

Greenville County South Carolina



Emergency Operations Plan

2026
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**GREENVILLE COUNTY EMERGENCY OPERATIONS PLAN
RECORD OF CHANGES**

<u>DOCUMENT REFERENCE</u>	<u>PAGE NUMBER</u>	<u>DATE OF CHANGE</u>	<u>CHANGE MADE BY</u>

**GREENVILLE COUNTY EMERGENCY OPERATIONS PLAN
RECORD OF DISTRIBUTION**

An electronic version of this plan is posted on the Greenville County Emergency Management website at www.GCEOC.com

An electronic version of this plan has been distributed. See Appendix H for an electronic Record of Distribution/Acknowledgement of Receipt

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<u>AGENCY</u>	<u>DATE</u>	<u>RESPONSIBLE PARTY NAME</u>

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Greenville County Emergency Operations Plan

I. INTRODUCTION




Pursuant to the Authority established by Greenville County Ordinance Number 1326, dated November 6, 1984, and as amended by Ordinance Number 1835 passed in 1988, the Greenville County Emergency Operations Plan (EOP) is hereby adopted and promulgated. This document is intended to implement and further the responsibility of Greenville County Emergency Management as set forth in South Carolina Legislative Act 199 of 1979, Section 21. This plan is coordinated with the *South Carolina Emergency Operations Plan* and sets forth specific delegation of responsibility of county and municipal agencies in Greenville County in the event of a major disaster.

Every attempt has been made to identify and designate available forces and resources at all levels of Greenville County government to be utilized in response to emergencies and disasters. Planning, preparation, and timely response must be the goal if all the people of Greenville County are to realize and enjoy the services and protection of their government.

Tasks for specific emergency functions have been assigned, where feasible, to those governmental organizations accustomed to performing such duties as primary day-to-day responsibilities. In addition, local governmental and volunteer organization decision-makers have been provided with instructions and guidelines for implementing disaster response actions and programs appropriate to the emergency(s) at hand. In so charging these officials, it is strongly urged that all citizens of Greenville County render to their leaders and planners, their fullest support and cooperation to avert or mitigate the effects of emergencies, and enhance rapid restoration of order and recovery when one does occur.

When County Council is unable to declare a Local State of Emergency, the authority to do so is delegated, in succession, to: County Council Chairperson or Vice Chairperson, any council member, County Administrator, or Emergency Management Director.

Greenville County Emergency Management is charged with the responsibility of implementing this plan through coordination with all county departments, agencies, and municipalities involved. When necessary or appropriate, modifications, additions, or deletions will be made to this plan and/or annexes.

Title	Date	Signature
Joseph Kernell, Greenville County Administrator	6-1-26	
Benton Blount, Greenville County Council Chairperson	6-2-26	
Pierce Womack, Greenville County Emergency Management Director	6-8-26	

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II. PURPOSE

The purpose of the Greenville County EOP is to minimize the harm caused by natural disasters, technological accidents, criminal activities or hostile acts to the people and communities of Greenville County. This will be achieved by coordinating disaster operations and deploying resources in a timely and effective manner. The citizens and visitors of Greenville County will be kept informed about the situation and provided with information on how they can protect themselves. In case Greenville County's resources are insufficient or inadequate, assistance can be requested from other counties or the State.

III. SCOPE

This document outlines the policies and procedures that Greenville County will follow in the event of a disaster affecting its citizens. It describes how the county will coordinate with state and federal agencies, mobilize resources, and conduct activities to guide and support preparedness, response, recovery, and mitigation efforts. The plan aligns with the National Incident Management System (NIMS), National Planning Frameworks (e.g., National Response Framework, National Disaster Recovery Framework), and the Incident Command System (ICS).

This plan supports the *Greenville County Multijurisdictional Hazard and Mitigation Plan (2020)* and the *Greenville County Continuity of Operations Plan (COOP) (2021)*.

IV. PLAN STRUCTURE

- A. This plan is built in accordance with FEMA's *Comprehensive Planning Guide 101, Version 3 (September 2021)* and uses a hybrid approach that includes the ICS, Emergency Support Functions (ESF), and Community Lifelines.

Details for each ICS section and branch, ESF, and Community Lifelines are contained in annexes to the EOP. Each Annex also includes the Community Lifeline associated with the ESF. For example, ESF-1 Transportation is associated with the Transportation Community Lifeline; ESF-8 Health and Medical is associated with the Health and Medical Community Lifeline. Lifeline Status Reporting is addressed in each annex as well as the *Greenville County EOC Activation SOG (2025)* and Job Aids for each position in the EOC. Additional information regarding Community Lifelines may be found in the "Concept of Operations" section of this EOP.

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V. ASSUMPTIONS

- A. A disaster may occur with little to no warning, involve multiple hazards, and may escalate rapidly.
- B. Disasters can affect areas beyond county lines, causing casualties, property loss, and disruption of infrastructure.
- C. During a disaster, the local government takes the lead in managing the situation. The emergency management system follows a bottom-up approach to disaster response, which means that local authorities will request assistance from higher levels of government when the emergency goes beyond their resources and capabilities of the local jurisdiction to respond.
- D. The Emergency Operations Center (EOC) personnel will follow the NIMS and the ICS principles to ensure effective planning and response operations.

VI. HAZARD ANALYSIS

Greenville County faces various natural, technological, and/or human caused hazards that can disrupt daily routines, damage properties, and even lead to mass casualties. The State of South Carolina *Hazard Mitigation Plan (2023)* has prepared a comprehensive hazard analysis for each county, including Greenville, which is called the State of South Carolina Hazard Assessment. Additionally, Greenville County has its own Hazard Mitigation Plan to address potential hazards.

CORE HAZARDS		
Natural Hazards	Technological Hazards	Human Caused Hazards
Communicable Disease	Dam/Levee Failure	Civil Unrest
Drought	Hazardous Materials	Cyber Security Attack
Earthquakes	Nuclear Power Plant	Domestic Security
Fire	Transportation	Workplace/School Violence
Flood		
Severe Weather		

Table 1 – Core Hazards

VII. DEMOGRAPHIC INFORMATION

- A. According to the U.S. Census Bureau, the total population of Greenville County in 2024 was 570,745. This is a growth of 8.6% since 2020.
- B. Approximately 10.7% of South Carolina’s population resides in Greenville County, which is the State’s most populous county.

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- C. Greenville County School District is the largest in South Carolina and 44th largest in the US, serving over 77,000 students.
- D. The following statistics are from the U.S. Census Bureau (2024):

POPULATION BY AGE RANGE	
Age Group	Percentage
Persons under 5 years	5.8%
Persons under 18 years	22.4%
Persons 65 years and over	17.4%

Table 2 – Population by age range

VIII. CONCEPT OF OPERATIONS

A. General

- 1. The EOC will function based on the structure outlined in this plan, which includes the implementation of the ICS. The ICS structure is utilized to organize the Sections, Branches, and Units by grouping together ESFs and Community Lifelines that are similar. Details of the roles, responsibilities, and job functions of the different sections, branches, and units can be found in their respective Annex sections.

- a. Incident Command System (ICS)

The ICS is a standardized model for managing emergencies and is a part of the NIMS Command and Coordination. The ICS provides a hierarchy for responders and uses a Span of Control function where each supervisor is responsible for a set number of subordinates as well as a Unity of Command where each person reports to one (1) supervisor who then reports to their one (1) supervisor.

- b. Emergency Support Functions

Emergency Support Functions are categories of governmental and private sector resources available under the National Response Framework (NRF) to organize support for incidents.

- c. Community Lifelines

The Community Lifeline concept is a framework designed to help emergency managers quickly stabilize key components of society after a disaster. It focuses on identifying and prioritizing the fundamental services in a community that support recurring needs, such as safety and security, health, and utilities (e.g., water, electric).

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Once these critical services, or lifelines, are stabilized, other aspects of society can begin to function as well. Refer to Appendix B for a Crosswalk of Community Lifelines.

B. EMERGENCY OPERATIONS CENTER

1. The EOC is located within the offices of Greenville County Emergency Management (GCEM) at 225 S. Pleasantburg Dr. Greenville, SC 29607 and acts as a hub for coordinating and managing emergency response and recovery efforts in the event of a disaster.
2. In the event that the EOC is unavailable, operations will be moved to the alternate EOC location at 301 University Ridge, Greenville SC 29601.
3. The EOC will be activated in response to emergency incidents, whether anticipated (e.g., significant weather), or sudden (e.g., earthquake).
4. The EOC may also be activated for planned events (e.g., Fall for Greenville, elections, exercises).
5. The EOC may be activated at the request of GCEM Director or County Administration. Any on-scene incident commander may request EOC activation, however the decision will still fall back on the Emergency Management Director and/or County Administration.
6. EOC Activation Levels
 - a. The Greenville County EOC has three (3) Operational Conditions (OPCON) levels:

OPCON LEVELS		
OPCON ONE	OPCON TWO	OPCON THREE
FULL ALERT	ENHANCED AWARENESS	NORMAL DAILY OPERATIONS
A disaster or emergency is imminent or occurring. The County Emergency Operations Center is activated.	A disaster or emergency is likely to affect the County. The County EOC is partially activated if necessary.	Agencies coordinate, plan, train and exercise as warranted. Incidents are monitored by the County Warning Point and local emergency managers.

Table 3 – OPCON Levels

7. The GCEM Director or designee will determine the level of EOC activation and the staffing required to operate the EOC based on the type, complexity, and scope of the incident.

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8. During any activation, the GCEM Director will be EOC Director (i.e., the equivalent to the Incident Commander in the field).
9. The EOC Director or designee may expand or collapse the EOC (i.e., step down to a lower level OPCON) depending on the status of the incident response/recovery needs.

IX. PLAN ACTIVATION

A. All-Hazards Emergency Management

1. Greenville County functions under an “All-Hazards” approach to emergency management. While individual disasters may have their own nuances, the approach to planning for, responding to, and recovering from disaster remains consistent across all phases of emergency management. Regardless of the situation, EOC Activation staff will provide the same duties and actions in accordance with their EOC position (e.g., Emergency Services Director).

B. Plan Activation

1. The EOP will be activated in response to emergency incidents, whether anticipated (e.g., significant weather) or sudden (e.g., earthquake). Activation of the EOP may be triggered by three (3) reasons:
 - a. By the Emergency Management Director in the event of a sudden disaster where the EOC must be activated and a Local State of Emergency Declaration is or will be written.
 - b. By the issuance of a Local State of Emergency Declaration by the Greenville County Council Chairman or their designee or:
 - c. The EOP may be activated when the EOC is activated for a planned event such as Fall for Greenville, exercises, or other situations where EOC activation is deemed necessary by the Emergency Management Director
2. The Emergency Management Director has Delegation of Authority to carry out specific functions needed to respond to a disaster under Greenville County Code Article IV: Emergency Preparedness 1976 Code, § 6-71 Ord. 1326, § 1, passed on November 6, 1984.
3. Activation of the EOP is also associated with the OPCON Levels. At OPCON 2, the EOP may be activated. At OPCON 1, the EOP activation is required.

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C. Emergency Operational Areas

1. In the event of a wide scale disaster that covers large portions of the county Greenville County has been divided into three (3) Emergency Operating Areas (EOA):
 - a. North Operational Area
 - b. Central Operational Area
 - c. South Operational Area
 - b. Each EOA has a Regional Operations Center. These centers are the local command post for an area command or unified command in the field, and each Regional Operations Center will have direct contact with the EOC and the Operations Section Chief at the EOC.
 - c. Refer to Appendix E for EOA map and assignments.
2. The Field Incident Commander
 - a. Is responsible for all operations at the site of the incident or disaster.
 - b. The first senior local emergency responder to arrive on a scene will implement the ICS and serve as the Incident Commander (IC) until relieved by a more senior or more qualified individual.
 - c. When more than one (1) agency is responding to an incident, the agency having jurisdiction and other responding agencies will work together to ensure that each agency's objectives are identified and coordinated. Other agency personnel working in support of the incident will maintain their normal chain of command, but will be under the control of the IC.
 - d. If widespread emergencies occur across the county, emergency operations with different objectives may be conducted at geographically separated scenes. Incident Command will be established at each scene. It is crucial that allocation of resources be coordinated through the EOC should this occur.
 - e. In an emergency or disaster situation where other jurisdictions, or the state or federal government are providing significant response, resources or technical assistance, a transition from the normal ICS structure to a Unified Command structure may occur. Principles of

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Area Command or Multi-Agency Coordinated System (MACS) may also apply. This arrangement helps to ensure that all participating agencies are involved in objectives and strategies to deal with the emergency or disaster.

