, explosive, and improvised explosive device emergencies as required.
19. Provide a staff member to the EOC as required and the Recovery Center as required.

B. Emergency Services - Emergency Management:

1. Communicate the flow of information of all firefighting activities across other ESFs through the EOC.
2. Provide mechanism for fire to submit mutual aid requests and resources through the EOC.
3. Provide reliable communication through the EOC or mobile command resources.

C. Law Enforcement: (Ocean City Police, Worcester County Sheriff & Maryland State Police.)

1. Provide security, access restriction, along with crowd and traffic control to support fire service emergencies.
2. Assist municipal police with security within the Town as requested.
3. Provide support for investigation and evidence collection in fire situations that may be suspicious in nature when requested.
4. Assist in fire operations that require search and rescue activities.

D. Ocean City Public Works

1. Assist in traffic control operations on Town roadways that are associated with a fire situation when requested.
2. Support evacuation operations as requested.
3. Conduct recovery and clean-up operations on roads after a fire emergency has been stabilized.

**E. Worcester County Emergency Services
Mutual Aid Fire Agencies
Maryland State Highway Administration**

1. Provide mutual aid requests as needed through normal request channels.
2. Support traffic control operations on State and County owned roadways that are involved in a fire emergency.
3. Support evacuation operations as requested.
3. Conduct recovery and clean-up operations on roads that are affiliated in a fire emergency after the situation has been stabilized.

EMERGENCY SUPPORT FUNCTION # 5 – EMERGENCY MANAGEMENT

Primary Agency:

Emergency Services-Emergency Management
City Manager's Office

Secondary Agencies:

Town of Ocean City Mayor and Council
Worcester County Emergency Services
Emergency Services-Electronics Division
Emergency Services-Communications Division
Maryland Emergency Management Agency
Required Departments from Ocean City
OC Community Emergency Response Team
(CERT)

I. PURPOSE

The Emergency Support Function #5, Emergency Management, clarifies the need for Emergency Management to be involved in all Town of Ocean City emergency operation activities. Emergency Management coordinates intra-town agencies through the Emergency Operations Center and connects Ocean City to local, County, State, and Federal Emergency Management Agencies and non-governmental partners.

II. SITUATION AND ASSUMPTIONS

- A. Direction and control as well as policy creation will begin at the Ocean City Mayor and Council (Policy Group) level in consultation with ESF lead agencies as necessary and as appropriate for the hazard response.
- B. The Ocean City Department of Emergency Services and/or Emergency Management Division will serve as ESF #5 lead and staff an Emergency Operations Center (EOC) Manager or designee in the Ocean City EOC at any time of its activation.
- C. Ocean City is exposed to many hazards, all of which have the potential for creating casualties, disrupting the community, and causing damage. Possible natural hazards include hurricanes, floods, tornadoes, winter storms and earthquakes. Other non-natural disaster situations could develop including hazardous materials accidents, major transportation accidents, civil disorder, or terrorism. Planned events can become incidents and require planning to be accomplished accordingly.
- D. Emergencies can often become overwhelming for any single agency to handle. Emergency Management creates plans, connections, strategies, protocols and initiatives to link agencies together in a common format to more effectively serve all four phases of the emergency management cycle.
- E. Emergency Management has four phases of disaster focus; mitigation, preparation, response, and recovery. It focuses on programs and planning initiatives to facilitate coordination between all town emergency affiliated agencies.
- F. The Emergency Services Director also serves as the sworn Town Emergency Manager, as appointed by the Governor of the State of Maryland.

III. CONCEPT OF OPERATIONS

- A. Coordinate overall town incident management when the EOC is activated through the Incident Command System (ICS).
- B. Allocate resources and human capital relevant to the situational emergency threatening the life, property and the environment.
- C. Manage all documentation collection for town response operations.
- D. Serve as the Lead Representative for the Town of Ocean City, Maryland in its participation with any outside operation in a multi-jurisdictional emergency.
- E. Is responsible for developing, maintaining, and implementing plans and procedures necessary to improve the town's emergency response capability.

IV. ORGANIZATION

A. Primary Agency

- 1. Take the lead in the Emergency Management roles and responsibilities and serve as the EOC Manager in discussions, negotiations, and decisions with ESF operations, County, State and Federal agencies, non-government agencies and the overall management of the Ocean City EOC.
- 2. Develop policies, procedures, and agreements with ESF #5 Support Agencies to ensure a preexisting network of communication and understanding.
- 3. Ensure proper collection, recording and reporting of all required information and data related to activities and resources used in an emergency to reassure legitimacy of compensation in the event reimbursement will be attained.
- 4. Monitor and record staffing and shift-relief in the event of a multi-operational period emergency.

B. Support Agencies

- 1. Provide assistance to the Department of Emergency Services – Emergency Management as appropriate and make resources of their respective agencies available upon request.
- 2. Provide supplemental staff as requested to support the EOC Functions and operations.
- 3. Track resources of respective organizations and share information with Ocean City EOC Staff as staff and resources are available/not available.

V. ROLES AND RESPONSIBILITIES

A. Department of Emergency Services – Emergency Management Electronic Services Division Communications Division

1. Communicate with the Policy Group, and activate the Emergency Operations Center and any relevant Emergency Support Function necessary to respond to, stabilize and recover from a town emergency that warrants such actions.
2. Conduct operational planning and coordination for the Policy Group, EOC Staff, activated ESFs, County, State and Federal agencies.
3. Coordinate with the Incident Commander to develop and implement Unified Incident Action Plans across local jurisdictions and State boundaries.
4. Designate Emergency Support Function representatives and train staff in tasks that are not related to the personnel's standard operating guidelines.
5. Act as the resource manager for Town emergencies, having resources requested, staged, activated, deactivated, and logged through the Emergency Operations Center and the Emergency Support Function representatives.
6. Coordinate town preparedness, response, recovery and mitigation planning activities including incident action, current, and future operations planning.
7. Oversee the financial management and documentation of resources and actions stemmed from the Emergency Operations Center during a Town emergency.
8. Control the modular organization of town incident operations determining the span of control of the EOC and operational periods.

B. Ocean City Mayor and Council (Policy Group)

1. As outlined in the National Response Framework the Mayor is the local jurisdiction's Chief Executive and is responsible for the public safety and welfare of the people within that jurisdiction. As the Chief Executive Officer:
 - a. Is responsible for coordinating local resources to address the full spectrum of actions to prevent, prepare for, respond to, and recover from incidents involving all hazards
 - b. Dependent upon State and Local law, has extraordinary powers to suspend local laws and ordinances, such as to establish a curfew, direct evacuations (Code of Ocean City 40-1), and, in coordination with local health authority, to order a quarantine.
 - c. Provides leadership and plays a key role in communicating to the public, and in helping people, businesses, and organizations cope with consequences of any type of domestic incident within the jurisdiction.
 - d. Negotiates and enters into mutual aid agreements with other jurisdictions to facilitate resource-sharing; and request State and, if necessary, Federal assistance through the Governor of the State when the jurisdiction's capabilities have been exceeded or exhausted.
 - e. Remain available to report to the scene or the Emergency Operations Center during any major emergency or disaster in the City.

- f. Request County, State, and Federal disaster declarations.
2. In the absence of the Mayor, the Council President will assume all the duties of the Mayor. In the absence of the Council President, the Council Secretary will assume all duties of the Mayor.
3. Participate in preventative and protective action decisions as it relates to the citizens and visitors to the Town of Ocean City as required under Ocean City Charter.
4. Be advised on the EOC activation, deactivation and modular organization.
5. Remain available for policy changes and be informed in the collection and organization of documentation for a town emergency, including financial allocations and reimbursement activities.
6. Provide for the Continuity of Government for the Town of Ocean City at all times.

C. Worcester County Emergency Services

1. Provide any necessary resource, human capital asset or unmet need to Ocean City, Maryland through the County EOC as requested.
2. Provide a network of communication and guidance of County operations. Communicate the emergency response taking place in Worcester County as it is relevant to Ocean City's wellbeing.
3. Assist in guidance for the organization and collection of documentation in the event of Federal reimbursement as needed.

D. Maryland Emergency Management Agency

1. Provide any necessary resource, human capital asset or unmet need to Ocean City, Maryland through the State EOC as requested.
2. Provide a network of communication and guidance of State operations. Communicate the emergency response taking place within Maryland and outside of Maryland as it is relevant to Ocean City's wellbeing.
3. Assist in guidance for the organization and collection of documentation in the event of Federal reimbursement.
4. Supply a representative to the Ocean City EOC as requested.

E. Ocean City Departments and Ocean City CERT

1. Provide personnel to the Emergency Operations Center as requested to staff EOC positions in addition to and separate from the department's required staffing for operations when staffing permits.

EMERGENCY SUPPORT FUNCTION # 5A – PUBLIC INFORMATION OFFICER AND JOINT INFORMATION SYSTEM

Primary Agency:

Policy Group
Department of Emergency Services
Communications (Media) Manager

Secondary Agencies:

Police Department
Beach Patrol
Fire Department
Tourism Director
Web Designer
Public Works
Delmarva Condominium Manager Assoc.
Ocean City Hotel, Motel and Restaurant Assoc.
Ocean City Chamber of Commerce
Ocean City Seasonal Workforce Committee
*Other Departments and/or Agencies as needed

I. PURPOSE

Under Emergency Support Function (ESF) #5 Emergency Management, the Public Information Officer and the Joint Information System ESF #5-A, provides a coordinated mechanism to effectively communicate the full scope of an emergency situation to the citizens, businesses and interested media organizations. This ESF will supply the populace with general as well as specific details on the nature of the cause, response operations, protective actions, and recovery plans of a large emergency where the Town of Ocean City is affected.

II. SITUATION AND ASSUMPTION

- A. Direction and control as well as policy creation will occur at the Town Policy Group level in consultation with the ESF primary agency as necessary and as appropriate for the hazard response.
- B. The Town of Ocean City Department of Emergency Services will serve as the ESF #5-A primary agency and the Communications (Media) Manager will serve as the Public Information Officer taking the lead in roles and responsibilities of Public Information Operations for the Town of Ocean City whether it be specifically for Ocean City, part of the Ocean City Joint Information System (JIS) or in representation of Ocean City at a Joint Information Center (JIC).
- C. During an emergency situation, it is essential that the public be provided with timely, accurate, clear and concise information on protective measures taken to save lives, protect property, and care for the environment.
- D. It is equally important to project a controlled and coordinated leadership structure to the public to prevent disaster side-effects such as community instability and despair that hinder response and recovery efforts. Lack of leadership, information, or contradictory information will cause confusion.
- E. The media will demand information about the emergency. The local print and broadcast media will perform an essential role in providing emergency instructions and the progression of the situation.
- F. An emergency situation can occur at any time with little or no warning and vary in type and magnitude. As a large emergency unfolds the scale at which the emergency grows will affect the level at which public information will be disseminated.
- G. ESF #5-A exists to effectively inform and/or represent Ocean City, Maryland through a variety of complex emergencies.

III. CONCEPT OF OPERATIONS

- A. Establish a system to disseminate emergency information and protective instructions to the public as appropriate for the type and scale of the emergency.
- B. Designate a system for delivering timely information to media organizations.
- C. Orchestrate Local, State and Federal legislature affairs to effectively receive and report pertinent emergency information laterally to surrounding towns and counties, as well as vertically to State and Federal agencies.

IV. ORGANIZATION

- A. Primary Agencies
 - 1. Take the lead in the Public Information sharing roles and responsibilities and serve as the representative in discussions, negotiations, and decisions with other ESFs, and County, State and Federal agencies.
 - 2. Develop policies, procedures, and agreements with ESF #5-A Support Agencies to ensure a preexisting network of communication and understanding.
 - 3. Record, track, collect and report information and data related to activities and resources used in an emergency to reassure legitimacy of compensation in the event reimbursement will be attained.
 - 4. Monitor and record shift-relief in the event of a multi-operational period.
- B. Support Agencies
 - 1. Provide assistance to the Town of Ocean City Public Information Officer, the Ocean City Joint Information System and/or the Joint Information Center when activated as appropriate and make resources of their respective agency available upon request.
 - 2. Provide supplemental staff as available to support public information efforts.
 - 3. Track resources of respective organizations and share information with the Town of Ocean City as staff and resources are available/not available.

