NCOEMS Emergency operations Plan (NCOEMS – EOP)
APPENDIX 3: ESF8 SEOC/Support Cell Staffing and Sustainment SOG
October 2023

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Scope

These guidelines cover the development and dissemination of staffing plans, notification of activated

personnel, battle rhythm, and the sustainment of ESF8 SEOC/Support Cell operations over a 24-hour schedule.

Staffing Plans

Once activation is decided, the ESF8 Lead, or their designee, will be responsible for the development, dissemination, and management of the Staffing Plan for the SEOC ESF8 Desk, Support Cell, and other ESF8 operational locations. Staffing plans should be initiated and completed as soon as possible after notification of an event/incident that may result in the activation of the SEOC ESF8 Desk. Initial staffing plans should cover the first 72 hours of operations and should be provided to the SERT-ESG Supervisor when requested.

Staffing Plan Development:

The following planning factors need to be considered in the development of any staffing plan:
- Personnel: The NCOEMS staff listed below should be considered first for positions upon initial activation. If additional personnel are needed to meet staffing requirements, it should be coordinated between the ESF8 Lead, or their designee, and the appropriate manager.
  - NCOEMS Shift Duty Officers
  - NCOEMS Managers,
  - Other staff meeting NCOEMS training requirements in the Training, Exercise, Response Management System (TERMS)
- Staffing Levels: Will vary according to the situation and NCOEMS Activation Level. Once established, levels may be adjusted by the ESF8 Lead or their designee.
- Rotation: Once established, the staffing of the SEOC ESF8 Desk will rotate on a schedule maintained by the ESF-8 Desk Manager or their designee.
- Shift Times: SEOC ESF8 Desk Shift times will vary according to the situation. The first hour of every shift will be used to brief and orient oncoming personnel to the current operational situation and mission support issues. In general:
  - 12-hour Operations:
    - Day shift - 0700-1900
  - 24-hour Operations:
    - Day shift – 0600-1600
    - Swing shift - 1200-2200
    - Night shift - 2100-0700

Staffing Availability Survey and Plan

Utilizing the ReadyOp program (https://nc.readyop.com/), the ESF8 Desk Manager, or their designee, will develop a survey to capture personnel availability (refer to ReadyOp User Guide). The survey will be disseminated via email to NCOEMS deployable personnel (DHSR.EMS.ESF8@lists.ncmail.net) and the results of the survey will be used to develop the staffing plan. Staff sending the survey should monitor ReadyOp for returned availability surveys. The content of surveys will vary depending on the situation, but the survey and the resulting staffing plan should include the following essential elements of information:
  - Incident/Event Name
  - Date Prepared
  - Staff Name (Full Name)
  - Staff Contact Information (Phone, E-mail, etc.)

- Day (of week) and Date (Month/Day) staffing is needed.
- Shift Times
- Comments (issues affecting availability, optional)

Staffing Plan Dissemination

Staffing plans, once complete, should be posted to ownCloud and emailed to:

1. DHSR.EMS.ESF8@lists.ncmail.net
2. DHSR.OEMS.Regional.HPP@lists.ncmail.net
3. SERTEmergencyServices@ncdps.gov

Any incident specific information (reporting time, location, applicable maps, meal plan and specific equipment that may be required etc.) should be emailed out with the staffing plan. A map to the SEOC is listed at the bottom of this plan for individuals that may not be familiar with the location.

Staffing Plan Management

Once staffing plans have been developed and disseminated, SEOC ESF8 Desk staff will update and/or initiate the extension of these plans as necessary beyond the initial 72-hours of response/recovery operations or to otherwise meet the requirements of the situation. Update and expansion of these plans will be conducted in coordination with the ESF8 Lead or their designee.

BATTLE RHYTHM: The schedule for ESF8 operations (e.g., personnel work shifts, times for situation reporting and conference calls, etc.) will be determined by the ESF8 Lead. Once determined, selected ESF8 Desk staff will be responsible for managing and maintaining the established battle rhythm, refer to Operational Activity and Reporting Schedule below.

Operational Activity/Reporting Schedules NCOEMS State Emergency Operations Center (SEOC) Schedule Day Shift: 0600 – 1600; Swing Shift: 1200 - 2200, and Night Shift: 2100 - 0700	
ESF8 Desk/Support Cell Schedule	
0700	ESF8 Sit-Rep/NCOEMS objectives information due to SEOC ESF8 Desk Rep. Reports assembled. Conduct shift change.
0900	SERT Shift Briefing
0930	ESF8 Situation Report completed, forwarded to SERT ESF Supervisor, Regional HPC List-Serv, OEMS Response Staff and partners.
1000	NCOEMS Conference Call with SEOC ESF8 Desk Representative, regional healthcare coalition staff, and invited ESF8 partners. Led by ESF8 Lead, ESF8 Operations Manager or designee
1330	NCOEMS all Staff Call
1700	SERT Shift Briefing
1830	ESF8 Situation Report completed, forwarded to SERT ESF Supervisor, Regional HPC List-Serv, OEMS Response Staff and partners.

Sustainment of SEOC Operations

<u>STAFFING:</u> During 24-hour operations the acting ESF8 Lead may adjust the staffing levels of active sections in consideration of the activation level and their judgment of the operational situation.