X. WARNING AND NOTIFICATION

A. Greenville County Emergency Management (GCEM)

1. All GCEM staff are on call 24/7 to respond to emergencies. All GCEM staff maintain several methods of communications, including cell phones and laptop computers with email and text message capability.
2. In the event the EOC must be activated to support disaster response and/or recovery activities, the Emergency Management Director will notify EOC Activation Staff (e.g., all GCEM staff, other County employees assigned a “disaster role”) to respond to the EOC at a predetermined time.

B. EOC Staffing Assignments

1. The Emergency Management Director will determine who should be assigned to each EOC Activation Position. Each position shall have a primary and alternate member assigned.
2. Should the primary staff member be unable to respond to the EOC for an activation, it will be that staff member’s responsibility to ensure their alternate responds to the EOC.

C. EOC Activations

1. Full Scale Activations will include all EOC Activation Staff members needed to operate the EOC. See Greenville County Emergency Management Operations Plan Organizational Chart (Appendix A) for a full list of positions.
2. Partial Activation will include only those EOC Activation staff members deemed necessary (i.e., Health Services Branch for a Communicable Disease incident whereas Public Works may not be needed).
3. Refer to the EOC Activation Standard Operating Guide (SOG) for complete details on the EOC activation process.

D. Public Notification

1. In accordance with the South Carolina EOP, Greenville County will provide warning capabilities on a 24-hour-a-day basis.

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2. In the event of imminent or potential threat the public may be notified through one or more of the following methods:
 - a. CodeRed Notification System
 - b. Emergency Alert System (EAS)
 - c. Wireless Emergency Alert (WEA)
 - d. Integrated Public Alert and Warning System (IPAWS)
 - e. Local media outlets (i.e., television and radio notifications)
 - f. Social media posts
 - g. Emergency Notification Network (ENN) for nuclear power plant
3. Additional information may need to be released to the public. The Greenville County Governmental Affairs Coordinator acts as the Public Information Officer and provides information in press releases, news conferences, or social media posts.
4. Information may need to be translated into various languages (e.g., Spanish). In the event of live television news conferences, a trained person who is fluent in American Sign Language (ASL) should also be present and in front of any cameras. The use of Closed Captioning should also be considered for those with hearing impairments.
5. Disasters can occur with little to no warning, and when they do happen, the public may be without public safety assistance and will need to rely on their own preparedness efforts. Greenville County Emergency Management provides disaster preparedness information through outreach education at public events, pamphlets and flyers, social media posts, and on the website.

XI. EVACUATION, SHELTER-IN-PLACE, AND RE-ENTRY

A. Evacuation

1. Evacuation is the controlled movement of individuals and property due to a threat or hazard.
2. Situations that may require evacuations may include but are not limited to:

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- a. Hazardous Materials Incident
 - b. Dam Failures and Floods
 - c. Earthquakes
 - d. Wildfires
 - e. Severe Weather
3. In the event evacuations are ordered by local or state authorities, Greenville County may open shelters. Refer to the Mass Care Branch Annex for details on sheltering.
 4. Greenville County may be called upon to assist other counties in the event those locations need to evacuate citizens (i.e., storm surge from tropical cyclone threatens coastal communities).
 5. The evacuation of large numbers of people from the hazard area will stress the county's roadways and may require assistance from the State.
 6. Shelter-in-place means individuals remain where they are at (e.g., work, home, school) until the hazard is deemed no longer a threat.
 7. The EOC will monitor conditions that have the potential to require the evacuation of any area(s) in the county.
 8. In order to manage an evacuation and ensure all involved agencies and organizations have a timely and accurate information, the EOC will establish a process for routine communications and coordination. Necessary information includes:
 - a. Characteristics of the hazard and associated risks
 - b. Designated evacuation area, initiation times, and resource mobilization status
 - c. Current status of evacuation routes
 - d. Progress of resources pre-deployment
 - e. Status of available public shelters
 - f. Estimated time of complete evacuation
 9. The Emergency Services Branch will conduct evacuations with ESF-16 Emergency Traffic Management and ESF-13 Law Enforcement.

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Additionally, ESF-15 Public Information will be vital to evacuation operations and will provide the necessary information to the public.

10. After the threat has passed, the EOC may work in conjunction with local law enforcement to assess the situation and make the determination if evacuation orders should be rescinded.
11. Post evacuation activities should also include the review and critique of the evacuation and associated procedures.

B. Access Control and Re-Entry Operations

1. General

- a. Events will occur that encourage or require evacuation from an area or require local government to restrict control access within a defined area.
- b. Greenville County and municipalities will make the determination of the need and level of access control within their jurisdiction, and when it is safe to return.
- c. Citizens may make the decision to evacuate or return based on available information. The need for access control will be necessary to ensure the safety of citizens.
- d. Non-evacuating citizens may have remained in the impacted areas, and evacuated citizens will want to return as soon as possible. Upon return, they may choose to remain even if their home is damaged or destroyed.
- e. The state may assist with public information activities, resources and needs to provide and coordinate access control and/or assist with coordination of returning citizens.

2. Access Control

a. General

- (1) Access control is an attempt to manage access to an area (e.g., responders, businesses, general public).
- (2) Access control is designated locally, and resourced internally or augmented by other agencies as needed.

b. Levels of Access Control

- (1) No Access

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- (a) The area is too dangerous due to a known or suspected danger, or because there is no information available about the conditions in the area.
 - (b) Access is limited to only personnel necessary to conduct an evaluation of the area.
 - (2) Restricted Access
 - (a) The agency having jurisdiction over the area determines who is or is not authorized to enter the area.
 - (b) Access is limited to personnel, agencies, or organizations necessary to address the issues or conditions preventing the return of the general public (e.g., utility and infrastructure repair teams, emergency responders).
 - (3) Open Access
 - (a) There are no restrictions to access the area.
- c. Re-entry
 - (1) Re-entry occurs when the general population is able to return to their evacuated locations after a disaster. Depending on the post-disaster impacts, the following public messages may be used:
 - (a) Too Dangerous to Return

Conditions are unsafe and re-entry is not recommended. Traffic control measures are in place to restrict access.
 - (b) Limited Return

The area is unsafe for return, but the public may be allowed limited visits for specific purposes. Traffic control and security measures are in place to control access.
 - (c) Safe to Return

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The area is safe and the public may return without restriction. Traffic control and security measures are in place to assist the return of the population.

XII. LOCAL, STATE, FEDERAL INTERFACE

The EOC personnel will coordinate with the South Carolina EOC which will, in turn, coordinate with FEMA to obtain any federal assistance as needed.

XIII. ACTIONS

A. Prevention/Protection

The aim of the county is to develop a strong emergency response capability. This will ensure that the government can continue to carry out its executive, legislative, and judicial processes even in the face of emergency conditions. To prevent future emergencies or minimize their impact, activities are undertaken before and after emergencies. Such activities include measures that prevent or reduce the likelihood of emergencies or minimize the damaging effects of unavoidable emergencies. Preparedness involves making plans and arrangements to save lives and support response and rescue operations during an emergency. Preparedness is an ongoing process that involves continuous planning, organizing, training, equipping, exercising, evaluating, and taking corrective action. The cornerstone of preparedness is training and exercising plans that focus on being ready to respond to any incident or emergency that may occur.

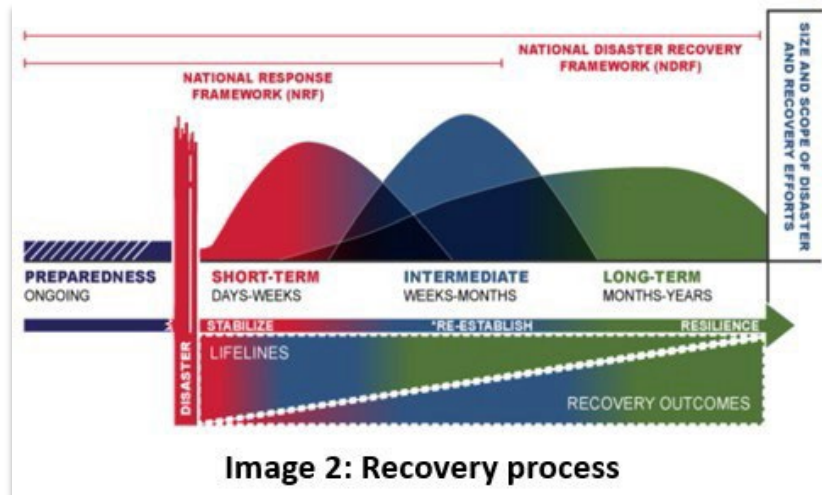
B. Response

Response is a crucial stage that follows a catastrophic disaster or emergency. This phase involves taking actions that are aimed at saving lives, reducing economic losses, and protecting property. Response comprises the coordination and management of resources, which are utilized through the Incident Command System.

C. Recovery

The recovery process can begin during the response process or immediately after the danger to human life has been subsided, with the goal of returning the affected area to its pre-disaster state. Recovery actions are mainly focused on rebuilding damaged property, re-employment, repairing other essential infrastructure, and reopening vital services.

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D. Mitigation

Mitigation is an essential component of emergency management, which involves actions that aim to reduce the chance of an emergency, prevent it from happening, or minimize the impact of unavoidable hazards. These activities should be carried out well in advance of an emergency, as stated in the *Greenville County Multi-jurisdictional Hazard Mitigation Plan (2020)*.

XIV. ADMINISTRATION

The EOP is a dynamic “living” document that will need to be adaptable to changes in priorities, policies, and the needs of Greenville County. The effectiveness of this plan involves a continuous cycle of reviewing, training, exercises, and real-world incidents to ensure there are no gaps in the planning, response, mitigation, or recovery components of integrated preparedness. As such, the following actions will be used to maintain and update the EOP.

1. Plan Review and Update

The EOP should be reviewed on an annual basis and should include a review of capabilities, resources, annexes, and historical data.

2. Training

Maintaining the EOP also occurs through ongoing training for those responsible for implementing the plan and who are assigned a disaster role at the EOC. Training will include FEMA training with EOC specific focus. Refer to the *Greenville County Integrated Preparedness Plan* for details.

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3. Exercise

- a. The EOP (either in full or in components) should be tested and evaluated through an exercise program. Additional revision and/or updates of the plan may incorporate lessons learned from exercises.
- b. Exercises may be in the form of:
 - (1) Discussion Based Exercises
 - (a) Workshop or Seminar
 - (b) Tabletop Exercise
 - (2) Operations Based Exercises
 - (a) Functional Exercise
 - (b) Full-Scale Exercise

4. Continuous Improvement

The continuous improvement process is used to review the response actions post incident. After a disaster, data collection will be initiated and include all documentation including but not limited to Incident Action Plans, Situation Reports, and interviews with staff. This data will be used make any necessary changes to the EOP.

XV. CONTINUITY OF OPERATIONS AND GOVERNMENT

- A. Greenville County must be able to continue performing its operations in the event a disaster significantly affects the employees, facilities, residents, and/or infrastructure of Greenville County.
- B. Continuity of Operations planning is the effort in which agencies determine how they will continue to maintain their essential functions after a disaster.
- C. The *Greenville County Continuity of Operations Plan (COOP) (2021)* was developed as a means to provide information to assist county departments in maintaining their primary functions (or disaster roles as the case may be).
- D. The *COOP Base Plan (2021)* is broken down into five (5) section:

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1. Introduction
 2. Concept of Operations
 3. Roles and Responsibilities
 4. Communications, Coordination, and Oversight
 5. Plan Development, Implementation, and Maintenance
- E. The *COOP* provides Department-Specific Annexes to provide an operational guide for County departments.
- F. The *COOP* also outlines the needed steps to provide Continuity of Government (COG). This includes invoking orders to determine line of succession and delegations of authority if needed. Line of succession dictates that if the primary individual (e.g., Director) is unavailable to perform their duties, the next person in line (e.g., Deputy Director) will fill that role. For EOC activations, the following is an example of Line of Succession:
1. Director of Executive Group
 - a. County Administrator
 - b. Deputy County Administrator
 - c. Emergency Management Director
 2. EOC Incident Command
 - a. Emergency Management Director
 - b. Emergency Management Deputy Director
- G. Preservation of Records
1. All county departments will develop plans and procedures to guarantee the preservation of vital public records, to include their reconstitution if necessary, during and after emergencies.
 2. Documentation of actions taken during an emergency or disaster is a legal

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requirement. All appointments and work assignments in an emergency situation will be documented.

3. Documentation from disaster activities will be retained in accordance with South Carolina Records Retention Schedule(s) outlined from the Department of Archives and History¹ or FEMA, whichever is longer.

