

NCOEMS EMERGENCY OPERATIONS PLAN (NCOEMS – EOP)

APPENDIX 4: **TAB 4A:** GUIDELINES FOR MANAGING RESOURCE REQUESTS IN WEBEOC September 2023

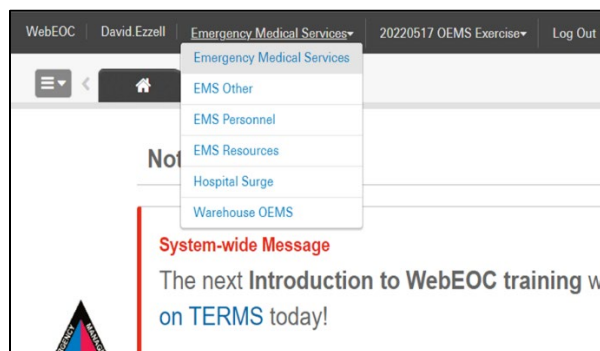
Purpose: To provide guidance to staff covering the processes of entering them into the WebEOC Resource Tracker board and vetting resource requests assigned to ESF8.

Entering Resource Requests

NOTE: Prior to beginning the request all information necessary for completion must be verified with the requestor/requesting agency.

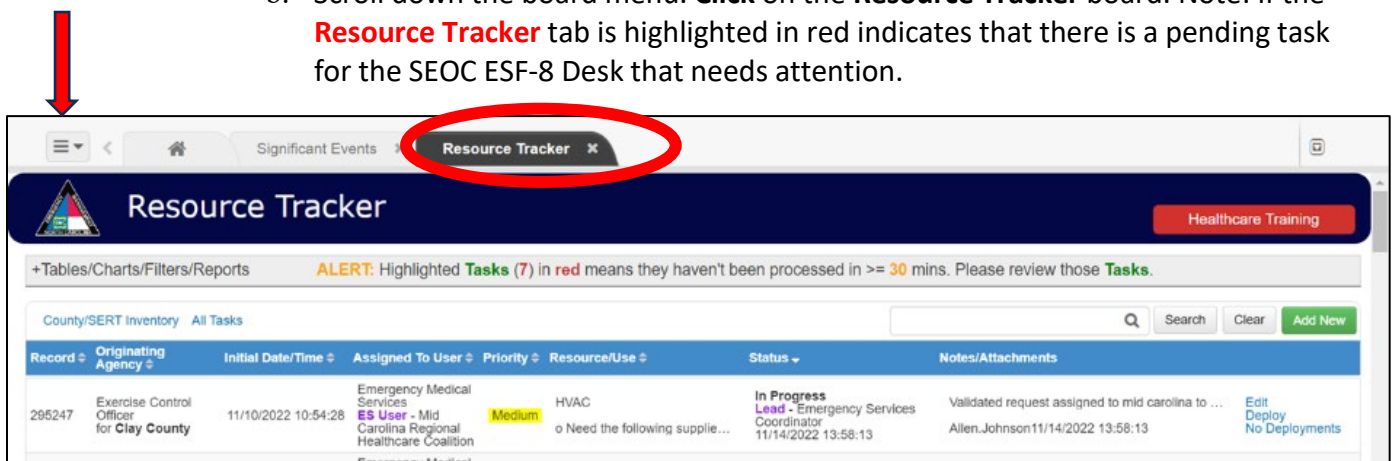
1. Access WebEOC:

- Username: Enter username
- Password: Enter password, **click Log In**
- Position: Dropdown menu pre-set to Emergency Medical Services
- Incident: Click dropdown menu and select incident and, **click Continue**



2. Access the Resource Tracker board:

- Open the WebEOC board menu. **Click** on dropdown button in the upper left corner to open the WebEOC board menu.
- Scroll down the board menu. **Click** on the **Resource Tracker** board. Note: If the **Resource Tracker** tab is highlighted in red indicates that there is a pending task for the SEOC ESF-8 Desk that needs attention.



3. Open a Resource Request Form:

- Click on the green **Add New** button in the far-right column to open a Resource Request Form (RRF), see below.