<u>SHIFT CHANGES:</u> Staggered shifts support operational continuity and the accurate transfer of operational information within each active section. To facilitate this, each active section must maintain a situation report and, in preparation for a shift change, the ESF8 Desk Manager, ESF8 Support Cell Coordinator, or other staff designated, will:
- Update the Situation Report in ReadyOp
- Brief the updated Situation Report to on-coming staff and ensure that on-coming staff are aware of:
    - Current operational schedule
    - Past missions, open missions, and planned missions
    - Open actions, deadlines, and expectations
    - Anticipated staffing requirements

<u>EQUIPMENT & SUPPLIES:</u> Staff are expected to utilize equipment regularly assigned to them (e.g., laptops, smart phones, radios, vehicles, etc.) during their active shifts. Staff should notify the ESF8 Desk Manager or ESF8 Support Cell Coordinator, as appropriate, for any additional equipment or supply needs. Requests for resupply will go through the NCOEMS administrative staff and follow established NCOEMS procedures as appropriate.

<u>MEALS & LODGING:</u> These services may need to be coordinated and provided for SEOC and Support Cell staff involved in extended or 24-hour operations. Typically, NCEM Logistics provides meals for all staff working at the SEOC without formal request. However, meals for staff working at the Support Cell and lodging for staff at both locations usually require a formal request from the ESF8 Desk. In these situations, the ESF8 Desk Manager and ESF8 Support Cell Coordinator, in coordination with the ESF8 Lead, are expected to arrange for meals and/or lodging for staff through the ESF8 Desk. ESF8 Desk will coordinate with NCEM Logistics to provide these services.

The Wright Building provides designated areas for meals, food storage (dry, refrigerated), and food preparation (cook, reheat, water, and beverage ice), personal care (sink, toilet), and facility maintenance (mop sinks).

<u>FACILITIES:</u> The sustainment of operations at the SEOC and Support Cell are dependent on 24-hour access to secure work areas with adequate space and personnel support facilities (kitchen, showering, sleeping, etc.), and the continued function of communication (internet, radio, cell, etc.) and utility systems (power, water, HVAC, etc.) provided at the Joint Force Headquarters and Wright Building respectively. The amenities provided by the Wright Building and the Joint Force Headquarters (maintained by NCEM) support most of these needs however, food services are not available at the Wright Building, and specific areas for lodging (e.g., showering and sleeping) are not available at either location. If needed, these services should be coordinated through NCEM Logistics, refer to Meals & Lodging above.

Support Cell Facility Sustainability Matrix
The capabilities and limitations of the Wright Building for sustainment of 24-hour operations are provided in the matrix below. The matrix identifies essential operational and utility systems, their

purpose/service, vulnerability to power outage, and contacts for maintaining these systems during operations.

Resource	Type	Service	Notes	Back-Up Power
Back-Up Power Sources	Generator	Equipment on red electrical outlets Rooms: 107 (Support Cell) & 124 lighting Building emergency lighting UPS (connected to red outlets)	Dedicated to building Starts automatically when power drops. Run time: 1 week, tested monthly No local access.	Fuel
	UPS (Battery)	Local Area Network (D wall jacks) VIPER Control Station Satellite phone system	Comes on at power loss before generator starts up. Run time: 14 minutes	N/A
FAX	Standard Send/Receive unit	Normal, non-secure facsimile transmission	Located in room 129	No
HVAC	Complete air handling system with AC and heat	Services entire building.	Dedicated to building, controls housed locally but local temperature control limited and system access restricted	No
Local Area Network	Servers	Internet access including access to remote internet servers (UNC). All local network operations for computers and printers	Located in the Harvey building. Dedicated back-up power system provided by UPS and generator	Yes
	LAN Switch	Connect servers, computers, and printers in the network.	Located in Room 137	Yes
	Computers	Use of internet/cloud-based services	Multiple units individually assigned.	Yes, if: Plugged into a red outlet or with battery.

		Local data handling, data storage (local drives)	Additional units dedicated to the Support Cell (Room 107) are available.	
	Network Printers	Printing (b/w and color), copying, scanning	Located in rooms 121, 123, 129, and 139.	No
Radio Comms Systems	VIPER Control Station	Allows connection with VIPER medical network talk groups	Located in room 137, remotely controlled from Room 124	Yes
Telephone Comms Systems	Voice Over IP	Primary telephone communication system for the Support Cell	Accessed through D wall jacks. Available in all offices, work areas, & conference rooms.	No
	Copper Wire Phone	Secondary telephone communication system for the Support Cell	Located in Support Cell (Room 107) and accessed through wall jack V9. Requires pulse-dial telephone to operate. Pulse-dial telephone stored in Room 124 (Comm.) Service runs through line from FAX machine in Room 129.	
		Tertiary telephone communication system for the Support Cell	Active unit in Communications Room (Room 124)	
	Satellite	Allows for communication with regional offices and disaster scenes where satellite units have been deployed and HCC regions	Regional units are not live and must be notified with activation instructions.	Yes
Water	Municipal Water Supply	Services entire building.	Steam Plant provides hot water campus-wide. No local control.	No

Emergency support or facility maintenance for the above items should primarily run through normal processes as outlined below:

1. Power, Utilities and HVAC:
   a. Normal business hours: DIX Facility Maintenance (919) 855-4740
   b. After hours: State Capitol Police (919)733-3333
2. Local Area Network, Telephones (exception Satellite phones), Fax lines:
   a. Normal business hours: Service Now Ticket:
      https://ncgov.servicenowservices.com/sp_dhhs
   b. After hours: Elevate request through ESF8 Lead to NC DHHS Leadership for support.
3. Radios & Satellite phones:
   a. Normal business hours & After hours: NCOEMS Communications Director (919) 855-3955