¹South Carolina Department of Archives and History, Schedules <https://scdah.sc.gov/records-management/schedules>

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ANNEX 1

EOP COMMAND STAFF and POLICY GROUP

COORDINATING: Greenville County Emergency Management

LEAD: County Administrator and EOC Director

SUPPORT: Greenville County Government, Greenville County Council

NOTE: Before proceeding with this annex, ensure that you have read the Greenville County Emergency Operations Base Plan.

I. INTRODUCTION

- A. A disaster or emergency may severely damage local infrastructure. Greenville County Emergency Operations Center follows the Incident Command System (ICS) structure during incident response and recovery efforts.
- B. The Policy Group is primarily responsible for setting policies and prioritization decisions that would directly affect the citizens of Greenville County or the operations of Greenville County (e.g., County offices closures). The Policy Group may expand or consider input from the Sheriff, Emergency Management Director, EMS Director, President of the Greenville County Fire Chief's Association, City Managers and/or Greenville County Governmental Affairs. The Policy Group includes:
- Greenville County Administrator
 - Greenville County Assistant County Administrators
 - Greenville County Council
 - Greenville County Attorney
- C. The Command Staff is responsible for the actions taken to respond and recover from a disaster. The Command Staff includes the following positions:
1. EOC Director

Oversees the entire incident actions and staff assigned to the EOC. The EOC Director received delegation of authority from the Agency (e.g., Greenville County) Administrator. The following positions report directly to the EOC Director:

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2. Public Information Officer (PIO)

Responsible for developing and releasing information to media outlets and other appropriate agencies regarding the incident.
3. Liaison Officer

Serves as a conduit for the EOC and incident personnel with other governmental organizations (e.g., Greenville City leadership, state leadership).
4. Safety Officer

Ensures that all EOC personnel are working in a safe environment, reports any injuries or accidents, and corrects unsafe situation that may arise in the EOC.

II. PURPOSE

To provide a well-organized Policy Group and Command Staff within the Emergency Operations Center for the command, direction, and policy decisions needed to prepare for, respond to, and recover from disaster.

III. CONCEPT OF OPERATIONS

- A. In conjunction with Greenville County Emergency Management, the Policy Group will:
 1. Make policy level decisions and coordinating with the EOC Director who is responsible for managing the incident.
 2. Support resource prioritization, allocations, and financial needs for effective incident response.
 3. In conjunction with Greenville County Emergency Management, the Command Staff will carry out the functions needed to support the EOC Director (e.g., release of public information, ensure the safety of EOC and incident staff).

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EOP COMMAND STAFF and POLICY GROUP

- B. Command Staff personnel will integrate the principles of the National Incident Management System (NIMS) and the Incident Command System (ICS) into all command, planning, and response operations.
- C. Requests for use of additional resources will be made through the Emergency Operations Center and may need EOC Director or Policy Group authorization. State and Federal support will be committed, as available, on a mission type basis upon request to the State.

IV. LOCAL, STATE, FEDERAL INTERFACE

The Policy Group and Command Staff will coordinate with State Emergency Operations Center which will coordinate with Federal ESFs to obtain federal assistance as needed. Agencies should develop their own internal SOP's in conjunction with these guidelines.

V. ACTIONS

- A. Prevention/Protection
 - 1. Establish and maintain a liaison with Greenville County Emergency Management and with all organizations within the Policy Group and Command Staff.
 - 2. In the event that the "primary staff member" assigned to the EOC is unable to respond to the EOC for an Activation, it will be that staff member's responsibility to assign an alternate staff member to assume their duties at the EOC. Alternate staff members should be briefed and trained on their required duties for their activation role.
 - 3. In conjunction with Greenville County Emergency Management, review and update this document as needed.
 - 4. Participate in EOC trainings.
 - 5. Maintain situational awareness through coordination with support agencies for current inventory levels of personnel, supplies, and equipment.
 - 6. Develop and maintain resource inventory list by type, functionality and availability. (Example list to include but not limited to: names, email

ANNEX 1

EOP COMMAND STAFF and POLICY GROUP

addresses, telephone numbers of partners and stakeholders as well as county ordinances, policies, guidelines, and/or other documents).

B. Response

1. Provide information and status on:
 - a. All EOC Command Staff personnel will be responsible for completing, in detail, the ICS-214 Activity Log form and submit this form to the EOC Director.
 - b. The EOC Director will review all ICS-214's and submit the completed forms to the Documentation Unit Leader in the Planning Section.
2. Ensure agencies document events related to costs such as workers' time and equipment for any potential reimbursement.
3. Coordinate emergency information for public release.

C. Recovery

1. Coordinate post-incident assessments.
2. Continue to monitor restoration operations until reliable services have been restored.
3. Ensure that General Staff members maintain appropriate records of cost incurred during the event.
4. Assist with the coordination of the repair and restoration of the county's infrastructure.

D. Mitigation

1. Support mitigation measures including monitoring and updating mitigation actions in the Greenville County Multijurisdictional Hazard Mitigation Plan.
2. Review, evaluate, and, comment on proposed Greenville County Multijurisdictional Hazard Mitigation Plan amendments.

ANNEX 1

EOP COMMAND STAFF and POLICY GROUP

VI. RESPONSIBILITIES

A. Policy Group

The Policy Group will work with the EOC Director and is primarily responsible for the coordination of setting policies, making decisions, and activities needed to support the EOC Director (e.g., resource allocation).

B. Command Staff

1. EOC Director

- a) Establish immediate priorities for incident response.
- b) Will coordinate with the Policy Group to determine incident objectives and document objectives in the Incident Action Plan (IAP) using Form ICS-202 Incident Objectives.
- c) Will review the IAP from the Planning Section, make any necessary changes or edits, and approve the final IAP for publication.

2. Public Information Officer

- a) Conduct media briefings, press releases, and social media updates as needed.
- b) Initiate a Joint Information Center (JIC) at the EOC during activations. The JIC:
 - (1) Is established to coordinate all incident-related public information activities, and
 - (2) Serves as the central point of contact for all news media.
- c) Prepare officials for media engagements.
- d) Manage media and public inquiries.
- e) Verify ground truth information is accurate and ensure adequate rumor control.

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EOP COMMAND STAFF and POLICY GROUP

3. Liaison Officer
 - a) Act as point of contact for agency representatives.
 - b) Coordinate with representatives of cooperating and assisting agencies throughout the county and/or state.
4. Safety Officer
 - a) Ensure a safe work environment within the EOC.
 - b) Identify any potential safety risks (e.g., trip hazards, fire hazards), or unsafe actions by EOC staff.
 - c) Complete Form ICS-208 Safety Message/Plan for inclusion in the IAP (Note – this form is different from the ICS Form 208HM Site Safety and Control Plan).
 - d) Coordinate any Critical Incident Stress Management (CISM), mental health, or other wellness meetings as necessary.

C. Administration

1. Situation Reports
 - a. Throughout the activation, it is the responsibility of the EOC staff to provide information on the status of the incident in the Situation Report (SITREP). The SITREP is designed to inform recipients (e.g., EOC Director, Policy Group, State EOC) of significant events that took place during the Operational Period including updates on infrastructure status, damage or disruptions (e.g., power outages), sheltering of citizens, any unmet needs, and the status of Community Lifelines. This report allows leaders to make informed decisions and take necessary actions to continue responding to or recovering from a disaster.
 - b. All Unit Leaders will report significant information, actions taken, and any issues to their Branch Director. The Branch Director will then collect, compile, and report pertinent information to the SITREP.

ANNEX 1

EOP COMMAND STAFF and POLICY GROUP

- c. The Branch Director will then send the compiled SITREP to the Section Chief of their Branch or Unit for review and approval.
- d. The Planning Section Chief will review and approve the SITREP and will provide a copy of the SITREP to the EOC Director, Command Staff, and Policy Group at the completion of the Operational Period.

2. Special Reports

Any significant change in the status of the Command Staff or Policy Group capability to accomplish its mission will be reported immediately to the EOC. Refer to the EOC SOG for details on Situation Reports.

3. Lifeline Status Reports

- a. Lifeline status is reported using a color-code system:
 - (1) Red: Unstable, no solution in progress
 - (2) Yellow: Unstable, solution in progress
 - (3) Green: Stable
 - (4) Grey: Unknown
 - (5) Blue: Lifeline not in use
- b. Lifeline status will be reported using the Lifeline Status Report.
- c. When reporting lifeline status, the reporter should
 - (1) Identify the lifeline, component, and subcomponent as necessary. Example: Health and Medical > Supply Chain > Manufacturing> Medical Gases
 - (2) Select the appropriate status color
 - (3) Report any Stabilization Solutions or Progress Recommendations to stabilize the lifeline.

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EOP COMMAND STAFF and POLICY GROUP

- (4) Report any Unmet needs such as the need for additional resources or supplies

4. After-Action Reports

- a. After action reports will be made following the termination of any emergency, or other action in which the Emergency Services Branch elements were involved. The lead agencies will submit a report to Greenville County Emergency Management, which will include the following:
 - (1) Type and scope of action completed.
 - (2) Elements of the EOC (e.g., Emergency Services Branch) that were involved.
 - (3) Significant events.
 - (4) Nature and extent of any further assistance required.

ANNEX 2

EOP FINANCE AND ADMINISTRATION SECTION

COORDINATING: Greenville County Emergency Management

LEAD: Finance and Administration Section Chief

SUPPORT: Greenville County Finance and Procurement Department, Greenville County Human Resources, Greenville County Risk Management

NOTE: Before proceeding with this annex, ensure that you have read the Greenville County Emergency Operations Base Plan.

I. INTRODUCTION

- A. A disaster or any emergency may severely damage local infrastructure. The Finance and Administration Section encompasses a range of vital services that work together to support incident management activities that require on-scene or incident-specific finance and other administrative support services.
- B. The Finance and Administration Section collects and evaluates situation and resource status information and processes it to develop action plans for the incident. This section includes the following units:
 - 1. Cost Unit
 - 2. Time Unit
 - 3. Procurement Unit
 - 4. Claims Unit

II. PURPOSE

To provide a well-organized Finance and Administration Section within the Emergency Operations Center (EOC) through the coordination and use of county, public, private, and volunteer utilities and assets capable of supplying the necessary requirements to support emergency response.

III. CONCEPT OF OPERATIONS

- A. In conjunction with Greenville County Emergency Management, the Finance and Administration Section will:

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EOP FINANCE AND ADMINISTRATION SECTION

1. Collect and record personnel time records.
 2. Maintain vendor contracts.
 3. Administer compensation and claims.
 4. Conduct overall cost analysis for the incident.
- B. All Finance and Administration Section supporting agencies will assist in any aspects as needed for the lead agencies.
- C. Finance and Administration Section personnel will integrate the principles of the National Incident Management System (NIMS) and the Incident Command System (ICS) into all Finance and Administration Section planning and response operations.
- D. Requests for use of additional resources will be made through the Emergency Operations Center. State and federal support will be committed, as available, on a mission type basis upon request to the State.
- E. The lead agency(s), in coordination with Emergency Management, are to assess the situation (both pre-event and post-event) and develop strategies to respond to the emergency.
- F. Agencies should develop their internal SOP's in conjunction with these guidelines.
- G. The process of providing emergency assistance and services during a disaster situation involves two series of actions.
1. Identify immediate needs and determine the necessary action to fulfill those needs.
 2. Forecast future needs and abilities to fulfill those needs.

IV. LOCAL, STATE, FEDERAL INTERFACE

The Finance and Administration Section will coordinate with State Emergency Support Functions which will coordinate with federal ESFs to obtain federal assistance as needed.

ANNEX 2

EOP FINANCE AND ADMINISTRATION SECTION

V. ACTIONS

A. Prevention/Protection

1. Establish and maintain a liaison with EOC Director and Policy Group and with all organizations within the Finance and Administration Section.
2. In the event that the “primary staff member” assigned to the EOC is unable to respond to the EOC for an Activation, it will be that staff member’s responsibility to assign an alternate staff member to assume their duties at the EOC. Alternate staff members should be briefed and trained on their required duties for their activation role.
3. In conjunction with Greenville County Emergency Management, review and update this document as needed.
4. Participate in EOC trainings.
5. Maintain situational awareness through coordination with support agencies for current inventory levels of personnel, supplies, and equipment.
 - a. All EOC Activation personnel will be responsible for completing, in detail, the ICS-214 Activity Log form and submit this form to their Branch Manager or activation role supervisor. The Branch Manager will provide all collected ICS-214’s to the Finance and Administration Section Chief.
 - b. The Finance and Administration Section Chief will review all ICS-214’s and submit completed forms to the Documentation Unit Leader in the Planning Section.
6. Develop and maintain resource inventory list by type, functionality and availability.