4. Complete the Requester Information section:

- Name, Agency, and Date/Time** should be pre-filled.

- b. Select a **Priority** for the request from the dropdown menu:
 - i. Low: Resource needed within 48 hours.
 - ii. Medium: Resource needed within 24-48 hours.
 - iii. High: Resource needed within 24 hours.
 - iv. Flash: Resource needed immediately.
- c. Make sure **Entry Type** selected is Resource Request (should be pre-filled)

The screenshot shows a form with a 'Name' field containing 'David.Ezzell' and a 'Priority' dropdown menu. The 'Priority' field has a red 'required' indicator. The dropdown menu is open, showing four options: 'Low', 'Medium', 'High', and 'Flash'. The 'Low' option is currently selected and highlighted in blue.

NOTE: Pre-filled information is not editable. If entering a request for another organization, ensure that the Name and Agency of the organization making the request is recorded in the Resource Request section under Notes.

5. Complete the Resource Request section:

- a. **Is the request for a generator or pump?** If so, select **Yes** beside Request Generator or Request Pump as appropriate. Doing so will open the **Generator Requirements** or **Pump Specifications** sections for completion after the Resource Request section.
- b. **Identify the organization/ESF group from which the resource will come.** Choose the **Group** designation that has the needed resource. This must be done in order to populate the **Definition** dropdown menu. Groups for most ESF8 resource needs are, Commodities and Services, Emergency Medical Services, and Medical and Public Health. The WebEOC Resource Crosswalk can be used to quickly identify the Group for the needed resource definition.
- c. **Identify the needed resource.** Under **Definition**, select the resource definition that matches the needed resource.

The screenshot shows three dropdown menus side-by-side, each with a group selected at the top. The first menu is 'Emergency Medical Services' and lists various medical resources like 'Air Ambulance (Fixed-Wing)', 'Ambulance Strike Team', and 'Medical Bus'. The second menu is 'Medical and Public Health' and lists resources like 'Ancillary Support Team (Laboratory)', 'Antibacterial Soap', and 'Disinfectant'. The third menu is 'Commodities and Services' and lists resources like 'Antibacterial Soap', 'Badging/Badging Supplies', and 'Base Camp'. Each menu has a blue highlight on the first item.

- d. **Provide the amount of the resource needed.** Under **Quantity**, enter the how many of the resource are needed to fill the request.
- e. **Identify when the resource is needed.** Under **Need by Date/Time**, select the day and time the resource is needed by.
- f. **Describe the use of the resource.** Under **Resource Use**, provide a brief explanation of the

need for the resource and any other details relevant to its use including any components necessary for its use.

- g. **Provide as much detail on the item needed:** If the item already exists in the SMRS then this step can just identify that specific item however if the request is to purchase an item or is looking for a specific item not in the SMRS then include a link showing all the specifics of the item needed.
- h. **Provide assignment information for the resource (if known).** If the organization that will be providing the resource is unknown, go to the next step. If they have already been identified, add that information to the description under **Resource Use** (e.g., “Assign to OEMS/NCEM Logistics/Public Health”, etc.). This will expedite the assignment of the request to the organization providing it. If the resource is needed quickly, email or call the organization that will be providing the resource so that they are aware that a resource request will be coming to them.

Resource Request

Request Generator ☐ Yes ☒ No
Request Pump ☐ Yes ☒ No

Group *required* Commodities and Services Definition *required* HVAC

NIMS Search NIMS Details FEMA Typing Type

Quantity Need By Date/Time *required* 11/14/2022 18:00:00

Resource Use *required*

- ☐ Need the following supplies for cooling package:
- ☐ 2 - HVAC
- ☐ 2 - 10-11 Kw diesel generators & fuel
- ☐ 4 rolls of duct tape