V. ROLES AND RESPONSIBILITIES

- A. Mayor, City Manager and/or Emergency Services Director or Incident Commander
 - 1. Take the lead in briefings, interviews and conferences pertaining to a large scale emergency incident.
 - 2. Meet the public need for information as appropriate to the scope of the disaster.
 - 3. Coordinate all policy issues between County, State and Federal agencies where it pertains to public information.
- B. Department of Emergency Services
 - 1. Support public information operations through ESF #5 and ESF #5-A as required.
 - 2. Activate and staff rumor control lines to supplement a surge of emergency calls within Communications Center or the Emergency Operations Center.

3. Address the issue of citizenship affairs; casualties; fatalities; and missing/unidentified persons and coordinates information with ESF's #6, #8, #9, #14, #15 and #16.
 4. Designate a location for media interaction or send representatives to a Joint Information Center to coordinate public information efforts with other jurisdictions involved in the emergency.
- C. Ocean City Public Information Officer (PIO), Joint Information System (JIS) and Joint Information Center (JIC)
1. Act as the public voice of the Ocean City Emergency Operations Center and the Town of Ocean City.
 2. Function as the sole contact and coordinator for all media relations including TV, radio, social networking, and other media venues.
 3. Issue news releases on the emergency situation occurring in Ocean City.
 4. Include all relevant information when communicating with the public. Messages may include but will not be limited to, Emergency Alert System messages addressing protective actions; preventative measures; nature of the cause; response operations; incident action plans; public health and shelter information, and recovery actions.
 5. In Federal and State declared emergencies, the Ocean City PIO will coordinate with the County, State, and Federal Public Information Officers in the JIS and/or JIC.
- D. Ocean City Police Department
1. Provide a liaison to the Joint Information System and/or Joint Information Center as needed.
- E. Ocean City Beach Patrol
1. Provide a liaison to the Joint Information System and/or Joint Information Center as needed.
- F. Ocean City Fire Department
1. Provide a liaison to the Joint Information System and/or Joint Information Center as needed.
- G. Ocean City Tourism Director
1. Provide a liaison to the Joint Information System and/or Joint Information Center as needed.
- H. Ocean City Web Designer
1. Provide a liaison to the Joint Information System and/or Joint Information Center as needed.
- I. Ocean City Public Works
1. Provide a liaison to the Joint Information System and/or Joint Information Center as needed.

- J. Delmarva Condominium Manager Assoc.
1. Provide a liaison to the Joint Information System and/or Joint Information Center as needed.
- K. Ocean City Hotel, Motel and Restaurant Association
1. Provide a liaison to the Joint Information System and/or Joint Information Center as needed.
- L. Ocean City Chamber of Commerce
1. Provide a liaison to the Joint Information System and/or Joint Information Center as needed.
- M. Ocean City Seasonal Workforce Committee
1. Provide a liaison to the Joint Information System and/or Joint Information Center as needed.
- N. *Other Departments and/or Agencies as needed
- Maryland Emergency Management Agency
 - Worcester County Emergency Services
 - Maryland State Highway Administration
 - Delmarva Power and Light
 - Eastern Shore Gas
 - Comcast Cable
 - Verizon
1. Provide a liaison to the Joint Information System and/or Joint Information Center as needed.

EMERGENCY SUPPORT FUNCTION # 6 – MASS CARE AND HUMAN SERVICES

Primary Agency:

Department of Emergency Services
Worcester County Department of Human Resources (DHR)
Worcester County Emergency Services

Secondary Agencies:

Law Enforcement
American Red Cross
Maryland Emergency Management Agency
Ocean City CERT/RACES

I. PURPOSE

The purpose of the Emergency Support Function #6, Mass Care and Human Services, is to outline the need to open and operate public shelters in the event of a Town emergency. It is the responsibility of the Ocean City Government structure to provide for its citizens and visitors places of refuge when hazards such as flooding, power outages associated with extreme hot or cold temperatures, hazardous material incidents, fire or fixed nuclear facility accidents pose an immediate threat. Events related to tropical storm systems do not allow for sheltering operations within the Town limits and are handled by Worcester County with coordination from the Town of Ocean City.

II. SITUATION AND ASSUMPTIONS

- A. Direction and Control as well as policy making for sheltering operations will be derived from the Town of Ocean City Policy Group and the Primary Agency of ESF #6.
- B. The Ocean City Department of Emergency Services with Worcester County Department of Human Resources and the Worcester County Department of Emergency Services assumes the lead as the Primary Agency for ESF #6, Mass Care and Human Services. Support agencies will carry out their emergency duties in coordination with the broader ESF #6 initiatives.
- C. Under emergency conditions requiring evacuation, most evacuees will seek shelter on their own with relatives, friends, returning home or in hotels leaving an estimated 20%-30% to be protected in public shelters. This estimated population will vary due to the specific type, magnitude, and location of the hazard warranting activation of Reception Centers and/or Emergency Shelters.
- D. Specialized populations will need to be sheltered in a facility which meets the special needs of the individual or group.
- F. If a specific hazard plan has designated a facility as a reception host, there will be a need for close coordination and training with the involved entities to be well prepared for the specific needs of that hazard.
- G. Those not housed in public shelters may experience similar needs such as emergency supplies of water, food, clothing, and medicine.

III. CONCEPT OF OPERATIONS

- A. Sheltering operations will begin prior to a disaster event when information and data suggest that a portion, the majority, or entire population of Ocean City will be affected. Assessment and analysis with ESF #6 Agencies will determine the most effective strategy regarding the location and operation of shelters.
- B. Coordinate with ESF #5, Public Information, on decisions made for opening shelters and communicate the shelter's purpose, capability, and rules for citizens considering evacuation.

- C. Resource needs will be determined and request for assistance will be communicated across ESF # 6 agencies along with County, State and Federal agencies.
- D. Sheltering registration will account for every individual/family that enters and records of resources will be kept and monitored for replenishment along with State and Federal aid reimbursement purposes.
- E. The structural and operational integrity of each shelter will be evaluated and monitored during and after a disaster to ensure the safety and potential relocation of its inhabitants. The public health quality will be monitored and issues on contamination and/ or infection will be in closely coordinated with ESF #8, Public Health and Medical Services.
- F. Following hazardous material or radiological events no individual will be given access until fully decontaminated.
- G. Emergency Shelters and Reception Centers will stay active as long as the hazard continues or the condition for basic emergency needs exists.

IV. ORGANIZATION

A. Primary Agency

- 1. Department of Emergency Services is the lead agency in Mass Care and Human Services roles and responsibilities within the Town of Ocean City and serves as the ESF #6 representative in discussions, negotiations, and decisions with other ESF operations along with County, State and Federal agencies.
- 2. Develop policies, procedures, and agreements with ESF #6 Support Agencies to ensure a preexisting network of communication and understanding.
- 3. Record, collect and report information and data related to activities and resources used in an emergency to ensure proper documentation is available in the event reimbursement will be attained.
- 4. Monitor, track and record staffing and shift-relief in the event of a multi-operational period emergency.

B. Support Agencies

- 1. Provide assistance to the Department of Emergency Services as appropriate and make resources of their respective organization available upon request.
- 2. Provide supplemental staff as available to support the Mass Care and Human Services Function.
- 3. Track resources of respective organizations and share information with Ocean City Emergency Services as to the availability of staff and resources.

V. ROLES AND RESPONSIBILITIES

A. Ocean City Department of Emergency Services and Worcester County ES/DHR

- 1. Notify the Ocean City Policy Group, the Emergency Services Director, Worcester County, Town Departments, and the American Red Cross when discussions have begun on opening a reception center or emergency shelter.
- 2. Identify potential hazard areas that may require evacuation.

3. Select suitable sites to be used as shelters.
4. Maintain a list of resources necessary to provide for the needs of those sheltered. Document the numbers of sheltered evacuees, the quantity of emergency supplies available, and any unmet needs or resource requests into WebEOC continually throughout shelter activation operation.
5. Identify the supplies, food, water, clothing, medicines, and personal items which evacuees should take with them to the center or shelter. Communicate to ESF #15.
5. Provide personnel skilled in working with large numbers of people to assist with registration procedures and shelter activities.
6. Provide resources to individuals and families in order to adjust to the emergency situation and for the care of unaccompanied children in the shelter.
7. Collect and disseminate information concerning the condition and whereabouts of persons, in or evacuated from disaster areas and provide assistance in reuniting families, pets and loved ones.
8. When another jurisdiction or county has been designated as the shelter area in a specific emergency, participate in planning and support of the other jurisdiction or county to carry out the shelter and mass care functions.
9. Provide communication for centers and shelters through mobile command if requested.

B. Worcester County Emergency Services

1. Provide triage, first aid and casualty management at reception centers and emergency shelters through the Worcester County Health Department.
2. Provide overall patient health surveillance and report medical trends threatening the integrity of the center.
3. Provide staff to assist in the care of the infirmed, handicapped, the aged and other persons in need of special care that enter a general populace shelter.
4. Upon request, provide a program of crisis counseling for disaster victims at shelters.
5. If necessary, test water supplies at centers and shelters for contamination.

C. Law Enforcement

1. Provide security and law enforcement for centers and shelters.
2. Provide traffic control during movement to/from centers and shelters.
3. Provide for the care and shelter of domesticated animals through animal control at designated shelter locations.

D. American Red Cross

1. Assist in recruiting and training center and shelter workers.
2. Provide support staff for up to two general population shelters for up to five days. Provide cots, blankets, food, and personal items to all open reception centers and shelters.

3. If the recovery period extends into a longer period of time contact the National ARC through the DSHR system for supplemental supplies.
4. Establish a Mobile Food Route to help supply meals to citizens after a catastrophic event with an extended recovery period.
5. Help with family reunification through the ARC's Safe and Well website. <https://disastersafe.redcross.org>
6. Through the DSHR system, supplement staff needed for mental health issues.

E. Maryland Emergency Management Agency

1. Coordinate the response of State and Federal agencies and private organizations.
2. Coordinate donations management and resource allocation for local center and shelter functions.

EMERGENCY SUPPORT FUNCTION # 7 – LOGISTICS AND RESOURCE SUPPORT

Primary Agency:

Finance Department

Secondary Agencies:

Emergency Services
Maryland Emergency Management Agency
(MEMA)

I. PURPOSE

The Emergency Support Function #7, Logistics and Resource Support is a mechanism to coordinate, allocate and document resources, equipment and supplies during the response and recovery phases of the Emergency Management Cycle. Through ESF #7 the Town will have an established structure processes to procure and acquire equipment and supplies.

II. SITUATION AND ASSUMPTIONS

- A. The Ocean City Finance Department will take the lead as the Primary Agency responsible for coordinating the Logistics and Resource Support for Town emergency operations.
- B. Direction and control as well as policy creation will occur at the Ocean City Policy Group level in consultation with ESF #7 lead agencies as necessary and as appropriate for the hazard response.
- C. The Town of Ocean City is capable of making available emergency funds for situations that extend beyond normal Town operations. Emergency funds are released when situations call for immediate action to staff personnel and purchase supplies that are not part of the day-to-day expenditures.
- D. Major emergencies or disaster situations may arise with little or no warning making it important to acquire resources quickly and maintain documentation.
- E. During emergencies that last an extended period of time, exhausted resources and supplies, warranting the need to reorder or allocate supplemental supplies.
- F. If the Town resources become overwhelmed or exhausted, mutual aid can be requested from the County, State, Non-Government or Federal level.

III. CONCEPT OF OPERATIONS

- A. Coordinate comprehensive logistics planning, management and sustainment during major emergencies and disasters.
- B. Establish support for emergency operations and continuity of government.
- C. Coordinate resource requests between Town departments, vendors, and County, State, Non-Government and Federal agencies
- D. Document and track resources, inventories, and expenditures processed during an emergency situation for the Town.