B. Response

1. Provide information and status on:

ANNEX 2

EOP FINANCE AND ADMINISTRATION SECTION

- a. Cost Unit
 - Track cost, analyze cost data and make estimates and recommend cost-saving measures.
 - b. Time Unit
 - Ensure daily recording of incident personnel and equipment time in accordance with the policies of the relevant agencies.
 - c. Procurement Unit
 - Administer all financial matters pertaining to leases and vendor contracts.
 - d. Claims Unit
 - Track and manage financial concerns resulting from property damage, injuries, or fatalities at the incident.
2. Coordinate requests and support as needed.
 3. Maintain situational awareness through coordination with Finance and Administration Section support units for current inventory levels of supplies and equipment.
 4. Ensure agencies document event related costs such as workers time and equipment for any potential reimbursement.
 5. Coordinate emergency information for public release.
- C. Recovery
1. Maintain consistent communication with EOC Director and Policy Group.
 2. Coordinate post-incident assessments to determine strengths, weaknesses, and lessons learned about the incident operations.

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3. Continue to monitor restoration operations until reliable services have been restored.
4. Ensure that Finance and Administration Section members maintain appropriate records of cost incurred during the event.
5. Assist with the coordination of the repair and restoration of county infrastructure.

D. Mitigation

1. Support mitigation measures including monitoring and updating mitigation actions in the Greenville County Hazard Mitigation Plan.
2. Review, evaluate, and comment on proposed Greenville County Hazard Mitigation Plan amendments.

VI. RESPONSIBILITIES

A. General

1. Develop and maintain resource inventory list by type, functionality and availability. (Example list to include but not limited to: personnel certified to operate their designated vehicle/equipment.)
2. Identify and train multiple personnel to staff the Finance and Administration Section in the EOC.
3. This section can be represented by one person or multiple people to ensure adequate span of control.

B. Finance and Administration Section Chief

The role of the Finance and Administration Section Chief includes supervising rental agreements and contracts, as well as determining potential and actual claims. They are also responsible for calculating the cost of incidents to date and developing cost-benefit analyses as required. If any units within the Finance and Administration Section are understaffed or have no staff, the Finance and Administration Section Chief will take on the duties of that particular unit, unless delegated to another member of the Finance and Administration Section.

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- C. Cost Unit
 - 1. Collect and record incident cost related data.
 - 2. Perform cost-effectiveness analysis.
 - 3. Provide incident cost-related estimates and cost-saving recommendations.
 - 4. This position is staffed by Greenville County Finance Department.

- D. Time Unit
 - 1. Oversee the collection, recording, and maintenance of time data and cumulative time documentation.
 - 2. Provide the EOC Director and Finance and Administration Section Chief with documentation on personnel hours worked and equipment time usage to ensure compliance with established work/rest ratios.
 - 3. This position is staffed by Greenville County Human Resources.

- E. Procurement Unit
 - 1. Manage the administration of financial matters pertaining to vendor contracts, leases, and fiscal agreements.
 - 2. Work with the operations and logistics personnel to meet incident needs.
 - 3. This position is staffed by Greenville County Procurement Department.

- F. Claims Unit
 - 1. Review and coordinate procedures for handling compensation and claims.
 - 2. Maintain cumulative incident compensation and claims documentation.
 - 3. Coordinate status of accident and injury-related investigations.
 - 4. Advise on the nature and status of all existing and potential claims.
 - 5. Coordinate with Medical Branch and Cost Unit.

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EOP FINANCE AND ADMINISTRATION SECTION

6. This position is staffed by Greenville County Risk Management

G. Administration

1. Situation Reports

- a. Throughout the activation, it is the responsibility of the EOC staff to provide information on the status of the incident in the Situation Report (SITREP). The SITREP is designed to inform recipients (e.g., EOC Director, Policy Group, State EOC) of significant events that took place during the Operational Period including updates on infrastructure status, damage or disruptions (e.g., power outages), sheltering of citizens, any unmet needs, and the status of Community Lifelines. This report allows leaders to make informed decisions and take necessary actions to continue responding to or recovering from a disaster.
- b. All Unit Leaders will report significant information, actions taken, and any issues to their Branch Director (i.e., the Procurement Unit Leader will inform the Finance and Administration Section Chief of important actions and information). The Section Chief will then collect, compile, and report pertinent information to the SITREP.
- c. The Finance and Administration Section Chief will then send the compiled SITREP Planning Section for review and approval.
- d. The Planning Section Chief will review and approve the SITREP and will provide a copy of the SITREP to the EOC Director, Command Staff, and Policy Group at the completion of the Operational Period.

2. Lifeline Status Reports

- a. Lifeline status is reported using a color-code system:
 - (1) Red: Unstable, no solution in progress
 - (2) Yellow: Unstable, solution in progress
 - (3) Green: Stable

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EOP FINANCE AND ADMINISTRATION SECTION

- (4) Grey: Unknown
- (5) Blue: Lifeline not in use
- b. Lifeline status will be reported using the Lifeline Status Report.
- c. When reporting lifeline status, the reporter should
 - (1) Identify the lifeline, component, and subcomponent as necessary. Example: Health and Medical > Supply Chain > Manufacturing> Medical Gases
 - (2) Select the appropriate status color
 - (3) Report any Stabilization Solution or Progress Recommendations to stabilize the lifeline.
 - (4) Report any Unmet Needs such as the need for additional resources or supplies
- 3. Special Reports

Any significant change in the status of the Finance and Administration Section capability.
- 4. After-Action Reports
 - a. After action reports will be made following the termination of any emergency, or other action in which the Finance and Administration Section elements were involved. The lead agencies will submit a report to Greenville County Emergency Management, which will include the following:
 - (1) Type and scope of action completed.
 - (2) Elements of the Finance and Administration Section that were involved.
 - (3) Significant events.
 - (4) Nature and extent of any further public assistance required.

ANNEX 3

EOP LOGISTICS SECTION

COORDINATING: Greenville County Emergency Management

LEAD: Logistics Section Chief

SUPPORT: American Red Cross, Fountain Inn Police/Fire Dispatch, Greenville City Dispatch, Greenville County Communications, Greenville County E9-1-1, Greenville County EMS Dispatch, Greenville County Facilities Administration, Greenville County Sheriff's Office Dispatch, Greer Police/Fire Dispatch, Maudlin Police/Fire Dispatch, Salvation Army, Samaritans Purse, Simpsonville Police/Fire Dispatch, South Greenville Fire Dispatch, Travelers Rest Police Dispatch, United Way, Wade Hampton Dispatch.

COMMUNITY LIFELINE: Communications

EMERGENCY SUPPORT FUNCTION: ESF-2 Communications, ESF-18 Donated Goods & Volunteer Services

NOTE: Before proceeding with this annex, ensure that you have read the Greenville County Emergency Operations Base Plan.

I. INTRODUCTION

- A. A disaster or any emergency may severely damage local infrastructure. The Logistics Section encompasses a range of vital services that work together to respond to emergencies and ensure the safety and security of individuals, communities, and the environment.
- B. The Logistics Section provides all incident resource and support needs with the exception of logistics support to air operations. This section includes the following units, Emergency Support Functions (ESF) and Community Lifelines:
 - 1. Communications Unit (ESF-2)
 - 2. Resource Support/Food Services Unit
 - 3. Donated Goods & Volunteer Services Unit (ESF-18)
 - 4. Facility Management Unit

ANNEX 3

EOP LOGISTICS SECTION

II. PURPOSE

To provide a well-organized Logistics Section within the Emergency Operations Center through the coordination and use of county, public, private, and volunteer utilities and assets capable of supplying the necessary requirements to support emergency response.

III. CONCEPT OF OPERATIONS

- A. In conjunction with Greenville County Emergency Management, the Logistics Section will:
 - 1. Coordinate all incident logistics.
 - 2. Provide facilities, transportation, communications, supplies, equipment maintenance, equipment fueling, food, and medical services for incident personnel.
 - 3. Identify known or anticipated incident services and support needs.
 - 4. Request additional resources as needed.
- B. All Logistics Section supporting agencies will assist in any aspects as needed for the lead agencies.
- C. Logistics Section personnel will integrate the principles of the National Incident Management System (NIMS) and the Incident Command System (ICS) into all Logistics Section planning and response operations.
- D. Requests for use of additional resources will be made through the Emergency Operations Center. State and federal support will be committed, as available, on a mission type basis upon request to the State.
- E. The lead agency(s), in coordination with Emergency Management, are to assess the situation (both pre-event and post-event) and develop strategies to respond to the emergency.
- F. Agencies should develop their internal SOP's in conjunction with these guidelines.
- G. The process of providing emergency assistance and services during a disaster situation involves two series of actions.

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EOP LOGISTICS SECTION

1. Identify immediate needs and determine the necessary action to fulfill those needs.
2. Forecast future needs and abilities to fulfill those needs.

IV. LOCAL, STATE, FEDERAL INTERFACE

The Logistics Section will coordinate with State Emergency Support Functions which will coordinate with federal ESFs to obtain federal assistance as needed.

V. ACTIONS

A. Prevention/Protection

1. Establish and maintain a liaison with EOC Director and Policy Group and with all organizations within the Logistics Section.
2. In the event that the “primary staff member” assigned to the EOC is unable to respond to the EOC for an Activation, it will be that staff member’s responsibility to assign an alternate staff member to assume their duties at the EOC. Alternate staff members should be briefed and trained on their required duties for their activation role.
3. In conjunction with Greenville County Emergency Management, review and update this document as needed.
4. Participate in EOC trainings.
5. Maintain situational awareness through coordination with support agencies for current inventory levels of personnel, supplies and equipment.
6. Develop and maintain resource inventory list by type, functionality, and availability.

B. Response

1. Provide information and status on:
 - a. Communications Unit

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EOP LOGISTICS SECTION

Responsible for designing, ordering, managing, and ensuring the installation and maintenance of all communications systems related to the incident.

b. Resource Support/Food Services Unit

Determine the food and hydration needs of personnel assigned to the incident and plan menus, order food, provide cooking, facilities, serve food, maintain food service areas, and manage food security and safety.

c. Donated Goods and Volunteer Services Unit

Coordinates donated goods and volunteer personnel and services during an incident.

d. Facility Management Unit

Coordinates staff who set up, maintain, and demobilize all facilities used in support of incident operations and provide facility maintenance and law enforcement/security services needed for incident support.

2. Coordinate requests and support as needed.

3. Maintain situational awareness through coordination with Logistics Section support units for current inventory levels of supplies and equipment.

a. All EOC Activation personnel will be responsible for completing, in detail, the ICS-214 Activity Log form and submit this form to their Branch Manager or activation role supervisor. The Unit Leader will provide all collected ICS-214's to the Logistics Section Chief.

b. The Logistics Section Chief will review all ICS-214's and submit completed forms to the Documentation Unit Leader in the Planning Section.

4. Ensure agencies document event related costs such as workers time and equipment for any potential reimbursement.

5. Coordinate emergency information for public release.

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EOP LOGISTICS SECTION

C. Recovery

1. Maintain consistent communication with EOC Director and Policy Group.
2. Coordinate post-incident assessments to determine strengths, weaknesses, and lessons learned about the incident operations.
3. Continue to monitor restoration operations until reliable services have been restored.
4. Ensure that Logistics Section members maintain appropriate records of cost incurred during the event.
5. Assist with the coordination of the repair and restoration of county infrastructure.

D. Mitigation

1. Support mitigation measures including monitoring and updating mitigation actions in the Greenville County Multi-Jurisdictional Hazard Mitigation Plan (2020).
2. Review, evaluate and comment on proposed *Greenville County Multi-Jurisdictional Hazard Mitigation Plan (2020)* amendments.

VI. RESPONSIBILITIES

A. General

1. Develop and maintain resource inventory list by type, functionality, and availability. (Example list to include but not limited to personnel certified to operate their designated vehicle/equipment.)
2. Identify and train multiple personnel to staff the Logistics Section.
3. This section can be represented by one person or multiple people to ensure adequate span of control.

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EOP LOGISTICS SECTION

B. Logistics Section Chief

The Logistics Section Chief holds the responsibility of ensuring that all incident needs are met by managing the ordering process. Whenever possible, anticipate and maintain supplies ahead of time. Work closely with operations to provide complete logistical support and coordination with tactical operations. Make certain that the EOC Director has access to the best facilities, equipment, and resources to manage the incident. If any of these units are understaffed or have no staff at all, then the Logistics Section Chief is responsible for taking on the duties of that particular unit, unless delegated to someone else in the Logistics Section.