Will Be Provided By Requestor

Lodging *required* ☐ Yes ☒ No Estimated Daily Cost

Fuel *required* ☐ Yes ☒ No

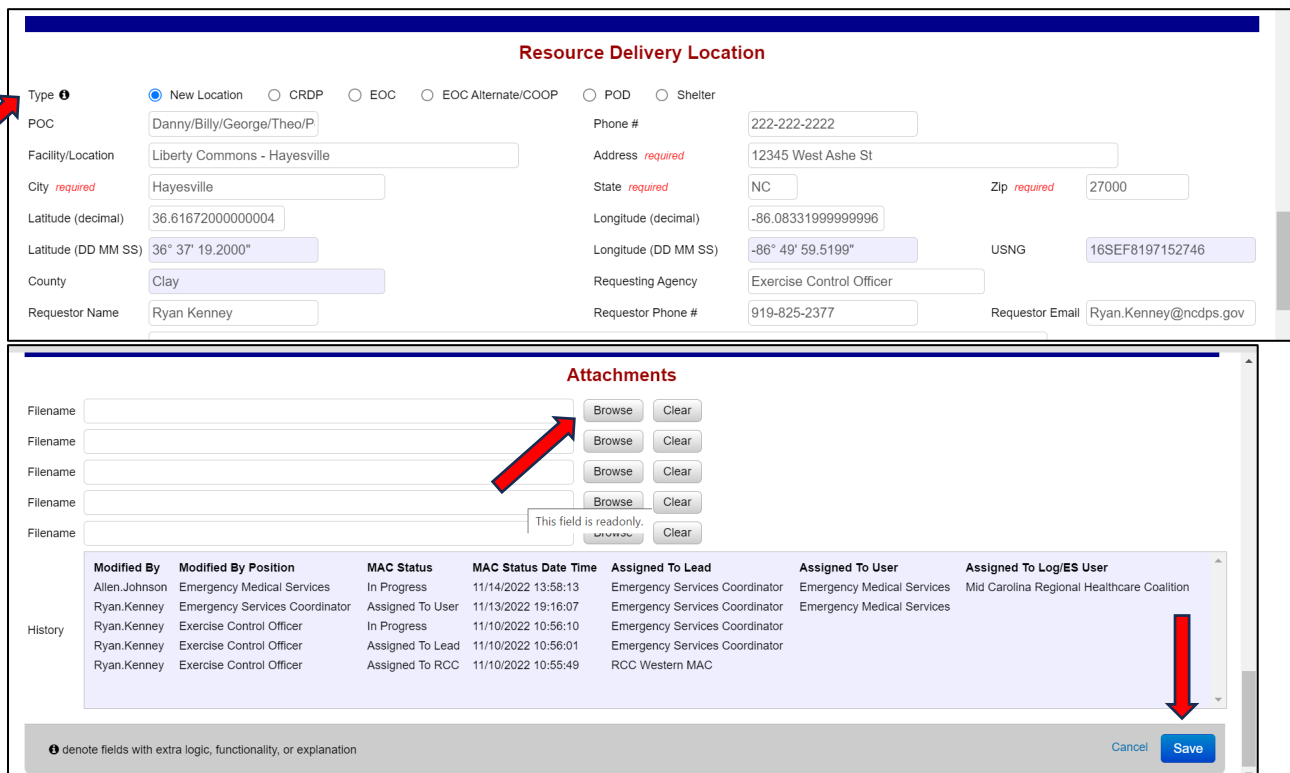
Meals *required* ☐ Yes ☒ No

- i. **Identify any support that the Requester will provide to the resource.** Directly below the Resource Use box, select the appropriate radio button, Yes or No, to indicate if the Requester will provide **Lodging, Fuel, or Meals** in support of the resource.

6. Complete the Resource Delivery Location and Attachments sections:

- a. **Type** should be pre-filled as New Location. This allows the section to be filled out manually.
- b. **Provide Point-of-Contact information.** Enter the name of the POC for the request and all of the location information provided by or for the Requester in the appropriate boxes. The **Address, City, State, and Zip** data fields must be completed.
- c. **Provide Requester information.** Enter the name and contact information for the Requester if different from the POC.
- d. **Attach additional information.** Upload any attachments (e.g., maps, directions, schedules, etc.) provided by the Requester.