IV. ORGANIZATION

A. Primary Agency

1. Take the lead in the Logistics and Resource Management roles and responsibilities and serve as the representative in discussions, negotiations, and decisions on resource requests and documentation.
2. Develop policies, procedures, and agreements with ESF #7 Support Agencies to ensure a preexisting network of communication and understanding.
3. Monitor, track and record staffing and shift-relief in the event of a multi-operational period emergency.

B. Support Agencies

1. Provide assistance to the Ocean City Finance Department as appropriate and necessary for the nature of the emergency.
2. Provide supplemental staff as available to support the volume of resource requests.

V. ROLES AND RESPONSIBILITIES

A. Ocean City Finance Department

1. Review, evaluate and approve purchase orders for the procurement of any needed resources and assets requested from a Town department for the emergency.
2. Assist in the coordination of resource dissemination.
3. Document and inventory all purchase order requests in a disaster situation.
4. Monitor and communicate the Ocean City finances to ensure money is budgeted to satisfy emergency operational needs in a disaster situation.
5. Validate, track and document expenditures and prepare financial reports for the disaster.
6. Order, receive, inventory and distribute all supplies and equipment. Track accordingly.

B. Department of Emergency Services

1. Facilitate the planning, management, and sustainment of resource support disseminated through the Emergency Operations Center.
2. Coordinate with the Incident Commander for any resource requests.
3. Coordinate all resource requests from activated ESFs within the Emergency Operations Center.
4. Coordinate any resource requests from the County or the State.
5. Utilize any Mutual Aid Agreements that Ocean City is contracted in for supplemental assistance.
6. Communicate with MEMA for resource requests from the State and Federal Agencies through MEMA Regional Representatives or WebEOC.

C. Maryland Emergency Management Agency (MEMA)

1. Provide assistance to the Town of Ocean City in logistics management, and resource support through the State EOC.
2. Provide resources that are derived through state agencies upon request.
3. Provide mediation for Ocean City to federal agencies and resources if they are required or become involved in a disaster situation.
4. Support public assistance programs, providing counsel, and supplemental staff.

EMERGENCY SUPPORT FUNCTION # 8 – PUBLIC HEALTH AND MEDICAL SERVICES

Primary Agency:

Worcester County Health Department
Fire Department

Secondary Agencies:

Emergency Services
Worcester County Emergency Services
Atlantic General Hospital (AGH)
Peninsula Regional Trauma Center (PRMC)
Police Department
Worcester County Sheriff Office
Maryland State Police
Maryland Department of Health and Mental Hygiene
Public Works Department
Maryland Institute for Emergency Medical Services System (MIEMSS)

I. PURPOSE

The Emergency Support Function #8 Public Health and Medical Services, led by the Worcester County Health Department and the Ocean City Fire Department Emergency Medical Services (EMS) branch provides the mechanism for response to a public health or medical disaster, potential or actual incident requiring a coordinated local response, and/or during a developing potential health and medical emergency. The phrase “medical needs” is used throughout this annex. ESF #8 will also encompass response to medical needs associated with mental health, behavioral health, and special populations who may have medical or functional needs prior, during and/or after the emergency.

II. SITUATION AND ASSUMPTION

- A. Direction and control as well as policy creation will occur at the Worcester County Commissioner and Town of Ocean City Policy Group level in consultation with ESF #8 lead agencies and the Emergency Services Director for Ocean City and Worcester County as necessary/appropriate for the nature of the response.
- B. The Worcester County Health Department and the Ocean City Fire Department EMS branch will function as the Primary Agencies for ESF #8. The Support Agencies under ESF #8 will carry out duties under the broader ESF #8 initiatives.
- C. Public health emergencies can take the form of disease epidemics, large-scale food or water contamination, solid waste and sewage exposure, harmful chemicals, radiation, and biological agents.
- D. Public health emergencies have characteristics that make it possible for large numbers of people to become affected resulting in exponential growth of an emergency causing decreased response and recovery to a natural or technical disaster.
- E. Medical emergencies resulting in a large number of casualties can occur due to any of the numerous hazards to which Ocean City is vulnerable. In the event of a Mass Casualty Incident (MCI), the specific type of MCI will determine the agency that will lead response operations (i.e. public health for a contagious disease, or EMS for a site trauma incident).
- F. Ocean City has the capabilities necessary to respond to health and medical needs associated with most emergency situations. However, when an emergency appears to be of such magnitude as to exceed local capabilities, assistance shall be requested from State and Federal agencies. These requests will be made through mutual aid agreements and/or through Ocean City Emergency Services.

- G. In the event of a health or disease epidemic, a mass vaccination or immunization reception clinic will be established. Activation of all Ocean City Operations will be coordinated through the Ocean City Emergency Operations Center and key personnel responsible for other emergency support functions will be considered essential personnel responsible for operations of dispensing immunizations.
- H. The extent to which ESF #8 will be activated is dependent on the magnitude and scope of emergency.
- I. Record, track, collect and report all information/data related to activities and/or resources used throughout the emergency in the event reimbursement will be attained through proper use of all required Incident Command Forms and related required forms.

III. CONCEPT OF OPERATIONS

- A. Coordination will occur with other Emergency Support Functions as needed through the Emergency Operations Center to establish adequate resource allocation across transportation, infrastructure and personnel needs.
- B. Ensure appropriate numbers of staff and supplies are available, record any deficiencies, and request supplies through mutual aid channels.
- C. Patients, medical supplies, established operating facilities and staff will be registered for records purposes.
- D. Staff and supplies will be increased or decreased depending on the escalation or de-escalation of the emergency.
- E. Medical emergencies resulting in a Mass Casualty Incident (MCI) the Fire Department EMS will be the lead agency and will lead response operations per their Operational Guidelines for MCI Incidents and the Maryland Medical Protocols for EMS providers.

IV. ORGANIZATION

- A. Primary Agencies
 - 1. Take the lead in the Public Health and Medical Services roles and responsibilities and serve as the ESF #8 representatives in discussions, negotiations, and decisions within the Emergency Operations Center, other Ocean City ESFs, Worcester County and the State of Maryland organizations.
 - 2. Develop policies, procedures, and agreements with ESF #8 Support Agencies to ensure a preexisting network of communication and obligation is known and reliable.
 - 3. Record, track, collect and report information and data related to activities and resources used in an emergency to reassure legitimacy of compensation in the event reimbursement will be attained.
 - 4. Monitor and record staffing and shift-relief in the event of a multi-operational period emergency.
- B. Support Agencies
 - 1. Provide assistance to the Primary Agency assuming the lead role in the response operations designated by the nature of the health hazard. Make resources of their respective organization available upon request in agreed upon terms and conditions.

2. Track resource availability and share information with the ESF Lead staff and the Emergency Operations Center if activated.

V. ROLES AND RESPONSIBILITIES

A. Worcester County Health Department

1. Notify the Ocean City Policy Group, Worcester County Commissioners, the Emergency Services Directors for Ocean City and Worcester County, and the Secretary of Maryland Department of Health and Mental Hygiene (DHMH) in the event of a possible, imminent, or emergent public health situation active in the Town.
2. Coordinate with ESF #5, Emergency Management, to discuss and release public information statements on the status of public health and medical issues in the Town and offer guidance and direction.
3. In an incident where the risk or affected area encompasses the majority or the entire Town coordinate with ESF #6, Mass Care and Human Services, in opening and staffing health providers in all warming, reception and sheltering centers.
4. Equip staff in established warming, reception and sheltering centers with the appropriate capability to handle patients and/or public walk-ins and maintain communications with the EOC.
 - a. Provide first aid, triage, and casualty management
 - b. Provide overall patient health surveillance and report medical trends threatening the integrity of the center.
5. Assess the emergency medical or health protection needs and coordinate with Ocean City Public Works to survey the damage to water systems, waste water facilities, and health facilities in Ocean City as needed.
6. Supervise all environmental health activities to assure the safety of citizens and the protection of the environment.
7. Coordinate all mental health activities during an emergency.
8. In the event of a MCI due to a specific public health hazard:
 - a. Initiate epidemic control measures such as quarantines and mass immunizations. Staff vaccination centers with Public Health Response Teams. Coordinate vaccination programs with DHMH and surrounding jurisdictions.
 - b. Prioritize vaccinating per CDC protocol to Emergency Services personnel, public health and rescue personnel, including law enforcement animals.
 - c. Identify disaster areas at which access should be restricted due to health threats.
9. In the event of a Mass Fatality Incident:
 - a. The Medical Examiner will work with the Ocean City Police Department to designate and supervise permanent or temporary morgues and supervise the collection, identification, release, and/or internment of the deceased.

- b. The Worcester County Health Officer shall coordinate with ESF #5 and #13 to provide law enforcement with information for relatives or next of kin for injured or deceased.
- c. Assist the Medical Examiner in mass fatality management operations as necessary.

B. Ocean City Fire Department

1. Notify Ocean City Emergency Services and the Worcester County Health Department in the event of a possible, imminent, or emergent public health situation in Ocean City.
2. Provide pre-hospital medical care for the critically ill and injured as required.
3. In conjunction with the Maryland Institute for Emergency Medical Services Systems (MIEMSS), coordinate the transportation of critically ill or injured patients to local hospitals and medical centers or to specialty referral centers operating within the Maryland EMS system.
4. In the situation of a MCI due to a site trauma incident take the lead in pre-hospital medical care.
5. Act as the lead in incident scene triage and first aid, and assist in incident command.
6. Assist the Worcester County Health Department with mass vaccinations and inoculations when staffing is requested and as authorized by MIEMSS.
7. Assist with evacuation as necessary. Coordinate with the EOC in assisting evacuees with special needs such as medical conditions or mobility deficiencies.

C. Ocean City Emergency Services

1. The Emergency Services Director will be the lead for ESF #5 for Ocean City and the establishment and operation of the Emergency Operations Center. He/she will keep the Town of Ocean City Policy Group informed and work with the Mayor, City Manager and the Joint Information Center (JIC) on media released information.
2. Emergency Services will ensure that all department records are maintained, collect and report information and data related to activities and resources used in an emergency to reassure legitimacy of compensation in the event reimbursement will be attained.
3. Will be the Town's Liaison between Worcester County Emergency Services, Maryland Emergency Management Agency (MEMA) and other related allied agencies.

D. Worcester County Emergency Services

1. The Emergency Services Director for Worcester County will be the lead for ESF #5 for Ocean City and the establishment and operation of the Emergency Operations Center. He/she will keep the Town of Ocean City Policy group informed and work with the Worcester County Commissioners, Ocean City Emergency Services Director, Ocean City Mayor, City Manager and the Joint Information Center (JIC) on media released information.

2. Will be the Town's Liaison between Worcester County Emergency Services, Maryland Emergency Management Agency (MEMA) and other related allied agencies.
 3. Will assist Ocean City Emergency Services as needed and resources/personnel are available.
- E. Atlantic General Hospital (AGH) and Peninsula Regional Trauma Center (PRMC)
1. Atlantic General Hospital (AGH) and Peninsula Regional Trauma Center (PRMC) are Ocean City, Maryland's primary hospitals for accepting, treating and housing injured and ill citizens in the event of a public health or mass casualty emergencies.
 2. AGH and PRMC will respond according to their established emergency plans and standard operating procedures.
 3. AGH and PRMC will coordinate and make available resources requested by Ocean City EOC from their staffed ESF Lead Agencies.
 4. Communicate and report the capabilities of the hospital to store deceased victims in a mass fatality incident. Provide assistance in transportation of the deceased, providing disposition laboratories, and housing as needed and if available.
- F. Ocean City Police Department
1. Assist the Health Department in the security and order of medical facilities established to facilitate care to victims of the Town emergency.
 2. Secure and restrict areas that have been deemed by the Health Department as a public health risk. Secure health emergency scene perimeters that have a suspicious nature.
 3. Provide security for the Strategic National Stockpile (SNS) supplies, distribution and immunization sites, and isolations/quarantine sites. Enforce isolation and quarantine as needed.
 4. Acquire identification of deceased and begin notification of relatives or next of kin for victims in the event of a mass fatality event.
- G. Maryland State Police and Worcester County Sheriff Office
1. Provide for the physical security of SNS or immunization supplies that are transported into or out of Ocean City, Maryland. Assist the Health Department and DHMH with the transportation of clinical specimens to the CDC laboratories for diagnosis.
 2. Assist Worcester County Health Department and Ocean City Police Department as required with the investigation, collection of evidence, and criminal processing in the event of a bio-terrorism or public health emergency caused by criminal action.
- H. Maryland Department of Health and Mental Hygiene
1. Establish in depth communication, counsel, and resource allocation to the Town of Ocean City and the Worcester County Health Department in the event of any possible, imminent, or active public health emergency in the Town.