C. Communications Unit

1. This ESF-2 Communications includes:

Fountain Inn Police/Fire Dispatch	Greenville City Dispatch	Greenville County E9-1-1	Greenville County Emergency Management
Greenville County EMS Dispatch	Greenville County Sheriff's Office Dispatch	Greer Police/Fire Dispatch	Mauldin Police/Fire Dispatch
Simpsonville Police/Fire Dispatch	South Greenville Fire Dispatch	Travelers Rest Police Dispatch	Wade Hampton Fire Dispatch

Table 1

2. Provide public safety communications equipment as needed (i.e., providing radios to first responders).
3. Ensure the Communications Plan is outlined for all first responders by assigning or requesting from (e.g., state) radio channels as needed. Use of Form ICS-205 Communication Plan will be required.
4. Ensure the Tactical Dispatch facility is operating prior to EOC Activation.
5. Act as a liaison between 9-1-1 Public Safety Answering Points (PSAP) and the EOC as needed.
6. Notify the EOC when a secondary PSAP location or the Hot Site (i.e., the backup PSAP located in Gantt) is stood up and dispatchers will be working from that site.

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EOP LOGISTICS SECTION

7. All PSAP's should notify the EOC of any interruptions in services (i.e., radio failure, 9-1-1 system failure, non-emergency telephone failure) during incident or EOC disaster activation for situational awareness (e.g., Communications Lifeline).
 8. Maintain communications with Amateur Radio Emergency Services (ARES) and amateur radio operators as needed.
 9. In the event additional Communications Unit staff is needed, the Communication Unit Lead will enter a Mission Resource Request for personnel in PalmettoEOC. Additional Communications Unit staff may be resources from local, state, federal, or tribal agencies as needed.
 10. Monitor PalmettoEOC for resource request updates or additional resource requests Greenville County may be able to assist with.
 11. Coordinate with partners and stakeholders (e.g., state, county, municipal) for use of additional radio communication resources (e.g., radio channels).
 - a. Coordinate with State Warning Point to ensure open communication is available between Greenville County and South Carolina Emergency Management Division.
 - b. Coordinate ARES network as needed to include activating licensed Amateur Radio operators.
 12. Coordinate with private wireless businesses (e.g., AT&T, Verizon) as needed for the deployment of communications equipment such as Cell on Wheels (COW) or other connectivity needs (e.g., internet)
- D. Resource Support/Food Services Unit
- Support the feeding needs for responder personnel for the incident, including all remote locations (e.g., EOC, Staging Areas), as well as providing food for personnel unable to leave tactical field assignments.
- E. Donated Goods and Volunteer Services Unit
1. This ESF-18 includes American Red Cross, Samaritans Purse, Salvation Army, United Way.

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EOP LOGISTICS SECTION

2. In coordination with ESF-18 Donated Goods and Volunteer Services, establish a Volunteers Organizations Active in Disaster (VOAD) facility to accept, inventory, store, and disseminate goods that are donated to Greenville County post disaster.
 3. Process and assign volunteers to work assignments under the supervision of the VOAD staff.
 4. Determine how any donated items will be disbursed throughout the County.
- F. Facility Management Unit
1. Ensure EOC facility is able to run operations without interruption (e.g., HVAC is functioning, power is operational).
 2. Ensure EOC is cleaned on a regular scheduled basis with additional services scheduled during activations (e.g., trash removal, restroom facilities cleaned).
 3. Ensure personnel not assigned to the EOC for their REGULAR position have access to the EOC facility (e.g., additional access badge cards, keys).
- G. Administration
1. Situation Reports
 - a. Throughout the activation, it is the responsibility of the EOC staff to provide information on the status of the incident in the Situation Report (SITREP). The SITREP is designed to inform recipients (e.g., EOC Director, Policy Group, State EOC) of significant events that took place during the Operational Period including updates on infrastructure status, damage or disruptions (e.g., power outages), sheltering of citizens, any unmet needs, and the status of Community Lifelines. This report allows leaders to make informed decisions and take necessary actions to continue responding to or recovering from a disaster.
 - b. All Unit Leaders will report significant information, actions taken, and any issues to their Branch Director (i.e., the Communications

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EOP LOGISTICS SECTION

- c. Unit Leader will inform the Logistics Section Chief of any important actions and information). The Logistics Section Chief will then collect, compile, and report pertinent information to the SITREP.
 - d. The Logistics Section Chief will then send the compiled SITREP to the Planning Section review and approval.
 - e. The Planning Section Chief will review and approve the SITREP and will provide a copy of the SITREP to the EOC Director, Command Staff, and Policy Group at the completion of the Operational Period.
2. Lifeline Status Reports
- a. Lifeline status is reported using a color-code system:
 - (1) Red: Unstable, no solution in progress
 - (2) Yellow: Unstable, solution in progress
 - (3) Green: Stable
 - (4) Grey: Unknown
 - (5) Blue: Lifeline not in use
 - b. Lifeline status will be reported using the Lifeline Status Report.
 - c. When reporting lifeline status, the reporter should
 - (1) Identify the lifeline, component, and subcomponent as necessary. Example: Health and Medical > Supply Chain > Manufacturing> Medical Gases
 - (2) Select the appropriate status color
 - (3) Report any Stabilization Solution or Progress Recommendation to stabilize the lifeline

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EOP LOGISTICS SECTION

- (4) Report any Unmet Needs such as the need for additional resources or supplies

3. Special Reports

Any significant change in the status of the Logistics Section capability to accomplish its mission will be reported immediately to the County EOC.

4. After-Action Reports

- a. After action reports will be made following the termination of any emergency, or other action in which the Logistics Section elements were involved. The lead agencies will submit a report to Greenville County Emergency Management, which will include the following:

- (1) Type and scope of action completed.
- (2) Elements of the Logistics Section that were involved.
- (3) Significant events.
- (4) Nature and extent of any further public assistance required.

ANNEX 4

EOP OPERATIONS SECTION

COORDINATING: Greenville County Emergency Management

LEAD: Operations Section Chief

SUPPORT: Emergency Services Branch, Infrastructure Branch, Health Services Branch, Mass Care Branch

COMMUNITY LIFELINE: Safety and Security; Transportation; Water Systems; Health and Medical; Food, Hydration, and Sheltering

EMERGENCY SUPPORT FUNCTION: ESF-4 Firefighting, ESF-5 Government Services; ESF-8 Health and Medical, ESF-9 Search and Rescue, ESF-10 HAZMAT, ESF 13 Law Enforcement, ESF-16 Emergency Traffic Management

NOTE: Before proceeding with this annex, ensure that you have read the Greenville County Emergency Operations Base Plan.

I. INTRODUCTION

- A. A disaster or any emergency may severely impact Greenville County. The Operations Section encompasses a range of vital services that work together to respond to emergencies and ensure the safety and security of individuals, communities, and the environment.
- B. The Operations Section is primarily responsible for the physical actions taken to respond and recover from a disaster (e.g., fire suppression, search and rescue). This section includes the following units:
 - 1. Emergency Services Branch
 - a. Firefighting Unit (ESF-4)
 - b. Emergency Management Unit (ESF-5)
 - c. Special Operations Unit (ESF-9 &10)
 - d. Law Enforcement Unit (ESF-13 &16)
 - 2. Infrastructure Branch
 - a. Transportation Unit (ESF-1)

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- b. Public Works and Engineering Unit (ESF-3)
- c. Energy Unit (ESF-12)
- d. Initial Damage Assessment Unit (ESF-14)
- 3. Health & Medical Services Branch
 - a. Public Health Unit (ESF-8)
 - b. Behavioral Health Unit (ESF-8)
 - c. EMS & Hospitals Unit (ESF-8)
 - d. Fatality Management Unit (ESF-8)
- 4. Mass Care Branch
 - a. Sheltering Unit (ESF-6)
 - b. Pet Sheltering Unit (ESF-17)
 - c. Medical Needs Unit (ESF-8)

II. PURPOSE

To provide a well-organized Operation Section within the Emergency Operations Center through the coordination and use of county, public, private, and volunteer utilities and assets capable of supplying the necessary requirements to support emergency response.

III. CONCEPT OF OPERATIONS

- A. In conjunction with Greenville County Emergency Management, the Operations Section will:
 - 1. Report to the EOC to assume Activation Role duties upon notification from Emergency Management Director/EOC Director.

ANNEX 4

EOP OPERATIONS SECTION

2. Collect and manage all incident-relevant operational data.
 3. Coordinate response and recovery operations with field personnel (e.g., field incident command) as needed.
- B. All Operations Section supporting agencies will assist in any aspects as needed. Personnel should be aware they may need to coordinate with other agencies not necessarily in their Section, Branch, or Unit (i.e., ESF-4 Firefighting Unit may need to coordinate medical or injured person response actions with EMS Unit in ESF-8 Health and Medical).
- C. Operations Section personnel will integrate the principles of the National Incident Management System (NIMS) and the Incident Command System (ICS) into all Planning Section planning and response operations.
- D. Requests for use of additional resources will be made through the EOC. State and Federal support will be committed, as available, on a mission type basis upon request to the State.
- E. The lead agency(s), in coordination with Emergency Management, are to assess the situation (both pre-event and post-event) and develop strategies to respond to the emergency.
- F. Agencies should develop their internal SOP's in conjunction with these guidelines.
- G. The process of providing Emergency Services during a disaster situation involves two series of actions.
1. Identify immediate needs and determine the necessary action to fulfill those needs.
 2. Forecast future needs and abilities to fulfill those needs.

IV. LOCAL, STATE, FEDERAL INTERFACE

The Operations Section will coordinate with State Emergency Support Functions which will coordinate with Federal ESFs to obtain federal assistance as needed.

ANNEX 4

EOP OPERATIONS SECTION

V. ACTIONS

- A. In the event that the “primary staff member” assigned to the EOC is unable to respond to the EOC for an Activation, it will be that staff member’s responsibility to assign an alternate staff member to assume their duties at the EOC. Alternate staff members should be briefed and trained on their required duties for their activation role.
- B. Detailed actions and responsibilities can be located in each Position Specific Branch or Unit Annex. Each Branch and Unit will also be responsible for coordinating any incident specific actions or request with other units within the Operations Section and/or other sections (e.g., Logistics Section) as needed.
- C. Participate in EOC trainings.

VI. RESPONSIBILITIES

- A. General
 - 1. Identify and train multiple personnel to staff the Operations Section.
 - 2. During incident activations at the EOC, the Operations Section develops tactics to meet all Operational Objectives as outlined in the Incident Action Plan (IAP).
 - 3. This section can be represented by one person or multiple people to ensure adequate span of control.
- B. Operations Section Chief
 - 1. The Operations Section Chief holds the responsibility of ensuring that all incident needs are met by responders working in field locations (e.g., shelters, search and rescue efforts). Work closely with the IC to provide complete support and coordination with tactical operations.

ANNEX 4

EOP OPERATIONS SECTION

2. Maintain situational awareness through coordination with support agencies for current inventory levels of personnel, supplies, and equipment.
 - a. All EOC Activation personnel will be responsible for completing, in detail, the ICS-214 Activity Log form and submit this form to their Branch Manager or activation role supervisor. The Branch Manager will provide all collected ICS-214's to the Operations Section Chief.
 - b. The Operations Section Chief will review all ICS-214's and submit completed forms to the Documentation Unit Leader in the Planning Section.
- C. Administration
 1. Situation Reports
 - a. Throughout the activation, it is the responsibility of the EOC staff to provide information on the status of the incident in the Situation Report (SITREP). The SITREP is designed to inform recipients (e.g., EOC Director, Policy Group, State EOC) of significant events that took place during the Operational Period including updates on infrastructure status, damage or disruptions (e.g., power outages, sheltering of citizens, any unmet needs, and the status of Community Lifelines. This report allows leaders to make informed decisions and take necessary actions to continue responding to or recovering from a disaster.
 - b. All Unit Leaders will report significant information, actions taken and any issues to their Branch Director (i.e., the Firefighting Unit Leader will inform the Emergency Services Branch Director of important actions and information). The Branch Director will then collect, compile, and report pertinent information to the SITREP.
 - c. The Branch Director will then send the compiled SITREP to the Section Chief of their Branch or Unit for approval.
 - d. The Planning Section Chief will review and approve the SITREP and will provide a copy of the SITREP to the EOC Director, Command Staff, and Policy Group at the completion of the Operational Period.