- e. Click **Save** in the lower right corner to save the request. The request will appear on the Resource Tracker board for vetting and assignment.



Resource Delivery Location

Type ☒ New Location ☐ CRDP ☐ EOC ☐ EOC Alternate/COOP ☐ POD ☐ Shelter

POC: Danny/Billy/George/Theo/P Phone #: 222-222-2222

Facility/Location: Liberty Commons - Hayesville Address *required*: 12345 West Ashe St

City *required*: Hayesville State *required*: NC Zip *required*: 27000

Latitude (decimal): 36.616720000000004 Longitude (decimal): -86.083319999999996

Latitude (DD MM SS): 36° 37' 19.2000" Longitude (DD MM SS): -86° 49' 59.5199" USNG: 16SEF8197152746

County: Clay Requesting Agency: Exercise Control Officer

Requestor Name: Ryan Kenney Requestor Phone #: 919-825-2377 Requestor Email: Ryan.Kenney@ncdps.gov

Attachments

Filename:

Filename:

Filename:

Filename:

Filename:

This field is read-only.

Modified By	Modified By Position	MAC Status	MAC Status Date Time	Assigned To Lead	Assigned To User	Assigned To Log/ES User
Allen.Johnson	Emergency Medical Services	In Progress	11/14/2022 13:58:13	Emergency Services Coordinator	Emergency Medical Services	Mid Carolina Regional Healthcare Coalition
Ryan.Kenney	Emergency Services Coordinator	Assigned To User	11/13/2022 19:16:07	Emergency Services Coordinator	Emergency Medical Services	
Ryan.Kenney	Exercise Control Officer	In Progress	11/10/2022 10:56:10	Emergency Services Coordinator		
Ryan.Kenney	Exercise Control Officer	Assigned To Lead	11/10/2022 10:56:01	Emergency Services Coordinator		
Ryan.Kenney	Exercise Control Officer	Assigned To RCC	11/10/2022 10:55:49	RCC Western MAC		

denote fields with extra logic, functionality, or explanation

VETTING OF RESOURCE REQUESTS

- Determine if resource request should be handled by ESF8 Desk.** Refer to the ESF8 Resource Listing below.
 - If the request is for a **primary** ESF8 resource, go to step 2.
 - If the request is for a **secondary** ESF8 resource, take note to discuss with requester during vetting and go to step 2. The resource may be more accessible to the requester through NCEM Logistics or other resource provider.
 - If the request is for a non-ESF8 resource (e.g., not on ESF8 Resource Listing or ReadyOp, Section 7, Mission Ready Packages), notify the Emergency Services Group (ESG) Supervisor, and ask to assign the request back to them for reassignment.
- Vet the need and purpose for the resource requested with the Requester.**
 - Determine gap needing to be filled.
 - What is the need? Is the requested resource appropriate to fill the response gap? Is there a different resource that may better meet the need? Resources should fill the stated need.
 - Determine the requestor's current situation.
 - Is the resource needed to fill a current gap in response or is it in anticipation of an event that may or may not happen? Requests should fill gaps in the current response or those that are imminent. Requesters should not "stockpile" resources.
 - Determine if ESF8 is the best source for the resource being requested.

- i. If the requested resource is not a primary ESF8 resource, why is it being requested of ESF8? Has the requester submitted their request to NCEM Logistics? Does the requester represent a healthcare care facility or organization? ESF8 holds many common, logistics resources (e.g., generators, HVAC units, etc.) that are meant to support the needs of deployed SMRS field units (SMSS, MDH, SMAT, MSU, etc.) or healthcare facilities. As much as possible, ESF8 resources should be conserved for these purposes and common logistic resources should be requested through NCEM Logistics.