2. Will communicate resource needs with federal agencies for Ocean City and Worcester County Health Department in conjunction with MEMA in specific to the Center for Disease Control.

I. Ocean City Public Works

1. Assist by providing personnel and/or resources needed to investigate Ocean City facilities for contribution to a declared incident that involves Ocean City.
2. Provide personnel, equipment, and supplies to assist Ocean City in the establishment of reception, medical, and/or immunization centers;
3. Provide transportation through ESF #1 Transportation with assistance for evacuation from hazardous areas prioritizing for serious special needs issues.

J. Maryland Institute for Emergency Medical Services System (MIEMSS)

1. MIEMSS provides technical assistances and support to the Maryland Emergency Management Agency's State Emergency Operations Center and, in conjunction with the MD Department of Health and Mental Hygiene, Emergency Support Function #8.

EMERGENCY SUPPORT FUNCTION # 9 – SEARCH AND RESCUE

Primary Agencies:

Police Department
Beach Patrol
Fire Department

Secondary Agencies:

Emergency Services
Public Works Department
Maryland State Police Aviation Division
Maryland Natural Resources Police
United States Coast Guard
Worcester County Emergency Services
Maryland Emergency Management Agency
Ocean City CERT

I. PURPOSE

The Emergency Support Function (ESF) # 9 Search and Rescue (SAR) is to provide guidance for Search and Rescue Operations. Search and Rescue Operations include missing persons both on land and sea based technical rescue, collapse, trench and confined space. The lead agencies for ESF #9 are the Ocean City Police Department, Ocean City Beach Patrol and Ocean City Fire Department. The source of man-power for SAR operations comes from all Ocean City Departments, Support Agencies and Volunteers. The purpose of these groups is to help mitigate the loss of life through these operations. Activities include, but are not limited to, emergency incidents that involve locating missing persons, locating lost boats, locating downed aircraft, extrication from structures if necessary, and treating any victims upon their rescue. Land/Sea SAR activities for missing persons and transportation venues are initiated, coordinated and directed by the Ocean City Police Department and/or the Ocean City Beach Patrol. Land SAR activities involving technical types of rescue are initiated, coordinated and directed by the Ocean City Fire Department under Unified Command. Aircraft SAR missions for downed civil aircraft are the responsibility of the Lead responding agency. All SAR type activities will be conducted using the Unified Command System under the Incident Command System (ICS) as the preferred method of on-scene incident management.

II. SITUATION AND ASSUMPTIONS

- A. A major or catastrophic disaster may result in a substantial number of persons being in life threatening situations requiring prompt rescue and medical care. The first 72 hours are crucial to reducing risks to life and health. SAR operations must begin immediately.
- B. Depending upon the type and magnitude of the disaster, non-urban and/or urban SAR might be required. SAR first responding personnel will potentially have to deal with extensive damage to buildings, roadways, public works, communications, and utilities.
- C. Secondary events such as fires, explosions, flooding and hazardous material releases may compound problems and may threaten both survivors and emergency response personnel.
- D. Ocean City is serviced by the Ocean City Beach Patrol and Ocean City Fire Department which have water rescue capabilities and provide emergency medical service. The Fire Department is responsible for collapsed building searches, technical rescue, transportation emergencies on land and water, hazardous materials response and has mutual aid agreements with neighboring fire companies and other agencies.
- E. The Ocean City Fire Marshal enforces laws and ordinances pertaining to fire prevention, cause determination, arson investigation, suppression, installation, detection, and maintenance of fire control and extinguishing equipment.
- F. All available local Search and Rescue resources will be committed in time of emergencies, including mutual aid resources and State resources, if needed. The coordination and direction of the local efforts, including Volunteers, will be required and will be accomplished

through the Unified Command structure, Emergency Services Emergency Management and/or the Emergency Operations Center when operational.

- G. Damaged areas/buildings may have access restrictions or damage that may not allow immediate accessibility to conduct search and rescue operations. Engineering and Technical Specialists may have to conduct assessments to determine safe operations prior to rescue personnel entering the area/building. Secondary events or disasters can threaten survivors as well as Search and Rescue personnel.
- H. In a large scale incident requiring mutual aid assistance, the primary agencies for ESF #9 will work with their support agency counter parts to seek, procure, plan, coordinate and direct the use of any requested assets/resources. Throughout the response and recovery periods, ESF #9 will evaluate and analyze information regarding search and rescue, requests for response support, develop and update assessments of the search and rescue situation, maintain situational awareness in the impacted area, and do contingency planning to meet anticipated demands or needs of the incident.

III. CONCEPT OF OPERATIONS

- A. In the Preparedness phase development of pre-response plans include a design of the structures and area, the location of stored chemicals and flammables, means of ingress and egress, the identification of building construction materials and identification of other potential hazards. It is recommended a tour of same should be completed. These plans should be utilized for operations.
- B. All Search and Rescue Operations will be managed using the Incident Command System (ICS); Law Enforcement taking the responsibility for Search and Rescue operations involving missing persons, air craft, in conjunction with the Beach Patrol and/or Fire Department. Fire Department taking the responsibility of lead agency for Search and Rescue Operations requiring technical rescue disciplines. All Search and Rescue Operations will normally be controlled from a field command post location and /or an Emergency Operations Center.
- C. Large scale Search and Rescue Operations may utilize the Mobile Command Post and/or the Ocean City EOC for coordination of resources.
- D. In the event of a Search and Rescue emergency, all necessary equipment and personnel including organized Volunteer services, will be mobilized and dispatched to the scene. Control of all emergency Search and Rescue functions will remain the responsibility of Law Enforcement, Beach Patrol and Fire Department.
- E. Heavy rescue operations such as collapsed buildings, trench rescue, etc. shall be a team effort of Law Enforcement, Fire Services, Emergency Services, Public Works, Mutual Aid, Volunteers, and other agencies including the private sector. Law Enforcement and the Fire Department will provide overall command in a Unified Command operation. Coordination for resources through Maryland Emergency Management Com-Pac (MEMAC) or Federal Emergency Management Com-Pac (EMAC) will be accomplished through the Emergency Operations Center and/or Emergency Services if the EOC is not operational. Public Works will be the lead support agency for the provision of heavy equipment. The Planning and Building Department is the lead agency for providing technical advice concerning structures.
- F. Actions carried out by ESF #9 are grouped into phases. Each phase requires specific skills and knowledge to accomplish and requires significant cooperation and collaboration between all supporting agencies and the intended recipients of service. ESF #9 encompasses a full range of activities from training to the provision of field services. It also functions as a coordinator and, at times, assumes direct operational control of provided services. The following services may be provided under ESF #9:
 - Assessment of Search and Rescue needs and potential impacts.
 - Search and Rescue personnel.
 - Search and Rescue equipment and supplies.
 - Evacuation and Re-entry support.

- Emergency responder health and safety.
- Chemical/biological/radiological/nuclear/explosive (CBRNE) hazards.
- Mental health and crisis counseling for responders.
- Search and Rescue Public Information and risk communication.
- Search and Rescue Management, Command and control of assets.
- Search and Rescue activities related to terrorist threats and/or events.
- Catastrophic incident and alternate Search and Rescue facility support.

G. Financial Management

1. During a response, each agency/department is responsible for recording and tracking its own expenditures, personnel accountability, and seeking reimbursement from the appropriate organization after the event. If a federally declared disaster exists, then a reimbursement formula is established by the Federal Emergency Management Agency, and the Town may receive a grant reimbursement of eligible costs at 75 - 100 percent.
2. Expenditures by other department entities or agencies will be documented by those entities or agencies and submitted directly to the Finance Section or a designated Finance Service officer as soon as possible.

IV. ORGANIZATION

A. Primary Agency

1. Take the lead in the Search and Rescue roles and responsibilities and serve as the ESF #9 representatives in discussions, negotiations, and decisions within the Ocean City EOC, other Ocean City ESFs, and County and State organizations.
2. Develop policies, procedures, and agreements with ESF #9 Support Agencies to ensure a pre-existing network of communication and obligation is in place and support agencies understand and accept their roles.
3. Record, collect and report all information/data in accordance with all Federal, State and Local laws related to activities and/or resources used throughout the emergency in the event reimbursement will be attained through proper use of all required Incident Command Forms and other required forms.
4. Properly monitor, track and record staffing and shift-relief in the event of a multi-operational period emergency.

B. Support Agencies

1. Provide assistance to the Ocean City Police Department, Ocean City Beach Patrol and Ocean City Fire Department as needed and make resources of their respective organization available upon request.
2. Provide supplemental staff when available to support Search and Rescue operations.
3. Track resources of their respective organizations and share information with other Emergency Support Functions through the Emergency Operations Center as resources are available or if they become incapable of continuing their support.
4. Support agencies will provide assistance to the Primary Agencies for ESF #9 with services, staff, equipment, and supplies that complement the entire emergency response effort as the Emergency Operations Center and the Policy Group addresses the consequences generated by the hazards that may impact the Town (i.e., severe weather, tropical cyclones, environmental biological, terrorism, technological, and mass migration, etc.). Because services and

resources are subject to change from time to time, emergency coordinators and Town Departments are responsible for regularly updating their resources capabilities within ESF #9 as outlined in their Continuity of Operations Plans (COOP).

V. ROLES AND RESPONSIBILITIES

A. Ocean City Police Department:

1. Establish Incident Commander and subsequent command staff required to manage the SAR incident for missing persons, downed aircraft.
2. Assessment of damages in the emergency incident and communicate damages and/or risk to other emergency support services through the EOC.
3. Communicate, initiate, and assist in any evacuation measures as appropriate.
4. Enforce other public safety operations such as scene security or traffic management as appropriate.
6. Report damage to equipment and facilities to the EOC.
7. Identify potential hazards on scene.
8. Coordinate training for Department personnel.
9. Provide Search and Rescue teams as needed to support ESF #9 Search and Rescue as required.
10. Provide staffing to the EOC for operations and planning as required during response and recovery operations.

B. Ocean City Beach Patrol:

1. Conduct Search and Rescue duties as they related to normal daily beach operations with lost/found people.
2. Provide the coordination and personnel to operate with the Maryland State Police Aviation Division for search and rescue operations
3. Provide other departments and/or agencies with personnel and equipment as requested for Search and Rescue operations.
4. Report damage to equipment and facilities to the EOC.
5. Identify potential hazards on scene.
6. Coordinate training for Department personnel.
7. Provide Search and Rescue teams as needed to support ESF #9 Search and Rescue as required.
8. Provide staffing to the EOC for operations and planning as required during response and recovery operations.

C. Ocean City Fire Department:

1. Establish Incident Command and subsequent command staff required to manage the SAR incident for technical rescue including collapse, confined space, trench, hazmat, high angle, and CBRNE.