ANNEX 4

EOP OPERATIONS SECTION

2. Lifeline Status Reports

a. Lifeline status is reported using a color-code system:

- (1) Red: Unstable, no solution in progress
- (2) Yellow: Unstable, solution in progress
- (3) Green: Stable
- (4) Grey: Unknown
- (5) Blue: Lifeline not in use

b. Lifeline status will be reported using the Lifeline Status Report.

c. When reporting lifeline status, the reporter should

- (1) Identify the lifeline, component, and subcomponent as necessary. Example: Health and Medical > Supply Chain > Manufacturing> Medical Gases
- (2) Select the appropriate status color
- (3) Report any Stabilization Solution or Progress Recommendation to stabilize the lifeline
- (4) Report any Unmet needs such as the need for additional resources or supplies

3. Special Reports

Any significant change in the status of the Emergency Services Branch capability to accomplish its mission will be reported immediately to the County EOC.

ANNEX 4

EOP OPERATIONS SECTION

4. After-Action Reports
 - a. After action reports will be made following the termination of any emergency or other actions in which the Operations Section elements were involved. The lead agency will submit a report to Greenville County Emergency Management, which will include the following:
 - (1) Type and scope of action completed.
 - (2) Elements of the Operations Section (e.g., Emergency Services Branch) that were involved.
 - (3) Significant events.
 - (4) Nature and extent of any further public assistance required

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ANNEX 5

EOP PLANNING SECTION

COORDINATING: Greenville County Emergency Management

LEAD: Planning Section Chief

SUPPORT: Departments listed in other sections and branches of the emergency operations plan as needed.

NOTE: Before proceeding with this annex, ensure that you have read the Greenville County Emergency Operations Base Plan.

I. INTRODUCTION

- A. A disaster or any emergency may severely damage local infrastructure. The Planning Section encompasses a range of vital services that work together to respond to emergencies and ensure the safety and security of individuals, communities, and the environment.
- B. The Planning Section collects and evaluates situation and resource status information and processes it to develop action plans for the incident. This section includes the following units:
 - 1. Situation Unit
 - 2. Documentation Unit
 - 3. Resource Unit
 - 4. Demobilization Unit
 - 5. Long Term Recovery and Mitigation Unit

II. PURPOSE

To provide a well-organized Planning Section within the Emergency Operations Center through the coordination and use of county, public, private, and volunteer utilities and assets capable of supplying the necessary requirements to support emergency response.

ANNEX 5

EOP PLANNING SECTION

III. CONCEPT OF OPERATIONS

- A. In conjunction with Greenville County Emergency Management, the Planning Section will:
 - 1. Collect and manage all incident-relevant operational data.
 - 2. Compile and display incident status information.
 - 3. Determine needs for specialized resources.
 - 4. Report significant changes in incident status.
 - 5. Coordinate the development of the Incident Action Plan (IAP) and Situation Report (SITREP) for each Operational Period of activation.
 - 6. Coordinate all Planning Meetings during Activation Period (i.e., Tactics Meeting, Command and General Staff Meeting, Operational Period Briefing).
- B. All Planning Section supporting agencies will assist in any aspects as needed for the lead agencies.
- C. Planning Section personnel will integrate the principles of the National Incident Management System (NIMS) and the Incident Command System (ICS) into all Planning Section planning and response operations.
- D. Requests for use of additional resources will be made through the Emergency Operations Center. State and Federal support will be committed, as available, on a mission type basis upon request to the State.
- E. The lead agency(s), in coordination with Emergency Management, are to assess the situation (both pre-event and post-event) and develop strategies to respond to the emergency.
- F. In coordination with Emergency Management, assess the situation (both pre-event and post-event) and develop strategies to respond to the emergency.
- G. Agencies should develop their internal SOP's in conjunction with these guidelines.

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EOP PLANNING SECTION

- H. The process of providing emergency assistance and services during a disaster situation involves two series of actions.
 - 1. Identify immediate needs and determine the necessary action to fulfill those needs.
 - 2. Forecast future needs and abilities to fulfill those needs.

IV. LOCAL, STATE, FEDERAL INTERFACE

The Planning Section will coordinate with State Emergency Support Functions which will coordinate with federal ESFs to obtain federal assistance as needed.

V. ACTIONS

- A. Prevention/Protection
 - 1. Establish and maintain a liaison with EOC Director and Policy Group and with all organizations within the Planning Section.
 - 2. In the event that the “primary staff member” assigned to the EOC is unable to respond to the EOC for an Activation, it will be that staff member’s responsibility to assign an alternate staff member to assume their duties at the EOC. Alternate staff members should be briefed and trained on their required duties for their activation role.
 - 3. In conjunction with EOC Director, review and update this document as needed.
 - 4. Participate in EOC trainings.
 - 5. Maintain situational awareness through coordination with support agencies for current inventory levels of personnel, supplies and equipment.
 - 6. Develop and maintain resource inventory list by type, functionality and availability.
- B. Response
 - 1. Provide information and status from:

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EOP PLANNING SECTION

- a. Resource Unit

Responsible for all check-in activity and for maintaining the status on all personnel and equipment resources assigned to the incident.
 - b. Situation Unit

Collect and process information on the current situation, develops the Situation Report, and reports any significant information related to the emergency to the Planning Section Chief and EOC Director.
 - c. Documentation Unit

Maintains all incident-related documentation, and provides duplication services, and files incident documentation.
 - d. Demobilization Unit

On large, complex incidents, assists in ensuring that an orderly, safe, and cost-effective movement of personnel is made when they are no longer required at the incident.
 - e. Long Term Recovery and Mitigation Unit

Determine the nature of extent of the loss and/or harm to the community resulting from an incident.
2. Coordinate requests and support as needed.
 3. Maintain situational awareness through coordination with Planning Section support units for current inventory levels of supplies and equipment.
 - a. All EOC Activation personnel will be responsible for completing, in detail, the ICS-214 Activity Log form and submit this form to their activation role supervisor. The supervisor will provide all collected ICS-214's to the Planning Section Chief.

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- b. The Planning Section Chief will review all ICS-214's and submit completed forms to the Documentation Unit Leader in the Planning Section.
 - 4. Ensure agencies document event related costs such as workers time and equipment for any potential reimbursement.
 - 5. Coordinate emergency information for public release.
- C. Recovery
 - 1. Maintain consistent communication with EOC Director and Policy Group.
 - 2. Coordinate post-incident assessments to determine strengths, weaknesses, and lessons learned about the incident operations.
 - 3. Continue to monitor restoration operations until reliable services have been restored.
 - 4. Ensure that Planning Section members maintain appropriate records of cost incurred during the event.
 - 5. Assist with the coordination of the repair and restoration of the county's infrastructure.
- D. Mitigation
 - 1. Support mitigation measures including monitoring and updating mitigation actions in the Greenville County Hazard Mitigation Plan.
 - 2. Review, evaluate, and comment on proposed Greenville County Hazard Mitigation Plan amendments.

VI. RESPONSIBILITIES

- A. General
 - 1. Develop and maintain resource inventory list by type, functionality and availability. (Example list to include but not limited to personnel certified to operate their designated vehicle/equipment).

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EOP PLANNING SECTION

2. Identify and train multiple personnel to staff the Planning Section.
3. During the operational period, the Planning Section maintains the planning cycle and conducts the Tactics Meeting, Planning Meeting, Incident Action Planning, and Operational Period Briefing.
4. This section can be represented by one person or multiple people to ensure adequate span of control.

B. Planning Section Chief

The Planning Section Chief holds the responsibility of supervising the management of resources, documentation, situation, and demobilization units, along with any technical specialists. If any of these units are understaffed or have no staff at all, then the Planning Section Chief is responsible for taking on the duties of that particular unit, unless delegated to someone else in the planning section.

C. Resource Unit

1. Creates a master list of all resources committed to incident operations.
2. Tracks the check-in and check-out of all personnel and resources.
3. Coordinates with the logistics section on ordering and arranging facilities and equipment.

D. Situation Unit

1. Collect, maintain, and display incident status information through Significant Events messages and Situation Reports.
2. Provide situation evaluation, predictions, and analysis, as well as preparing information on alternative strategies.
3. Acts as a scribe for all command function meetings (e.g., County Update Conference Call).

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EOP PLANNING SECTION

E. Documentation Unit

Organization of incident files. This unit will establish a duplication service and respond to copy requests. It is the responsibility of this unit to file all official documents, forms, and reports.

F. Demobilization Unit

Ensures the safe and organized release of all resources from the incident or site. This process occurs during the incident, as resources may need to be demobilized for various reasons before the incident is completed.

G. Long Term Recovery and Mitigation Unit

Identify vulnerabilities in critical infrastructure, including cross-sector interdependencies, and recommending mitigation actions. Provide recovery assistance for businesses and infrastructure, including social and economic impact assessment, communication analysis, and mitigation program review.

H. Administration

1. Situation Reports

a. Throughout the activation, it is the responsibility of the EOC staff to provide information on the status of the incident in the Situation Report (SITREP). The SITREP is designed to inform recipients (e.g., EOC Director, Policy Group, State EOC) of significant events that took place during the Operational Period including updates on infrastructure status, damage or disruptions (e.g., power outages), sheltering of citizens, any unmet needs, and the status of Community Lifelines. This report allows leaders to make informed decisions and take necessary actions to continue responding to or recovering from a disaster.

b. All Unit Leaders will report significant information, actions taken, and any issues to their Branch Director (i.e., the Firefighting Unit Leader will inform the Emergency Services Branch Director of all important actions and information). The Branch Director will collect, compile, and report pertinent information to the SITREP.

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- c. The Branch Director will then send the compiled SITREP to the Section Chief of their Branch or Unit for review and approval.
- d. The Planning Section Chief will review and approve the SITREP and will provide a copy of the SITREP to the EOC Director, Command Staff, and Policy Group at the completion of the Operational Period.

2. Incident Action Plan

During an incident, it is the responsibility of the Planning Section to develop the Incident Action Plan (IAP) for the next Operational Period.

3. Lifeline Status Reports

- e. Lifeline status is reported using a color-code system:
 - (1) Red: Unstable, no solution in progress
 - (2) Yellow: Unstable, solution in progress
 - (3) Green: Stable
 - (4) Grey: Unknown
 - (5) Blue: Lifeline not in use
- f. Lifeline status will be reported using the Lifeline Status Report.
- g. When reporting lifeline status, the reporter should
 - (1) Identify the lifeline, component, and subcomponent as necessary. Example: Health and Medical > Supply Chain > Manufacturing > Medical Gases
 - (2) Select the appropriate status color

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- (3) Report any Stabilization Solution or Progress Recommendation to stabilize the lifeline
- (4) Report any Unmet needs such as the need for additional resources or supplies
- (5) The Planning Section will be responsible for collecting all Lifeline Status Reports and compiling the information to report to the EOC Director

4. Special Reports

Any significant change in the status of the Planning Section capability to accomplish its mission will be reported immediately to the County EOC.

5. After-Action Reports

- a. After action reports will be made following the termination of any emergency, or other action in which the Planning Section elements were involved. The lead agencies will submit a report to Greenville County Emergency Management, which will include the following:
 - (1) Type and scope of action completed.
 - (2) Elements of the Planning Section that were involved.
 - (3) Significant events.
 - (4) Nature and extent of any further public assistance required.

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ANNEX 6

EOP EMERGENCY SERVICES BRANCH

COORDINATING: Greenville County Special Operations

LEAD: Greenville County Emergency Management, Greenville County Fire Chiefs' Association, Greenville County Special Operations, Greenville County Sheriff's Office

SUPPORT: All Greenville County Fire Departments (See Table 1), Greenville County Government, Greenville County Historic Preservation Commission, All Greenville County Law Enforcement Agencies (See Table 2), Greenville County Public Safety, Greenville County Schools

COMMUNITY LIFELINE: Safety and Security, Hazardous Materials

EMERGENCY SUPPORT FUNCTION: ESF-4 Firefighting, ESF 9 Search and Rescue, ESF-10 Hazardous Materials, ESF-13 Law Enforcement, ESF-16 Emergency Traffic Management

NOTE: Before proceeding with this annex, ensure that you have read the Greenville County Emergency Operations Base Plan.