3. Confirm NCSPARTA WEBEOC request details with the Requester.

- a. Review the following information in the request and edit as necessary.
 - i. Number and kind of resource. Refer to resource-specific considerations in the ESF8 Resource Listing below.
 - ii. Use of the resource
 - iii. Days of deployment
 - iv. Reporting location/time
 - v. Point of Contact (POC) at location (name/contact info)
 - vi. Logistics (food/lodging/fuel)
 - vii. Any additional relevant information

4. Obtain ESF8 Lead Resource Approval

- a. Review resource request with ESF8 Lead or designee.
 - i. Consider situation and known / anticipated ESF8 needs or obligations. Is this a resource that will likely be needed to support an SMRS field unit?
 - ii. Determine if the resource is readily available. Can the resource meet the time requirements of the request?
- b. If resource request is approved, go to step 5.
- c. If resource request is not approved, notify ESG Lead.

5. Identify, assign, and track the requested resource as per, [Appendix 4: Medical Resource Management SOG](#).

ESF8 RESOURCE LISTING	
Primary Resource – Emergency Medical Service organizations are the primary source of these resources.	
Secondary Resource – Emergency Medical Services organizations have these resources but are not the primary source for them.	
AIR	
Primary Resources	
Air Scrubbers / Negative Pressure Units	
<ul style="list-style-type: none"> What is the need? To provide negative pressure environment or just to clean air? What is the cubic volume (length x width x height) of the affected area, in feet? Is there existing duct work that can be used? What is its diameter? 	
Secondary Resources	
Air Heaters	
<ul style="list-style-type: none"> How large is the area needing to be heated in square feet (length x width)? 	
Cooling/Misting Fans	
<ul style="list-style-type: none"> How large is the area needing to be cooled in square feet (length x width)? 	

HVAC/Heat Pump Unit <ul style="list-style-type: none"> How large is the area needing to be heated/cooled in square feet (length x width)? What is the ton rating of the HVAC unit needed? Note: The more tonnage an HVAC unit is rated at, the more air it can cool/heat. One ton of air conditioning can remove 12,000 BTUs of air per hour. One ton of air conditioning is usually adequate to serve 400 - 1,000 square feet of living space depending on ceiling heights, windows, and airflow. Is there existing duct work that can be used? What is its diameter? Can the unit be connected outside of the facility or does it need to be connected inside? What configuration best meets the need, trailer-mounted or portable?
LIGHT & POWER
Secondary Resources
Generators <ul style="list-style-type: none"> What power rating is needed (in kW)? What fuel is needed (gasoline, diesel)? Select the "Yes" radio button beside "Request Generator" in the Resource Request Form in WebEOC, to open the Generator Requirements section. Complete as much of this information with the Requester as possible. What configuration best meets the need, trailer-mounted or portable?
Light Tripod/Tower <ul style="list-style-type: none"> For indoor or outdoor use? General area lighting or task lighting? What configuration best meets the need, trailer-mounted or portable?
COMMUNICATIONS
Secondary Resources
Cradle Points <ul style="list-style-type: none"> Requests for these items should be forwarded to ESF2. <ul style="list-style-type: none"> If the request is not yet in WebEOC, collect contact information for the Requester, enter the request into WebEOC, and ask ESG Supervisor to assign to ESF2. ESF2 will reach out and vet/determine what the best solution would be. If the request is already in WebEOC, ask the ESG Supervisor to reassign it to ESF2. ESF2 will reach out and vet/determine what the best solution would be.
Mobile Communications Vehicle (MCV) <ul style="list-style-type: none"> Same as for Cradle Points, however, specify that the resource should be sourced from EHPC or has been coordinated with EHPC. This will ensure that both ESF2 and ESF8 have visibility of this asset.
Radios <ul style="list-style-type: none"> Same as for Cradle Points.
Satellite Phones <ul style="list-style-type: none"> Same as for Cradle Points.
MEDICAL/SHELTER SUPPORT
Primary Resources
Ambulance, ALS (1 patient) <ul style="list-style-type: none"> What types of patients need to be moved? Note: ALS units are staffed above the EMT level and capable of performing advanced assessments and interventions to stabilize the patient. Patients that need to be transported via ALS ambulance are those that require acute monitoring (IV fluids, cardiac monitoring, vents, etc.).
Ambulance, BLS (1 patient) <ul style="list-style-type: none"> What types of patients need to be moved? Note: BLS units are staffed to at least the EMT level and capable of performing only basic life-saving skills. Patients that need to be transported via BLS ambulance are those that do not require acute monitoring but cannot safely ride in a vehicle or wheelchair.
Ambulance Bus (12-20-patients) <ul style="list-style-type: none"> What level of care do the patients need, ALS, BLS?