2. Assessment of damages in the emergency incident and communicate damages and/or risk to other emergency support services through the EOC.
3. Communicate, initiate and assist in any rescue measures as appropriate.
4. Enforce other public safety operations such as scene safety or scene management as appropriate.
5. Report damages to equipment and facilities to the EOC.
6. Identify potential hazards on scene.
7. Coordinate training for department personnel.
8. Provide Search and Rescue teams as needed to support ESF #9 Search and Rescue as required.
9. Provide staffing to the EOC for operations and planning as required during response and recovery operations as staffing permits.
10. Provide support for investigation and evidence collection in fire situations that may be suspicious in nature when requested.

D. Emergency Services-Emergency Management:

1. Coordinate the flow of information and communicate all firefighting activities across other ESFs through the EOC.
2. Provide mechanism for fire to submit mutual aid requests and resources through the EOC.
3. Provide reliable communication through the EOC or mobile command resources.
4. Emergency Services-Emergency Management will provide EOC support, conduct briefings, direct needs assessments, distribute key information, and serve as liaison to Maryland Emergency Management Agency to request additional resources.

E. Ocean City Public Works:

1. Provide personnel and equipment for traffic control operations on Town roadways that are associated with Search and Rescue operations when requested.
2. Support Search and Rescue Operations when requested with personnel, equipment and/or technical assistance.
3. Conduct the planning for recovery and clean-up operations as pertaining to ESF #3 Public Works within the Town after emergency operations have been completed and the incident has been stabilized in support to ESF #9.

F. Maryland State Police Aviation Division
 Worcester County Emergency Services
 Maryland Natural Resources Police
 United States Coast Guard
 Maryland Emergency Management Agency
 Ocean City CERT

1. Provide mutual aid when requested through normal request channels.

2. Support traffic control operations on Town and State owned roadways that are involved in emergency incident operations.
3. Support Search and Rescue Operations with personnel, equipment and other required resources as requested.
4. Record, collect and report all information/data related to activities and/or resources in accordance with all Federal, State and Local laws used throughout the emergency in the event reimbursement will be attained through proper use of all required Incident Command Forms and related required forms.
5. Continue to provide support as required until response activities are concluded or until they can be managed and staffed by the primary incident agency within the Town of Ocean City. This will include support to other jurisdictional or agency incident commanders. Continue to provide resources as required to support the recovery phase.

EMERGENCY SUPPORT FUNCTION # 10 – OIL AND HAZARDOUS MATERIALS

Primary Agency:

Fire Department
Emergency Services-Emergency Management

Secondary Agencies:

Public Works Department
Maryland Department of Environment
United States Coast Guard (Station Ocean City)
Ocean City Local Emergency Planning Committee
(LEPC)
Worcester County Hazmat Team
Maryland Department of Natural Resources

I. PURPOSE

The Emergency Support Function #10, Oil and Hazardous Materials, provides a mechanism to safely and effectively control and stabilize emergencies that contain hazardous materials that threaten life, property and the environment. ESF #10 is a coordinated effort to minimize the risk posed by a large Town, County or State emergency that is amplified by hazardous materials or an incident itself of hazardous materials so extreme it warrants an emergency response.

II. SITUATION AND ASSUMPTION

- A. Direction and control as well as policy creation for hazardous material incidents will be determined by the Ocean City Fire Department. Large scale incident response and mitigation decisions will occur at the Ocean City Policy Group level in consultation with the Emergency Services Director and the ESF #10 primary agencies as necessary and as appropriate for the hazard response.
- B. The Ocean City Fire Department with assistance as required from the Department of Emergency Services – Emergency Management Division will serve as the ESF #10 primary agencies and take the lead in roles and responsibilities of hazardous material emergency response operations within the Town of Ocean City.
- C. A broad variety of hazardous materials are utilized, stored and/or transported into or through Ocean City. Hazmat incidents can occur suddenly with little or no warning. Hazmat incidents are extremely dangerous and often take a while to assess and stabilize.
- D. Hazmat incidents can be a full scale Town emergency in itself or may be the effect of a large disaster such as a hurricane, tornado, flooding, facility operational error or transport vehicle accident exemplifying the complexity of the emergency.
- E. Response and recovery to major hazmat incidents may require assistance from neighboring jurisdictions and the private sector, along with financial and technical agencies of the State and Federal Government.
- F. Evacuation, isolation, and quarantine of polluted areas may sometimes be the only means for protecting life and the environment.
- G. Emergency response personnel responding to a hazmat situation will need to be trained to the minimum of Operations Level when dealing with hazardous materials and using Personnel Protective Equipment. Emergency Response Guidebooks are in every emergency vehicle and should be used precisely.

III. CONCEPT OF OPERATIONS

- A. Perform actions to identify, prevent, minimize or mitigate a release of hazardous materials and conduct efforts to detect and assess the extent of contamination.
- B. Stabilize the release and prevent the spread of contamination while implementing options for environmental cleanup and waste disposal.
- C. Provide rapid response options taking into consideration the geographical, meteorological, and demographical make-up of the incident.
- D. Provide decontamination to emergency personnel, victims, and property during and after a hazmat incident. Coordinate short term and/or long term environmental clean-up.

IV. ORGANIZATION

- A. Primary Agencies
 - 1. Take the lead in Oil and Hazardous Materials roles and responsibilities and serve as the representative in discussions, negotiations, and decisions with other ESFs, County, State and Federal agencies pertaining to hazmat issues.
 - 2. Develop policies, procedures, and agreements with ESF #10 Support Agencies to ensure a preexisting network of communication and understanding.
 - 3. Record, collect and report all information/data related to activities and/or resources used throughout the emergency in the event reimbursement will be attained through proper use of all required Incident Command Forms and related required forms.
 - 4. Monitor and record shift-relief in the event of a multi-operational period.
- B. Support Agencies
 - 1. Provide assistance to the Ocean City Fire Department and/or Department of Emergency Services – Emergency Management Division as appropriate and make resources of their respective agency available upon request.
 - 2. Provide supplemental staff as available to support hazmat efforts.
 - 3. Track resources of respective organizations and share information as staff and resources are available/not available.

V. ROLES AND RESPONSIBILITIES

- A. Ocean City Fire Department
Department of Emergency Services – Emergency Management Division
 - 1. Identify the hazard and evaluate the risk without endangering on scene personnel.
 - 2. Isolate the hazard area and control access.
 - 3. Respond to any Chemical, Biological, and Radiation, Nuclear or Explosive (CBRNE) incident in the town or area as requested.
 - 4. Use appropriate level of PPE to best eliminate exposure to contaminants.
 - 5. Eliminate the threat of the hazardous material in the best way available.

6. Communicate available information to the Incident Commander and assist with the development of an Incident Action Plan and required ICS 208 Site Safety Plan for Hazardous Materials Incidents.
 7. Stabilize hazardous chemicals or biological agents in a manner that will allow ESF #8, Public Health and Medical Services, to collect samples and/or ESF #13, Law Enforcement/Public Safety and Security, to collect suspicious or criminal evidence.
 8. Provide decontamination of all emergency service personnel and equipment, including law enforcement animals such as dogs and horses, and provide decontamination assistance to ESF #8 when requested.
 9. Coordinate all emergency services on scene.
 10. Announce and implement appropriate actions for people in the hazard area.
 11. In consultation with the Emergency Services Director and/or his-her designee initiate appropriate warning to the risk area through the Emergency Alert System or Reverse 911.
 12. In consultation with on scene personnel, incorporate "no immediate action, protect in place, or evacuation" directions in the public message through the EOC under ESF # 5 Emergency Management.
 13. If the incident is at a known hazardous material facility, refer to the Emergency Action Plan for that facility.
 14. Coordinate with ESF #6 and ESF #8 if the decision is made to evacuate residents and businesses.
 15. Provide the required follow up and reporting for incidents through the clean phase of operations.
- B. Ocean City Public Works Department
1. Provide assistance as requested to the Ocean City Fire Department and/or Emergency Management Division for mitigation of the hazardous materials incident to help with the goals of life, property and the environment with personnel and equipment resources.
- C. Maryland Department of the Environment
1. Provide management guidance and technical assistance in all large hazardous response incidents that warrant supplemental assistance.
 2. Provide assistance in the decontamination process of the hazardous area and ensure the encompassing area is environmentally safe.
- D. United States Coast Guard (Station Ocean City)
1. Provide technical information/support to on scene response personnel.
 2. Provide resources as requested and/or required.
- E. Ocean City Local Emergency Planning Committee (LEPC)
1. With respect to the owner, manufacturer, holder and/or transporter of the hazardous material involved in the incident, identify an industry emergency coordinator from the respective business and make him/her available to the

emergency response personnel. Provide a liaison to the EOC to support the Unified Command if requested.

2. Provide information on the type and characteristics of the hazardous material(s); advise on the area at risk, and support recommended protective actions.
3. Make available the business' facility and technical assistance resources for throughout the entire response and recovery process.
4. Keep and maintain Emergency Action Plans and Chemical Listing under Maryland Tier II reporting requirements supplied through the Ocean City LEPC.

F. Worcester County Hazardous Materials Team and Maryland Natural Resources Police

1. Provide mutual aid support and response for Hazardous Materials and CBRNE incidents.

EMERGENCY SUPPORT FUNCTION # 11 – AGRICULTURE AND NATURAL RESOURCES

Primary Agency:

Worcester County Health Department
Worcester County Emergency Services

Secondary Agencies:

Emergency Services
Maryland Emergency Management Agency

I. PURPOSE

The Emergency Support Function #11, Agriculture and Natural Resources, provides a network of communication and response to any outbreak of a highly contagious or economically devastating animal or zootomic disease. ESF #11 will also provide a communication network and response to address livestock disaster care, food health safety, and soil integrity and storm-water runoff.

II. SITUATION AND ASSUMPTIONS

- A. Direction and control as well as policy creation will occur at the Ocean City Policy Group level in consultation with the ESF# 11 lead agencies as necessary and as appropriate for the nature of the response within the Town of Ocean City, Maryland.
- B. The Worcester County Health Department and the Worcester County Emergency Services will assume a co-partnership as the lead agencies for ESF #11. Both agencies will work in combined efforts for all ESF #11 discussions and decisions in regards to Agriculture and Natural Resources during a Town and/or county emergency. Support agencies will carry out duties under the broader ESF #11 initiatives
- C. Ocean City emergencies can take many forms and impact the Town in many different ways. They may be short in duration or have a long progressive onset that eventually develops into a Town, County or State emergency because of the high numbers and large geographic area affected.
- D. Natural and manmade disasters threatening life and property are one focus of emergency operations; however disease, drought and contamination can cause similar stress on residents and businesses that can affect any portion of Ocean City.
- E. Buildings and infrastructure are not the only resources damaged in a disaster; degradation of natural resources, storm runoff disruption, deceased pets and/or livestock, produce, inconsumable crops, and foods add to the overall vulnerability to the Town.
- F. The extent to which ESF #11 will be activated will be determined on the type and magnitude of the Town emergency by the Ocean City Department of Emergency Services.

III. CONCEPT OF OPERAITONS

- A. Communicate any contagious livestock disease, significant contamination of consumable foods, produce or crops or the soil from which it is produced. Provide technical assistance in identifying food safety hazards.
- B. During or after a large emergency report of the contamination or degradation of any natural resources in the Town, County or State including, to a significant nature, soil integrity.
- C. To ensure uncontaminated supply to designated areas of shelter or refuge for people, pets and or livestock animals within Ocean City.

- D. Ensure water-runoff management is in proper operations to eliminate erosion, control sediment integrity and prevent the spread of contaminated substances.

IV. ORAGANIZATION

A. Primary Agencies

1. In a co-partnership structure act as the lead agencies in the roles and responsibilities and serve as the representative of ESF #11 in discussions, negotiations, and decisions with County, State organizations and other Town ESFs.
2. Develop and keep policies, procedures, and agreements with ESF #11 Support Agencies to ensure a preexisting network of communication and direction is understood.
3. Record, collect and report all information/data related to activities and/or resources used throughout the emergency in the event reimbursement will be attained through proper use of all required Incident Command Forms and related required forms.