I. INTRODUCTION

- A. A disaster or any emergency may severely damage local infrastructure. The Emergency Services Branch encompasses a range of vital services that work together to respond to emergencies and ensure the safety and security of individuals, communities, and the environment.
- B. The Emergency Services Branch includes government services, schools, emergency management, law enforcement, fire service, search and rescue, community safety, and hazmat teams providing equipment, manpower, technical expertise, and safety and security operations including:
 - 1. Safety and Security (ESF-4, ESF-5 Government Services, ESF-9, ESF-10, ESF-13, ESF-16)
 - a. Fire Service (ESF-4)
 - (1) Fire Stations
 - (2) Firefighting Resources
 - b. Government Service (ESF-5)
 - (1) Emergency Management

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- (2) Essential Government Functions
- (3) Government Offices
- (4) Schools
- (5) Public Records
- (6) Historic/Cultural Resources
- c. Search and Rescue (ESF-9)
 - Local Search and Rescue
- d. Law Enforcement/Security (ESF-13 & ESF-16)
 - (1) Police Stations
 - (2) Law Enforcement
 - (3) Site Security
 - (4) Correctional Facilities
- 2. HAZMAT, Pollutants, Contaminants (ESF-10)
 - a. Oil/HAZMAT Facilities (e.g. chemical, nuclear)
 - b. Oil/HAZMAT/Toxic Incidents from Facilities
 - c. Oil/HAZMAT/Toxic Incidents from Non-Fixed Facilities
 - d. Radiological or Nuclear Incidents

II. PURPOSE

To provide a well-organized Emergency Services Branch within the Emergency Operations Center (EOC) through the coordination and use of county, public, private, and volunteer utilities and assets capable of supplying the necessary requirements to support emergency response.

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EOP EMERGENCY SERVICES BRANCH

III. CONCEPT OF OPERATIONS

- A. In conjunction with Greenville County Emergency Management, the Emergency Services Branch will:
1. Report to the EOC, if requested, to assume Activation Role duties upon notification from the Emergency Management Director/EOC Director. If staffing issues arise, notify the EOC; liaison staffing will be considered on a case-by-case basis.
 2. Assist with public safety facility and resource security planning, technical resource support, and crowd control.
 3. Manage and support urban firefighting operations.
 4. Provide life-saving assistance and conduct search and rescue operations in both urban and wildland settings.
 5. Provide life-saving assistance and conduct testing of hazardous material (chemical, biological, radiological, nuclear, explosive, etc.)
- B. All Emergency Services Branch supporting agencies will assist in any aspects as needed for the lead agencies and will coordinate with other ESF agencies as needed (e.g., ESF-4 Firefighting, ESF-8 Health and Medical).
- C. Emergency Services Branch personnel will integrate the principles of the National Incident Management System (NIMS) and the Incident Command System (ICS) into all Emergency Services Branch planning and response operations.
- D. Requests for use of additional resources will be made through the EOC. State and Federal support will be committed, as available, on a mission type basis upon request to the State.
- E. The lead agencies, in coordination with Emergency Management, are to assess the situation (both pre-event and post-event) and develop strategies to respond to the emergency.
- F. Agencies should develop their internal SOP's in conjunction with these guidelines.
- G. The process of providing emergency assistance and services during a disaster situation involves two series of actions.

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EOP EMERGENCY SERVICES BRANCH

1. Identify immediate needs and determine the necessary action to fulfill those needs.
2. Forecast future needs and abilities to fulfill those needs.

IV. LOCAL, STATE, FEDERAL INTERFACE

The Emergency Services Branch will coordinate with State Emergency Support Functions 4, 5, 9, 10, 13, and 16 which will coordinate with Federal ESFs 4, 5, 9, 10, and 13¹ to obtain federal assistance as needed.

V. ACTIONS

A. Prevention/Protection

1. Establish and maintain a liaison with Greenville County Emergency Management and with all organizations within the Emergency Services Branch.
2. In the event that the “primary staff member” assigned to the EOC is unable to respond to the EOC for activation duties, it will be that staff member’s responsibility to assign an alternate staff member to assume their duties at the EOC. Alternate staff members should be briefed and trained on their required duties for their activation role.
3. In conjunction with Greenville County Emergency Management, review and update this document as needed.
4. Participate in EOC trainings.
5. Maintain situational awareness through coordination with support agencies for current inventory levels of personnel, supplies and equipment.
6. Develop and maintain resource inventory list by type, functionality, and availability.

¹ FEMA’s ESF list does not include an ESF-16 equivalent to Greenville County or South Carolina’s ESF-16 Emergency Traffic Management

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EOP EMERGENCY SERVICES BRANCH

B. Response

1. Provide information and status on:

a. Safety and Security (ESF-4, ESF-5, ESF-9, ESF-10, ESF-13, ESF-16)

(1) Fire Service (ESF-4)

(a) Fire Stations

(b) Firefighting Resources

(2) Government Service (ESF-5)

(a) Emergency Management

(b) Essential Government Functions

(c) Government Offices

(d) Schools

(e) Public Records

(f) Historic/Cultural Resources

(3) Search and Rescue (ESF-9)

Local Search and Rescue

(4) HAZMAT, Pollutants, Contaminants (ESF-10)

(a) Oil/HAZMAT Facilities (e.g. chemical, nuclear)

(b) Oil/HAZMAT/Toxic Incidents from Facilities

(c) Oil/HAZMAT/Toxic Incidents from Non-Fixed Facilities

(d) Radiological or Nuclear Incidents

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- (5) Law Enforcement/Security (ESF-13 & ESF-16)
 - (a) Police Stations
 - (b) Law Enforcement
 - (c) Site Security
 - (d) Correctional Facilities
 - 2. Coordinate requests and support as needed.
 - 3. Maintain situational awareness through coordination with Emergency Services Branch support agencies for current staffing and inventory levels of supplies and equipment.
 - a. All EOC Activation personnel will be responsible for completing, in detail, the ICS-214 Activity Log form and submit this form to their Branch Manager or activation role supervisor. The Branch Manager will provide all collected ICS-214's to the Operations Section Chief.
 - b. The Operations Section Chief will review all ICS-214's and submit completed forms to the Documentation Unit Leader in the Planning Section.
 - 4. Identify operational transportation networks for ingress and egress to affected areas.
 - 5. Ensure agencies document event related costs such as workers time and equipment for any potential reimbursement.
 - 6. Coordinate emergency information for public release.
- C. Recovery
- 1. Maintain consistent communication with Greenville County Emergency Management.
 - 2. Coordinate post-incident assessments such as:

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EOP EMERGENCY SERVICES BRANCH

- a. Critical safety and security to help determine needs and potential workloads.
 - (1) Safety and Security (ESF-4, ESF-5, ESF-9, ESF-10, ESF-13, ESF-16)
 - (a) Fire Service (ESF-4)
 - [1] Fire Stations
 - [2] Firefighting Resources
 - (b) Government Service (ESF-5)
 - [1] Emergency Management
 - [2] Essential Government Functions
 - [3] Government Offices
 - [4] Schools
 - [5] Public Records
 - [6] Historic/Cultural Resources
 - (c) Search and Rescue (ESF-9)
 - Local Search and Rescue
 - (d) HAZMAT, Pollutants, Contaminants (ESF-10)
 - [1] Oil/HAZMAT Facilities (e.g. chemical, nuclear)
 - [2] Oil/HAZMAT/Toxic Incidents from Facilities
 - [3] Oil/HAZMAT/Toxic Incidents from Non-Fixed Facilities

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- [4] Radiological or Nuclear Incidents
 - (e) Law Enforcement/Security (ESF-13 & ESF-16)
 - [1] Police Stations
 - [2] Law Enforcement
 - [3] Site Security
 - [4] Correctional Facilities
 - 3. Continue to monitor restoration operations until reliable services have been restored.
 - 4. Ensure that Emergency Services Branch members maintain appropriate records of cost incurred during the event.
 - 5. Assist with the coordination of the repair and restoration of county infrastructure.
- D. Mitigation
- 1. Support mitigation measures including monitoring and updating mitigation actions in the *Greenville County Multi-jurisdictional Hazard Mitigation Plan (2020)*.
 - 2. Review, evaluate and comment on proposed *Greenville County Multi-jurisdictional Hazard Mitigation Plan and Resilience Plan (2025)* amendments.

VI. RESPONSIBILITIES

- A. General
- 1. Develop and maintain resource inventory list by type, functionality and availability. (Example list to include but not limited to: personnel certified to operate their designated vehicle/equipment).
 - 2. Identify and train multiple personnel to staff the Emergency Services Branch.

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B. Emergency Support Function 4 (ESF-4) - Firefighting

1. This ESF consists of the following Fire Rescue agencies:

Belmont Fire Department	Berea Fire Department	Boiling Springs Fire Department	Cedar Mountain Fire Department	Canebrake Fire Department
Clear Spring Fire Department	Donaldson Fire Department	Duncan Chapel Fire Department	Dunklin Fire Department	Fountain Inn Fire Department
Gantt District Fire Department	Glassy Mountain Fire Department	Greenville City Fire Department	Gowensville Fire Department	Greer Fire Department
GSP Airport Fire Department	Lake Cunningham Fire Department	Landrum Fire Department	Mauldin Fire Department	North Greenville Fire Department
Parker District Fire Department	Pelham-Batesville Fire Department	Piedmont Fire Department	Piedmont Park Fire Department	River Falls Fire Department
Simpsonville Fire Department	Slater-Marietta Fire Department	South Greenville Fire Department	Taylor's Fire Department	Tigerville Fire Department
Travelers Rest Fire Department	Wade Hampton Fire Department			

Table 1

- a. This function coordinates firefighting efforts and provides personnel, equipment, and supplies in support of local area agencies involved in wildland, rural, and urban firefighting operations.
- b. Provides command, control, and coordination of resources (to include incident management teams, area command teams, and multi-agency coordination group support personnel) in support of firefighting and emergency operations.
- c. Provide expertise and personnel to assist with assessment of emergency services section critical infrastructure.

C. Emergency Support Function 5 (ESF-5) – Government Services, Emergency Management

1. This ESF consists of Greenville County Emergency Management.
2. This function is responsible for coordinating activities related to large scale incidents occurring in Greenville County.

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EOP EMERGENCY SERVICES BRANCH

3. Greenville County Emergency Management will utilize the EOC for all disaster related duties including pre-incident actions (e.g., notifying EOC staff of activation, conducting meetings with key stakeholders and partners ahead of an incident), disaster response (e.g., coordination and sharing of information and resources), and post-incident actions (e.g., long-term and short-term recovery).
4. Regardless of the type, size, or complexity of an incident, Emergency Management will use an all-hazards approach of preparing for, responding to, and recovering from disaster.
5. The EOC will consist of six (6) primary groups:
 - a. Policy Group
 - b. Command Staff
 - c. Finance/Administration Section
 - d. Logistics Section
 - e. Operations Section
 - f. Planning Section
6. The EOC will be responsible for maintaining situational awareness of disaster activities and disseminate information to Greenville County officials, partners, and stakeholders using the Situation Report (SITREP) and/or the Incident Action Plan (IAP).
7. The EOC will act as a liaison with South Carolina Emergency Management Division (SCEMD), and the Federal Emergency Management Association (FEMA) during response actions and recovery efforts including all Public and Individual Assistance, debris management, and/or housing for disaster victims in the county (i.e., those who lost their home and are staying in shelters).
8. Emergency Management will provide all Public Safety communications logistics (e.g., radios) as needed.

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9. Refer to the EOC SOG for further details on EOC operations during activation.
- D. Emergency Support Function 5 (ESF-5) – Government Services, Essential Government Functions and Government Offices
1. This ESF consist of Greenville County Government.
 2. Greenville County government is organized into functional departments designed for the delivery of all government services. As such, during disasters, Greenville County will be responsible for determining what services are essential and will be necessary during disaster situations. This may include, but not limited to, Detention Centers, Medical Examiner’s Office, Emergency Management, and/or Public Safety agencies (e.g., Sheriff’s Office, EMS, E9-1-1).
 3. Greenville County Administration will determine if, and when non-essential services (e.g., Codes Compliance, Libraries, Tax Collector) will be closed or run on limited hours due to impending or recent disasters.
 4. Greenville County will manage disasters with local resources within Greenville County’s jurisdiction. Further, Greenville County will assess local needs and coordinate support from other state and federal government agencies as necessary and appropriate.
 5. Greenville County will maintain Continuity of Government and Continuity of Operations as outlined in the *Greenville County Continuity of Operations Plan (2020)*.
 6. Greenville County will maintain all county public records including Public Safety records, real property records, tax records, etc.
- E. Emergency Support Function 5 (ESF-5) – Government Services, Schools
1. This ESF consist of Greenville County Schools.
 2. The Greenville County Schools will determine if and when schools should be cancelled prior to, or immediately after, a disaster.