<ul style="list-style-type: none"> Are the patients' ambulatory (can walk on their own), wheelchair-bound, or need a stretcher? <p>Note: Most Ambulance Buses can be configured for any of these situations but capacity will vary.</p>
<p>Dialysis Trailer (1-4 patients, 4 dialysis units and 2 reverse osmosis filtration systems)</p> <ul style="list-style-type: none"> What is the need? Does the requesting agency need the trailer with dialysis equipment or do they already have the dialysis equipment they need? Does the requesting agency have the staff to operate the trailer (2 Registered Nurses minimum)? Does the requesting agency have access to a safe source of drinking water? Does the requesting agency have access to an intact sewer system? Does the requesting agency have a generator to power the trailer (25kW minimum)?
<p>Durable Medical Equipment (DME)</p> <ul style="list-style-type: none">
<p>Hand Washing Stations</p> <ul style="list-style-type: none">
<p>Hospital Beds (limited supply)</p> <ul style="list-style-type: none">
<p>Medications</p> <ul style="list-style-type: none">
<p>Medical Support Unit Trailer</p> <ul style="list-style-type: none">
<p>Mobile Medical Unit Trailer</p> <ul style="list-style-type: none">
<p>Mobile Pharmacy Unit Trailer</p> <ul style="list-style-type: none">
<p>Oxygen Cache (short-term supply, need to define)</p> <ul style="list-style-type: none"> What is the need? Short-term or long-term? Long-term supply should be obtained through NCEM Logistics. Initial supply or resupply? What size cylinders are needed (M, D, E, etc.)? Does the requesting agency have a secure place for storage? Does the requesting agency have a forklift or other equipment to safely move the cylinders?
<p>Oxygen Concentrators (0-15 lpm)</p> <ul style="list-style-type: none">
<p>Oxygen Generators (< 35 lpm)</p> <ul style="list-style-type: none">
<p>Patient Telemetry Systems</p> <ul style="list-style-type: none">
<p>Ventilators</p> <ul style="list-style-type: none">
<p>X-Ray Units, Portable (MINXRAY)</p> <ul style="list-style-type: none">
<p>Secondary Resources</p>
<p>Bathrooms</p> <ul style="list-style-type: none">
<p>Cots</p> <ul style="list-style-type: none">
<p>Decontamination Trailers</p> <ul style="list-style-type: none"> What is the need? Does the requesting agency need the trailer with DECON equipment or do they already have the DECON equipment they need? Does the requesting agency have the staff to operate the trailer? Does the requesting agency have access to a safe water source?

Forklifts
•
Hard Structures
•
Hospital Beds
•
Oxygen (long-term supply – NCEM Logistics)
•
Powered Air Purification Respirators (PAPRs)
•
Restroom Trailer
•
Shower Tent/Trailers
• What is the need? General hygiene or DECON? Patients or Staff?
Tents
•
MORTUARY SUPPORT
Secondary Resources
Back Boards
•
BioSeal Systems
•
Body Bags
•
Mortuary Trailers
•
WATER
Primary Resources
Water Purification Systems (60-1200 gallons per hour)
• How many gallons of purified water is needed over a 24-hour period?
Water Purification Truck (2400 gallons per hour)
• How many gallons of purified water is needed over a 24-hour period?
• Will the water be used in a hospital setting? Note: Water produced cannot be used in hospital settings. It will be clean/potable but will not meet hospital requirements.
• Is there a water source available where the resource is needed? Note: The truck does not have its own water tank.
• Which local agency is responsible for certifying that water is safe to drink? Note: Water produced must approve supply produced by the truck.
Secondary Resources
Water Trailers (Potable/Non-potable)
• What is the need? Is potable water needed or just non-potable?