B. Support Agencies

1. Provide assistance to the Primary Agencies with information deliberation and make resources of each respective agency available upon request in agreed upon terms and conditions.
2. Record, collect and report all information/data related to activities and/or resources used throughout the emergency in the event reimbursement will be attained through proper use of all required Incident Command Forms and related required forms.

V. ROLES AND RESPONSIBILITES

A. Worcester County Health Department and Worcester County Emergency Services

1. Provide technical assistance in damage assessments to the Town's storm water management, sediment and erosion control systems upon request from the Town. Analyze and report significant erosion concerns as a result of a disaster that specifically threaten life and property.
2. Supply counsel to the agriculture and natural resource community to relay disaster mitigation and recovery practices.
3. Develop restoration plans and projects to build back erosion and sediment control structures damaged as a result of the disaster as requested through the Town.
4. Coordinate the opening of household pet and/or livestock holding areas potentially activated after a Town, County or State disaster.
5. Communicate with ESF #5 to the Public Information Officer, pertinent public information to the care and recovery of household pets and/or livestock in emergency situations.
6. In the event an emergency threatens the safety of Ocean City food production or supplies disseminate, and distribute information to relevant stakeholders.
7. Provide information to responders, citizens and public with food safety concerns post disaster.

8. Communicate accurate dissemination of any food production stoppage or recall due to a food safety issue that will affect Ocean City.

B. Ocean City Emergency Services

1. Coordinate all activities between ESF #11 and other ESF's that are operating or are affected from ESF #11 functions or information.
2. Provide for all operational briefings between the ESF's and the Ocean City Policy Group.
3. Follow through with all departments and agencies involved that proper records are collect and report all information/data related to activities and/or resources used throughout the emergency in the event reimbursement will be attained through proper use of all required Incident Command Forms and related required forms.
4. Assist other allied agencies as required.

C. Maryland Emergency Management Agency

1. Provide the direct link to the State of Maryland for all information and requested resources.
2. Supply Ocean City with technical assistance and information in the event a disaster threatens the environment's public health and safety.
3. Assist the Town of Ocean City with technical assistance to restore erosion prevention structures and storm water management systems upon request from the Town through Ocean City Emergency Services.
4. Provide the Town of Ocean City with technical assistance and information in the event a disaster disturbs the normal operations of the following:
 - a. Food production, consumption, or storage health and safety
 - b. Seafood quality

EMERGENCY SUPPORT FUNCTION # 12 – ENERGY

Primary Agency:

Public Works Department

Secondary Agencies:

Emergency Services-Emergency Management
Delmarva Power
Eastern Shore Gas
Comcast
Verizon Phone

I. PURPOSE

The Emergency Support Function #12, Energy, is a mechanism to establish a network of communication and coordination between the Town of Ocean City and the utilities that operate within the jurisdiction. ESF #12 describes the importance of a relationship between the two entities because of the vulnerability of utilities services in a large emergency and the necessity in its restoration to facilitate emergency operations.

II. SITUATION AND ASSUMPTIONS

- A. Direction and control as well as policy making will occur at the Ocean City Policy Group level in consultation with the Emergency Services Director and the ESF lead agency as necessary and as appropriate for the hazard response.
- B. The Ocean City Department of Public Works and the Department of Emergency Services will take the lead as the Primary Agency (s) responsible for coordinating restoration efforts between the Town and the utility service providers.
- C. When large emergencies or disasters occur in Ocean City, Maryland there is a sizable risk in the loss of power, water, sewer and other related utilities throughout the jurisdiction.
- D. Electrical power is a critical resource that is essential to emergency operations, the well-being of Ocean City citizens and visitors, and the process of recovering from an emergency.
- E. Ocean City has no power generation capability of its own and therefore relies on private energy generation companies to supply power for its governmental functions and to its citizens. Critical Town facilities are operated with back-up power sources.
- F. A coordinated relationship is imperative between the Town and the utility service providers in a major emergency so that an effort to restore utility services to the Town is a primary concern.
- G. There will be a prioritization to restore power to critical operational facilities. Restoration of power will continue to the largest outage area based on the emergency procedures of the power service provider and the Debris clearing operations with a priority listing made by all agencies.

III. CONCEPT OF OPERATIONS

- A. Establish a network of communication between the Ocean City EOC and the Utility service providers within the Town during a large scale emergency.
- B. Support the Utility service providers in any way possible to hasten the restoration of utility services throughout the Town.
- C. Prioritize the restoration of services to critical facilities and infrastructure to ensure emergency operations remain functional.

- D. Maintain communication of information to the responders and the public through the Joint Information Center (JIC) in the EOC under ESF #5 Emergency Management.

IV. ORGANIZATION

A. Primary Agency

1. Take the lead in the communicative relationship of ESF #12 as a representative of the Town.
2. Develop policies, procedures, and agreements with ESF #12 with Support Agencies.
3. Record, collect and report all information/data related to activities and/or resources used throughout the emergency in the event reimbursement will be attained through proper use of all required Incident Command Forms and related required forms.
4. Monitor and record staffing and shift-relief in the event of a multi-operational period emergency.

B. Support Agencies

1. Provide assistance to the Department of Public Works and/or the Department of Emergency Services as appropriate and make resources of their respective organization available upon request in agreed upon terms and conditions.
2. Provide supplemental staff as available to support the Energy function and help increase a unification of coordination throughout Town operations.

V. ROLES AND RESPONSIBILITIES

A. Department of Public Works

Department of Emergency Services-Emergency Management Division

1. Establish a working relationship between any utility service providers in Ocean City and coordinate with the providers on service restoration during and after a disaster.
2. Supply resources to support the needs of the utility service providers to facilitate emergency restoration operations.
3. Remain in constant contact with the utility service provider representative (s) throughout the emergency operations keeping the EOC updated as required.
4. Assist in disseminating all restoration information to the public through the JIC.
5. Assist utility restoration crews wherever possible; removing debris, snow removal, or infrastructure restoration.

B. Utility Service Providers

1. Supply a representative or contact for emergency services to instill a constant flow of communication back and forth between the Town and the provider.
2. Restore utilities to all outage areas based on company emergency restoration policies.

3. Coordinate with DPW and other Town response agencies to remove downed lines or wires that may present a public safety hazard or may be obstructing access to buildings or persons with emergencies.
4. Prioritize utility repair in accordance with life safety issues, critical infrastructure and the well-being of the public.

EMERGENCY SUPPORT FUNCTION # 14 – DEBRIS MANAGEMENT AND RECOVERY

Primary Agency:

Public Works Department

Secondary Agencies:

Emergency Services-Emergency Management
Police Department
Fire Department
Power Utilities Listed under ESF # 12
Engineering Department
Planning and Community Development
Worcester County Emergency Services
Worcester County Health Services
Maryland State Highway Administration
Private Contractors

I. PURPOSE:

- A. To identify how Ocean City, Maryland manages debris generated as a result of an emergency/disaster situation.
- B. Establish procedures and priorities for the use of Department of Public Works and other supporting agencies to coordinate the collection and disposal of debris after a disaster event.
- C. Coordinate the procedures, responsibilities and actions to be taken by the Town of Ocean City in order to determine the extent and impact of damage caused by either man-made or natural disasters within the Town.
- D. Outline damage assessment procedures, which are essential to support requests for State and/or deferral assistance.
 1. Scope of Debris Management
 - a. Disaster debris management involves the removal and disposal of debris from public property and rights-of-way.
 - b. Debris management includes: debris accumulation assessments, clearing roadways and waterways, implementing mutual aid agreements, establishing and maintaining temporary storage sites, coordinating with contractors, deploying volunteers, segregating debris, demolishing condemned property and monitoring operations to ensure they are compliant with State and Federal regulations.
 - c. ESF # 14 - Debris Management and Recovery will be activated for small and large scale events that requires the Town of Ocean City government involvement to address impacts in areas such as housing, business, employment, and infrastructure.

II. SITUATION AND ASSUMPTIONS

- A. Situation
 1. The extent of damage and the unique transportation network for the Town of Ocean City with the concern of environmental pollution will influence the strategy developed by the Disaster Debris Manager for the Clean-up Operational Plan.
 2. Debris may include trees, dirt and sand, demolition and construction materials, metal, garbage, sewage, vehicles, hazardous materials, tires, animal carcasses, etc.

3. Unattended and long-standing debris, including animal carcasses, may pose a safety and health threat.
 4. Local jurisdictions are responsible for response and recovery operations.
- B. Assumptions
1. A disaster situation will generate an abnormal amount of debris that must be dealt with in order to support recovery from the incident.
 2. The quantity and nature of the debris may require diverse methods and actions for disposal.
 3. Debris Management involves removing debris from public property and rights-of-way, thereby enabling vehicle access and re-instituting traffic patterns, minimizing health risks that could result from debris, and disposing of debris in the most effective and legally permissible manner.
 4. Businesses, like residents, will be responsible for their property and debris.
 5. Disaster debris curbside collection parallels the Town's normal solid waste collection.
 6. Collection Center Locations and operations are outlined in the Ocean City Debris Management Plan.

III. CONCEPT OF OPERATIONS

- A. General:
1. Supplemental assistance may be available in certain circumstances from Worcester County, Maryland State Highway Administration, Maryland Emergency Management Agency (MEMA), Maryland Emergency Management Assistance Compact (MEMAC), Emergency Management Assistance Compact (Federal EMAC), the US Army Corps of Engineers, Federal Emergency Management Agency (FEMA), and the National Resources Conservation Service. These resources can only be accessed through the Emergency Operations Center from Maryland Emergency Management Agency after depletion of local resources has occurred.
 2. **The Town of Ocean City will make good faith attempts to remove debris transferred from private property to public rights-of-way or curbsides; however, resources shall not be used or expended to remove debris from private property.**
- B. Preparedness:
1. Site Selection:
 - a. Reasonable efforts will be made to expedite approval of an emergency site for debris collection, storage, or disposal in accordance with federal, state and local laws and regulations.
 - b. Officials charged with recommending expedited approval of emergency storage and disposal sites will seek to learn where the site will be located, and how the site will be operated before developing a recommendation.
 - c. Factors to be considered when seeking to obtain a parcel of land either for emergency storage or disposal of debris will include size, environmental concerns, cost, proximity to debris, and neighboring community patterns.

C. Understandings and Agreements:

1. State agencies will cooperate with local jurisdictions to ensure that debris hauled on any roadway system in the state of Maryland is properly contained and otherwise compliant with transportation regulations.
2. The State will provide supplemental assistance to the Town of Ocean City when an affected area has inadequate resources or has exhausted its resources after mutual aid agreements between jurisdictions (neighboring Towns, Cities and Counties) have been utilized.

D. Response:

1. Damage Assessment: The Ocean City Department of Public Works (DPW) is responsible for estimating/assessing debris generated from a disaster. The Disaster Debris Manager monitors debris accumulation throughout the response phase and forecasts post-event debris accumulation.
 - a. Designated personnel will do a visual survey of the roads and Town property to assist in estimating debris damage.
 - b. Designated Personnel will use these visual observations in conjunction with assessment formulas to compute a quantity estimate.
 - c. Practical and effective methods, including aerial reconnaissance if available, will be used to assess damage and determine the need for supplemental assistance and special programs.
 - d. Estimation and planning activities include assumptions about debris such as dead animals, sunken boats, sandbags and construction materials generated from restoration activities.
2. Staging and Reduction Site Operations: Federal, State and Local laws will serve as the fundamental basis for operating staging, storage, and disposal sites
3. Debris Removal: Will operate under the Town of Ocean City Debris Management Plan.

IV. Direction and Control

A. Primary Agency: Department of Public Works (DPW)

The Ocean City Department of Public Works provides many services to the Town of Ocean City residents, visitors and businesses interacting with them on a daily basis.

1. During Emergency situations DPW receives information on the severity of the disaster from the Emergency Services Director and the Emergency Operations Center.
2. Obtains updates from the Debris Coordinator regarding resource needs, extent of damages, quantity of debris, cleanup progress and problems encountered or expected.
3. Reviews and approves requests for debris removal or disposal during the response phase. NOTE: Moving debris during the response phase is different than removing, recycling and disposing debris. The latter are recovery phase actions.
4. Monitors debris accumulation during the response phase and forecasts post event debris accumulation. DPW uses this information to develop a recovery phase debris collection and disposition strategy.
5. DPW submits a disaster debris management plan for implementation during the recovery phase to the Emergency Services Director and/or the Emergency Operations Center.

The recovery plan is presented to the City Manager, Mayor and Policy Group for approval.

6. DPW oversees disaster debris management during the recovery phase including debris clearance and removal operations.
 7. DPW submits all requests for supplemental personnel and equipment support to the Emergency Services Director and/or the Emergency Operations Center.
 8. DPW personnel complete all required Incident Command Forms and/or MEMA, FEMA required paperwork such as the Public Assistance Damage Assessment Site Collection Form to ensure all damaged Town infrastructure may be applicable to the Public Assistance Grant.
 9. Communicates timely information to the Emergency Services Director and/or the Emergency Operations Center and Debris Management Teams regarding the status of debris clearing, removal and disposal operations. This information will allow for centralize media reports on debris operations for the PIO to be forwarded from the Joint Information Center. This will help with control of rumors and speculation.
 10. Provides personnel and equipment during response phase to assist with road clearing for access to critical facilities (i.e., Fire and Rescue, Law Enforcement, Power Restoration Sites, etc.).
 11. During the both the Response and Recovery phases of Disaster Debris Management, assure thorough documentation of the number of hours for personnel on standby and personnel operating equipment. This will assist the Town with the FEMA reimbursement process.
- B. Ocean City Emergency Services – Emergency Management
1. Activates the Town of Ocean City Emergency Operations Center (EOC) response to natural and man-made disasters. Disaster Debris Management is a function of the EOC under Emergency Support Function (ESF) # 3 Public Works.
 2. Receives, verifies, evaluates and takes appropriate action with regard to information concerning forecasts or occurrences, that threaten to be, or are emergencies.
 3. Ensures the City Manager, Mayor, Policy Group and Public Information Officer (PIO) are informed and kept advised of emergency situations and are prepared to warn citizens of an impending emergency or change in condition(s).
 4. Coordinates with the Debris Coordinator, Debris Manager and PIO on debris related activities and requests.
 5. Coordinates with Maryland Emergency Management Agency for aerial reconnaissance and damage assessment.
 6. Ensures that Maryland Emergency Management Agency (MEMA) is informed and kept advised of emergency situations within the Town through conference calls and MD Web EOC.
 7. Public Information Officer (PIO) and Joint Information Center (JIC)
 - i. All division, departments and agencies involved in Ocean City Operations will coordinate press releases through the Emergency Operations Center, Public Information Officer and the Joint Information Center.
 - ii. The PIO and JIC will develop and implement a proactive information management plan to keep the public informed prior to foreseeable disasters and the loss of electricity and communications.

- iii. Ensures that complete, accurate and authorized information is released through an organized means to avoid misinformation, dispel rumors, and provide the information necessary to assist the general public in protecting themselves and their property.
- iv. Verifies all information and receives approval from the EOC Command before dissemination.
- v. Works with the news media personnel to ensure timely press releases. The PIO and JIC will coordinate with the State PIO at MEMA and other agencies as appropriate.
- vi. The Public Information Program will emphasize what actions the public can anticipate and what actions they can perform to help expedite the cleanup process. Flyers, newspapers, radio, and TV public service announcements will be used to encourage public cooperation for such activities as:
 - Advise the public of what is acceptable to place curbside versus what must be taken to a waste management facility.
 - Segregate non-disaster household trash.
 - Segregate metal and appliance debris.
 - Segregate agricultural debris (tree limbs for example).
 - Segregate recyclable debris (such glass, plastic and paper- these can all be combined).
 - Segregate Household Hazardous Waste.
 - Keep debris piles away from fire hydrants and valves.
 - Report locations of illegal dump sites or incidents of illegal dumping with a reporting number.
 - Disseminate pickup schedules through all media outlets.

C. Ocean City Police Department

- 1. Monitors debris management sites as needed to ensure compliance with local traffic regulations. Coordinates traffic control at loading sites and at entrances to and from debris management sites as needed and access for debris removal equipment by divisions and restricting non-authorized vehicles and personnel.
- 2. Traffic control signals, signage, and road markings damage assessment will be conducted by the Police Department and forwarded to the Emergency Operations Center and/or Recovery Center to be included in the restoration planning process by Public Works and Maryland State Highway.
- 3. Monitors illegal dumping activities.
- 4. Coordinates traffic control at loading sites and at entrances to and from debris management sites as needed.
- 5. Provides support for evacuation operations. Coordinate the orderly evacuation of threatened areas during recovery operations. Provide traffic control for recovery and debris removal operations.
- 6. Prohibits unauthorized re-entry or access into exclusion areas.
- 7. Provides field condition reports to the EOC for use by Debris Coordinator as needed.

D. Ocean City Fire Department

- 1. Provides a Safety Officer for Recovery Operations and Debris Removal Operations.

2. Supplies stand-by fire protection as needed to debris removal and recovery operations.
3. Responds to emergencies at debris management sites.
4. Responds to requests to investigate and handle hazardous material(s) and toxic waste incidents during debris and recovery operations.
5. If approved debris management burn sites are required in accordance with appropriate local requirements supply required personnel to supervise sites to ensure safe burning.
6. Monitor for any issues with open burning based upon assessment of local conditions and assist with the dissemination of information to the public for the Fire Department through the PIO and JIC.

E. Power Utilities Listed under ESF # 12

1. Coordinates debris removal and disposal to address power restoration priorities with the Emergency Services Director, Department of Public Works and the Emergency Operations and/or Recovery Center.
2. Coordinates with the Debris Coordinator and Debris Manager regarding debris movement and removal along electrical easements and right-of-ways to ensure that fallen lines are de-energized.

F. Ocean City Engineering Department and Planning and Community Development

1. Assist DPW with the application of the Maryland Department of the Environment Consent Order for the establishment of temporary debris management sites.
2. Assist DPW with direction, advice, and legal regulations pertaining to the establishment and operation of temporary debris management sites.
3. Consult with DPW on as requested on environmental and zoning compliance regulations and laws, including: COMAR 26.17.01, Erosion and Sediment Control.
4. Take note of types of damage, such as structural, flooding, etc. during an incident and adopt appropriate permit regulations to proactively mitigate future damage from similar disasters.
5. Regardless of ownership, inspections and permits personnel will inspect private homes and businesses for damage assessment. Proactively mitigate future damage from similar disasters. Examples of Inspections and Permits related mitigating efforts include:
 - a. Raising the minimum elevation of homes in coastal areas.
 - b. Providing for a higher wind resistance requirement for mobile homes.
 - c. For new construction, utilizing higher wind resistance materials and design.
6. Coordinate an initial Damage Assessment Team, tasked with determining the scope of destruction. The team will consist of local inspectors and possibly joined by a State representative.
7. Assist with the Recovery Center acting as the repository of all Individual Assistance damage assessment data and information. This agency will submit a copy of its reports to the Emergency Services Director and/or the Emergency Operations Center for record and forwarding to the Maryland Emergency Management Agency (MEMA).

8. Personnel assigned to the function of inspections and permits should be cognizant of MEMA's Damage Assessment forms. These forms must be completed and turned in following an incident; they will then be submitted to MEMA. The forms currently include the Local Damage Assessment Checklist, the Preliminary Damage Assessment (PDA) Impact Statement, the Initial Damage Assessment Summary Form, and the Individual Assistance Damage Assessment Site Collection Form.

G. Worcester County Emergency Services and Worcester County Health Services

1. Enforces the local property maintenance code and enforce that refuse, rubbish and garbage be removed from a residential property if it constitutes a health or safety hazard. The property owner will be responsible for removal. An appropriate time frame for correction will be given. If that time frame is not met the County Health Officer can take direct action to abate the violation. Costs of the abatement can be charged to the property owner.
2. The County Health Officer has emergency abatement powers, in which the Health Officer may take cognizance of any condition on a property that poses or may reasonably be expected to pose a clear and present health or safety hazard; order the person responsible for creating, maintaining, or permitting an actual or potential health or safety hazard to take immediate action to abate the problem; and take direct action to abate the problem if the responsible person cannot or will not take immediate action to abate the problem.
3. Coordination and Operations of the Worcester County Health Officer will be done through the Emergency Services Director and/or the Emergency Operations Center with Worcester County Emergency Services and the Worcester County Health Department.

H. Maryland State Highway Administration

1. Assist Public Works as required and coordinate with Ocean City the removal and reopening of State roadways in and to Ocean City.

I. Private Contractors

1. Assist Public Works as required and/or contracted services.

Note: *ESF # 14: Debris Management and Recovery is based on the Ocean City Disaster Debris Management Plan. To view the complete plan, contact the Department of Public Works-Administration at 410-524.7715 or the Ocean City Department of Emergency Services-Emergency Management Division at 410-723.6616.*

EMERGENCY SUPPORT FUNCTION # 15 – DONATIONS MANAGEMENT

PRIMARY AGENCY:

Emergency Services-Emergency Management
Worcester County Emergency Services
Maryland Emergency Management Agency

SECONDARY AGENCIES:

Ocean City Departments As Assigned
American Red Cross
Salvation Army
Faith Based Organizations

I. PURPOSE

- A. The purpose of Emergency Support Function (ESF) # 15 Donations Management is to expedite the delivery of unsolicited and solicited donated goods, services, and qualified volunteers to support Ocean City, Maryland disaster recovery efforts.
- B. The Scope of ESF #15 is twofold:
 1. First, to coordinate volunteer response/recovery efforts;
 2. Second, to assure the expeditious response/recovery and delivery of donated goods to an impacted disaster area.
 3. ESF # 15 Donations Management will be composed of entities with major roles in coordination of volunteer personnel and supply efforts. The scope of activities of ESF #15 include, but are not limited to:
 - a. Maintain a list of donations and volunteer's telephone number (when operational) at the Emergency Operations Center and/or the Recovery Center.
 - b. Maintain contact with volunteer non-governmental agency liaison (s).
 - c. Assessing and prioritizing overlooked affected area needs in conjunction with ESF #7, Resource Support.
 - d. Deploying additional donated resources and volunteer personnel to meet identified unmet specific needs.
 - e. Coordinating and communicating all requests for resources through the Ocean City Emergency Operations Center and/or Recovery Center with information being forwarded to Maryland Emergency Management Agency at the State Emergency Operations Center.

II. SITUATION AND ASSUMPTIONS

- A. A significant natural or man-made event may occur which is completely beyond the capability of the local jurisdiction of the Town of Ocean City. This event/situation may cause many unmet immediate human needs. Government (Federal, State, and Local) does not have all the immediate necessary resources on hand to meet all future unmet disaster caused needs. The impact on local manpower and resources, as well as a public response caused by continuous massive media coverage of the event, may be overwhelming. This may necessitate the immediate/speedy activation and implementation of an outside organized charitable group.
- B. Once immediate emergency conditions (search & rescue, etc.) subside, individuals and relief organizations (profit & private nonprofit organizations) from outside the Ocean City and Maryland disaster area may begin to collect materials and supplies to assist an impacted area. These organizations may send large quantities of unsolicited donated goods, personnel, and services to Ocean City, Maryland and the State of Maryland.

- C. Individuals and organizations may feel compelled to go to the disaster area to offer personal assistance. When 1, 2 and/or 3 occur, the need for an organized response to meet, store, sort, secure, and move unsolicited donated goods and services will become imperative. In addition, those who are physically and mentally fit, and not affiliated with any organization, may wish to volunteer to perform basic necessary and manual emergency recovery tasks, such as serving, data information entry, unloading, sandbagging, etc., and assist overwhelmed local relief agencies.

NOTE: *Selected qualified volunteers may need to sign a waiver, be quickly briefed, trained by government personnel, and put to work.*

- D. Due to disaster conditions, local volunteer groups may experience a deficit in some, if not all, service areas. This sudden lack of local manpower may necessitate the need for outside State and specific Federal response and recovery assistance.

III. CONCEPT OF OPERATIONS

A. General

1. It is the responsibility of the Town of Ocean City Government to provide for a comprehensive emergency management program that meets the needs of those who either have been or might be affected by an emergency or major disaster. The Emergency Services Director will initiate this Emergency Operations Plan as necessary, and when appropriate an order from the Mayor and/or the Governor of the State of Maryland may be issued for a State of Emergency for Town of Ocean City and its citizens.
2. To the extent possible, initial emergency management response will be by the Town of Ocean City government. It is recognized that the nature of certain disaster agents does not allow for any warning or lead time prior to occurrence. When this happens, or when the duration of an incident is expected to be relatively short, the management of the emergency operations will be directed at or near the site. For emergencies for which there is lead time or for disasters which are expected to be lengthy in duration, management of the operations will be from the Emergency Operations Center (EOC).
3. Response to a disaster will parallel normal day-to-day functions as closely as possible and will utilize Ocean City resources (Government & Emergency Volunteer Organizations) to the extent possible before seeking assistance from higher levels of government, private contractors, and other volunteer organizations.

B. Phases of Emergency Management

1. This plan acknowledges that most responsibilities and functions performed during an emergency are not hazard specific and thus is designed to follow an all-hazard approach to emergency management. Actions performed during the emergency management process fall into one of the following:
 - a. Mitigation - Mitigation activities are those which prevent or reduce the probability of a disaster occurring, and which minimize the undesirable effects of unavoidable hazards.
 - b. Preparedness - Preparedness activities develop the response capabilities needed in the event an emergency should arise.
 - c. Response - Response activities occur after the onset of an emergency, or directly preceding the onset given enough lead time. These serve to reduce disaster casualties and damage, and to speed recovery.

- d. Recovery - Recovery includes both a short-term and a long-term process.
 - Short term operations seek to restore vital services to the community and to provide for the basic needs of the public.
 - Long-term recovery activities focus on restoring the community to its normal or improved status.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. Local: Town of Ocean City

1. The Town of Ocean City Municipal government, Policy Group and the Emergency Services Director will render aid and assistance to all disaster victims in their jurisdiction. They will coordinate and communicate all their disaster response and recovery actions to the Maryland Emergency Management Agency (MEMA) daily as required by situation reports (SITREPS). A list of specific unmet needs and requests will be forwarded to MEMA which will be processed through the Maryland State Emergency Operations Center Emergency Support Functions and/or Recovery Functions section.

B. State: Maryland Emergency Management Agency

1. Maryland Emergency Management Agency (MEMA) may also forward this request to the FEMA Regional Operations Center (ROC) for additional immediate action. When necessary, MEMA Operations will continually follow up the request until it is fulfilled and coordinate and communicate with ESF #15 all their actions and orders.

Town of Ocean City, Maryland
Emergency Support Function # 15 –Donations Management Volunteer Registration Form

Please print clearly and fill in all information. Place N/A in the line for not applicable

I.	Volunteer Name:	
II.	Volunteer Address:	
III.	Volunteer's Organization: <i>(if appropriate)</i>	
IV.	Volunteer's Organization Address:	
V.	Volunteer's Identification (Driver License, Social Security Number, etc. with background check by law enforcement required based on work assignment:	
VI.	Skill or Specialized Service (i.e., carpenter, heavy equipment operator, medical technician, etc.):	
VII.	Special tools or equipment required to provide service:	
VIII.	Billet or emergency shelter assignment in local area:	
IX.	Whether or not the group or individual is self-sufficient with regard to food and clothing:	
X	Estimated length of time services can be provided in the disaster area:	
XI.	Phone Contact Information:	
XII.	Emergency Contact Information Name:	
XIII.	Emergency Contact Phone Number:	
XIV.	Method of Transportation and fuel type:	

EMERGENCY SUPPORT FUNCTION # 16 - ANIMAL CONTROL

Primary Agency:

Police Department Animal Control

Secondary Agencies:

Worcester County Animal Control
Worcester County Board of Education
Local Veterinarians
Maryland State Animal Response Team

I. PURPOSE

The Emergency Support Function #16 Animal Control, led by the Ocean City Police Department Animal Control, is a coordinated network that provides animal identification, sheltering and care, and disposal services in the event of a Town emergency. ESF #16 has the responsibility to acknowledge and consider the well-being of domestic and agricultural animals in the event of a large scale emergency in Ocean City.

II. SITUATION AND ASSUMPTION

- A. Direction and control will be facilitated at the Ocean City Policy group level in close coordination with the Emergency Services Director and the lead agency for ESF #16 as necessary and as appropriate to facilitate the needs of the Town for animals in a disaster situation.
- B. The Ocean City Police Department Animal Control Division accepts the responsibility as the primary agency for ESF #16.
- C. Although the protection of human life has the highest priority in emergency response, companion animals, pets and service animals are very important to our families and day to day lives. As such, these animals are victimized during disasters to a similar extent as citizens and need to be cared for accordingly.
- D. Frequently, citizens express extreme reluctance to evacuate a disaster area unless arrangements have been made for the safety of their animals. Such refusals or delays interrupt the process of overall evacuation, therefore planning for animal care increases the efficiency of emergency operations.
- E. The extent to which ESF #16 will be activated depends on the nature and magnitude of the disaster and will be coordinated through the Ocean City EOC.

III. CONCEPT OF OPERATIONS

- A. Provide immediate care and control of animals in the event Ocean City is struck by a large disaster.
- B. Minimize animal suffering and human anguish by providing temporary transportation and assist with sheltering for companion animals during disasters.
- C. Provide veterinary care to companion animals injured in an emergency situation.
- D. Establish a system that identifies and returns lost animals to their owners, houses strays through the recovery phase and disposes of deceased companion, pet and wild animals within the Town.

IV. ORGANIZATION

A. Primary Agency

1. Act as the lead agency in the roles and responsibilities of Animal Control in the event of a disaster which requires ESF 16 activation.
2. Assign an EOC representative for ESF 16 in negotiations, discussions, and decisions with State agencies and other Emergency Support Function representatives as required.
3. Establish policies, procedures and or agreements with the ESF #16 Support Agencies to ensure a preexisting network of communication and understanding.
4. Record, collect and report all information/data related to activities and/or resources used throughout the emergency in the event reimbursement will be attained through proper use of all required Incident Command Forms and related required forms.
5. Monitor and record staffing and shift changes if ESF #16 is activated and it will be a multi-operational period incident.

B. Support Agencies

1. Provide support to the Ocean City Police Department Animal Control Division and ESF #16 through the Ocean City EOC as it pertains to the ability and subject expertise of each individual Support Agency.
2. Provide supplemental staffing assistance and/or resource allocation to the meet the goals and objectives of animal control within the Town.
3. Track resources that have been activated and communicate with the Town when resources need to be reassigned, can deactivate, or have been exhausted.

V. ROLES AND RESPONSIBILITIES

A. The Ocean City Police Department Animal Control Division

1. Keep and maintain a working Animal Emergency Response Plan for the Town of Ocean City.
2. Take the lead in operating animal operations that stand separate or are an auxiliary facility to a human shelter. Supply facilities with emergency resources as needed (i.e. animal food, cages, protective equipment and medical care).
3. Assign personnel to assist with or oversee Sheltering, Animal Identification/Record Keeping, Animal Medical Coordinator, Communications Coordinator and Supply Coordinator.
4. Provide evacuation transportation for animals out of the hazard area as required.
5. Establish lost and found resource listings and communicate the listings through ESF #5, Emergency Management/Public Information.
6. Recruit and keep lists of volunteers to assist in animal operations activities. Keep lists of local veterinarians that would be available to supply medical care.
7. Dispose of deceased animals from a disaster.

- B. Worcester County Animal Control with the Worcester County Board of Education
 - 1. Coordinate the availability of school shelters to be pet friendly and provide auxiliary facilities for animal emergency shelters.
 - 2. Coordinate operations in the County that affect Ocean City through the County EOC and the Town EOC.
- C. Local Veterinarians
 - 1. Provide medical care for animals that are received in county emergency shelters or are in need of medical treatment from the Town as needed.
 - 2. Monitor and report on disease or public health issues with ESF #6 Mass Care and Human Services and ESF #8 Public Health and Medical Services through the County EOC and the Town EOC.
 - 3. Report and quarantine infected animals and limit the spread of infection.
- D. Maryland State Animal Response Team
 - 1. Supplement any unmet needs, staffing, and/or resources for ESF #16 in Ocean City, Maryland.

EMERGENCY SUPPORT FUNCTION # 17 - INSURANCE

Primary Agency:

Risk Management

Secondary Agencies:

I. PURPOSE

To establish a cooperative effort with the primary insurance agencies to assess the extent, type, and degree of damage due to a major catastrophic event in order to assist the citizens, property and business owners of the Town of Ocean City, Maryland. The Risk Management Department for the Town of Ocean City will coordinate ESF #17 Insurance and will work under the Planning Section in the Emergency Operations Section.

II. SITUATION & ASSUMPTIONS

A. SITUATION

1. A natural disaster or other significant event will cause property damage and may be of such severity and magnitude as to require Local, State and Federal response assistance to save lives and protect property.
2. Many citizens may have uninsured event related damage to their homes, business, etc. and need additional help.
3. The magnitude of an event may require the Town of Ocean City, Worcester County and Maryland State EOC's to be activated to help coordinate insurance response and recovery operations.
4. The Office of the Insurance Commissioner will work with the Office of the Governor and the Maryland Emergency Management Agency through the Town of Ocean City Emergency Management to help coordinate insurance response & recovery operations, as necessary.
5. Damage assessments for the Town of Ocean City properties will be forwarded to Risk Management for coordination with the Town's Insurance carriers and proper documentation.

B. ASSUMPTIONS

1. Damaged areas may have restricted access and may not be readily and immediately accessible.
2. An Insurance Assessment Team (s) may be formed, trained, and deployed to examine known damaged areas. These Teams can, if necessary, be escorted by Police/Military/National Guard. Additional components may be assigned, such as emergency management, building inspectors, environmental personnel, etc.
3. ESF #17 Insurance assessment teams may have difficulty initially relaying information to the Town of Ocean City Emergency Operations Center. A Communications Plan shall be established for these teams to relay the most currently available information to involved organizations.
4. In the wake of a disaster, many of the local resources may be unavailable due to damage, inaccessibility or insufficient supply.
5. The Ocean City Emergency Center and the Maryland State Emergency Operation Centers (EOC's) will be operational and/or alternate EOC's will be established.

6. The Town of Ocean City through Risk Management and the Planning Section shall work with Insurance Companies to establish areas for Insurance claims for citizens, property owners and business owners through the EOC.

III. CONCEPT OF OPERATIONS

- A. All property damage of Town property is to be reported immediately to Risk Management for filing with the Town's Property Insurance Carrier. Risk Management's function is to assist in determining what is covered and what is not; advocating on behalf of the Town as needed. Copies of all bills, photographs, damage estimates from the event are to be submitted to Risk Management when received by the departments.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

- A. Ocean City, Worcester County and Maryland Emergency Management Agencies, Ocean City Risk Management, Building Inspections and Insurance Agencies;
 1. Provide assistance to ESF #17 Insurance on damage assessment and insurance requirements as necessary.
 2. Provide local coordination and assist for citizens, property owners and business owners with the various insurance companies during disaster response and recovery operations.
 3. Communicate with the Ocean City Emergency Operations Center, The State of Maryland Emergency Operations Center and the Insurance Companies.
 4. Share information on impacted sites, i.e. location, maps, etc.

V. AUTHORITIES & REFERENCES

- A. See the Town of Ocean City Emergency Operations Basic Plan.
- B. Maryland Insurance Code, Title 19 Property and Casualty Insurance , Sub Title 6 Insurance Pools; Section 19-602 Insurance pools by public entities.