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3. In the event that schools must remain closed for an undetermined timeframe, the Greenville County Schools may implement E-learning for students.
 4. Once Greenville County Schools determines all school buildings have no damage, and are no longer being used for shelters, the schools will make the decision on when to re-open schools for students in-person learning.
- F. Emergency Support Function 5 (ESF-5) – Government Services, Public Records, Historical/Cultural Resources
1. This ESF consist of Greenville County Historic Preservation Commission.
 2. Greenville County Historic Preservation oversees 21 locations designated as historical sites and is responsible for the preservation and protection of historical properties throughout the county.
 3. Greenville County Historical Preservation Commission will monitor all locally designated historical properties for any damage sustained during a disaster requiring approval of a “Certificate of Appropriateness before repairs”, and will report such damage to the EOC.
 4. Greenville County Historical Preservation Commission will ensure all historical documents are backed up in the event the primary location where documents are stored sustains damage or destruction.
- G. Emergency Support Function 9 (ESF-9) – Search and Rescue
1. This ESF consists of the following agencies: Greenville County Special Operations Team.
 2. This function conducts search and rescue operations both in urban and wildland settings, including swift water, dive, and, flood incidents, and provides life-saving assistance.
 3. Meets the specific needs of the incident and is respond based upon the nature and magnitude of the incident and the capability of local Search and Rescue resources.

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H. Emergency Support Function 10 (ESF-10) - HAZMAT

1. This ESF consists of the following agencies: Greenville County Special Operations Team.
2. This function provides life-saving assistance and conducts testing of hazardous material (chemical, biological, radiological, nuclear, explosive, etc.).
3. Coordinate resources to minimize the adverse effects on the population and environment resulting from incidents.

I. Emergency Support Function 13 (ESF-13) – Law Enforcement/Security, Law Enforcement

1. This ESF consists of the following agencies:

Allied Universal Security (Prisma)	Bob Jones Campus Public Safety	Bon Secours Health Security	Fountain Inn Police Department
Furman University Police	Greenville County School Security	Greenville County Sheriff's Office	Greenville City Police Department
Greenville Health Authority (Prisma)	Greenville Tech Police	Greer Police Department	GSP Airport Police
Mauldin Police Department	Simpsonville Police Department	South Carolina Highway Patrol	Travelers Rest Police Department

Table 2

2. This function provides assistance with public safety facility and resource security planning, technical resource support, and crowd control.
3. Protects critical infrastructure during prevention activities or disaster response, when requested.
4. Protects emergency responders.
5. Assist ESF-16 Emergency Traffic Management as needed.

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- J. Emergency Support Function 13 (ESF-13) – Law Enforcement, Public Safety/Detention
1. This ESF consist of Greenville County Public Safety and Greenville County Detention Center.
 2. The Detention Center consists of an adult facility and a juvenile facility.
 3. During disaster situations, the Detention Center will maintain safe, humane, secure, sanitary, and legally compliant confinement at both facilities.
 4. In the event of any disruption to inmate status or Detention Center facilities conditions, this information will be relayed to the EOC immediately.
- K. Emergency Support Function 13 (ESF-13) – Law Enforcement, Public Safety/Public Records
1. The Greenville County Department of Public Safety – Records Management Services is a centralized records management for all Greenville County Sheriff’s Office records.
 2. Records Management Services will ensure all records are safe and secure during disaster situations, and will ensure all records are backed up in the event of a computer system malfunction.
- L. Emergency Support Function 13 (ESF-13) – Law Enforcement, Forensics
1. The Forensics Division is responsible for the documentation, collection, and analysis of all forensic evidence obtained from crim scenes including finger prints and DNA.
 2. The Forensics Division will ensure the safe storage and security of all forensic evidence during disaster operations.
- M. Emergency Support Function 16 (ESF-16) – Emergency Traffic Management
1. This ESF consists of the following agencies:

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Bob Jones Campus Public Safety	Bon Secours Health Security	Fountain Inn Police Department	Furman University Police
Greenville County School Security	Greenville County Sheriff's Office	Greenville City Police Department	Greenville Tech Police
Greer Police Department	GSP Airport Police	Mauldin Police Department	Prisma Health Police
Simpsonville Police Department	South Carolina Highway Patrol	Travelers Rest Police Department	

Table 2

2. This function coordinates plans, policies, and actions to ensure the safe and orderly movement of traffic in response to a disaster or hazard.
3. Provides re-routing of traffic to protect citizens from dangerous situations (e.g., washed out roads, landslides, hazardous materials spill) and will communicate traffic routes to the EOC and ESF-15 Public Information.
4. Provides access restrictions and developing diversions for all hazards.
5. Provides for the re-entry of traffic in areas affected by disaster when deemed safe for citizens to return to the affected area.

N. Administration

1. Situation Reports
 - a. Throughout the activation, it is the responsibility of the EOC staff to provide information on the status of the incident in the Situation Report (SITREP). The SITREP is designed to inform recipients (e.g., EOC Director, Policy Group, State EOC) of significant events that took place during the Operational Period including updates on infrastructure status, damage or disruptions (e.g., power outages), sheltering of citizens, any unmet needs, and the status of Community Lifelines. This report allows leaders to make informed decisions and take necessary actions to continue responding to or recovering from a disaster.
 - b. All Unit Leaders will report significant information, actions taken, and any issues to their Branch Director (i.e., the Firefighting Unit Leader will inform the Emergency Services Branch Director of all-important actions and information). The Branch Director will then

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collect, compile, and report pertinent information to the SITREP.

- c. The Branch Director will then send the compiled SITREP to the Section Chief of their Branch or Unit for review and approval.
- d. The Planning Section Chief will review and approve the SITREP and will provide a copy of the SITREP to the EOC Director, Command Staff, and Policy Group at the completion of the Operational Period.

2. Lifeline Status Reports

- a. Lifeline status is reported using a color-code system:
 - (1) Red: Unstable, no solution in progress
 - (2) Yellow: Unstable, solution in progress
 - (3) Green: Stable
 - (4) Grey: Unknown
 - (5) Blue: Lifeline not in use
- b. Lifeline status will be reported using the Lifeline Status Report.
- c. When reporting lifeline status, the reporter should
 - (1) Identify the lifeline, component, and subcomponent as necessary. Example: Health and Medical > Supply Chain > Manufacturing> Medical Gases
 - (2) Select the appropriate status color
 - (3) Report any Stabilization Solution or Progress Recommendation to stabilize the lifeline

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- (4) Report any Unmet needs such as the need for additional resources or supplies

3. Special Reports

Any significant change in the status of the Emergency Services Branch capability to accomplish its mission will be reported immediately to the County EOC.

4. After-Action Reports

- a. After action reports will be made following the termination of any emergency, or other action in which the Emergency Services Branch elements were involved. The lead agencies will submit a report to Greenville County Emergency Management, which will include the following:

- (1) Type and scope of action completed.
- (2) Elements of the Emergency Services Branch that were involved.
- (3) Significant events.
- (4) Nature and extent of any further public assistance required

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COORDINATING: Greenville County Public Works and Engineering, South Carolina Department of Transportation

LEAD: Greenville County Public Works & Engineering, Greenlink, Duke Energy

SUPPORT: Blue Ridge Electric, Colonial Pipeline, CSX Rail, Donaldson Center Airport, Duke Energy, Fountain Inn Natural Gas, Fountain Inn Public Works, Greenville City Public Works and Engineering, Greenville County Codes Compliance, Greenville County Parks Recreation and Tourism, Greenville County Recreation Department, Greenville County Roads and Bridges Department, Greenville County School District, Greenville County Vehicle Service Center, Greenville Downtown Airport, Greenville Water System, Greenville-Spartanburg Airport, Greer CPW, Kinder Morgan Pipeline, Laurens Electric Co-Op, Legacy Charter School, Mauldin Public Works, MetroConnects, Norfolk Southern Rail, Piedmont Natural Gas, ReWa, Simpsonville Public Works, South Carolina Department of Transportation, Travelers Rest Public Works

COMMUNITY LIFELINE: Transportation, Water Systems, Energy

EMERGENCY SUPPORT FUNCTION: ESF-1 Transportation, ESF-3 Water Systems, ESF-12 Energy, ESF-14 Initial Damage Assessment

NOTE: Before proceeding with this annex, ensure that you have read the Greenville County Emergency Operations Base Plan.

I. INTRODUCTION

- A. A disaster or any emergency may severely damage local infrastructure. (e.g. buildings, roads, power supplies)
- B. The infrastructure branch refers to engineering, transportation assets and utilities required to provide, restore or support for critical facilities, including:
 - 1. Transportation (ESF-1)
 - a. Highway/Roadway/Motor Vehicle
 - b. Mass Transit
 - c. Railway

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- d. Aviation
- 2. Water Systems (ESF-3)
 - a. Potable Water Infrastructure
 - b. Wastewater Management
- 3. Energy (ESF-12)
 - a. Power Grid
 - b. Fuel
 - (1) Vehicle fuels (e.g., gasoline, diesel)
 - (2) Home heating fuels (e.g., natural gas)
- 4. Initial Damage Assessment (ESF-14)

II. PURPOSE

To provide a well-organized Infrastructure Branch within the Emergency Operations Center (EOC) through the coordination and use of county, public, private, and volunteer utilities and assets capable of supplying the necessary requirements to support emergency response.

III. CONCEPT OF OPERATIONS

- A. In conjunction with Greenville County Emergency Management, the Infrastructure Branch will:
 - 1. Report to the EOC if requested to assume Activation Role duties upon notification from the Emergency Management Director/EOC Director. If staffing issues arise, notify the EOC; liaison staffing will be considered on a case-by-case basis.
 - 2. Coordinate transportation requests, prioritize transportation needs and coordinate the use of and, air, rail and water transportation assets as needed.

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3. Restore emergency power, water, sewer services, gas and other critical infrastructure.
- B. All Infrastructure Branch supporting agencies will assist in any aspects as needed for the lead agencies and will coordinate with other ESF agencies as needed (e.g., ESF-1 Transportation, ESF-6 Mass Care).
- C. Infrastructure Branch personnel will integrate the principles of the National Incident Management System (NIMS) and the Incident Command System (ICS) into all Infrastructure Branch planning and response operations.
- D. Requests for use of additional resources will be made through the Emergency Operations Center. State and federal support will be committed, as available, on a mission type basis upon request to the state.
- E. The lead agencies, in coordination with Emergency Management, are to assess the situation (both pre-event and post-event) and develop strategies to respond to the emergency.
- F. Agencies should develop their internal SOP's in conjunction with these guidelines.
- G. The process of furnishing infrastructure services during a disaster situation involves two series of actions.
 1. Identify immediate needs and determine the necessary action to fulfill those needs.
 2. Forecast future needs and abilities to fulfill those needs.

IV. LOCAL, STATE, FEDERAL INTERFACE

The Infrastructure Branch will coordinate with State Emergency Support Functions (ESF) 1, 3 and, 12 which will coordinate with federal ESFs 1, 3, and 12 to obtain federal assistance as needed.

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V. ACTIONS

A. Prevention/Protection

1. Establish and maintain a liaison with Greenville County Emergency Management and with all organizations within the Infrastructure Branch.
2. In the event that the “primary staff member” assigned to the EOC is unable to respond to the EOC for an Activation, it will be that staff member’s responsibility to assign an alternate staff member to assume their duties at the EOC. Alternate staff members should be briefed and trained on their required duties for their activation role.
3. In conjunction with Greenville County Emergency Management, review and update this document as needed.
4. Participate in EOC trainings.
5. Maintain situational awareness through coordination with support agencies for current inventory levels of personnel, supplies and equipment.
6. Develop and maintain resource inventory list by type, functionality and availability.

B. Response

1. Provide information and status on:
 - a. Transportation (ESF-1)
 - (1) Highway/Roadway/Motor Vehicle
 - (2) Mass Transit
 - (3) Railway
 - (4) Aviation
 - b. Water Systems (ESF-3)

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- (1) Potable Water Infrastructure
 - (2) Wastewater Management
 - c. Energy (ESF-12)
 - (1) Power Grid
 - (2) Fuel
 - (a) Vehicle fuels (e.g., gasoline, diesel)
 - (b) Home heating fuels (e.g., natural gas)
 - d. Initial Damage Assessment (ESF-14)
2. Coordinate requests and support as needed.
 3. Maintain situational awareness through coordination with Infrastructure Branch support agencies for current staffing and inventory levels of supplies and equipment.
 - a. All EOC Activation personnel will be responsible for completing, in detail, the ICS-214 Activity Log form and submit this form to their Branch Manager or activation role supervisor. The Branch Manager will provide all collected ICS-214's to the Operations Section Chief.
 - b. The Operations Section Chief will review all ICS-214's and submit completed forms to the Documentation Unit Leader in the Planning Section.
 4. Identify operational transportation networks for ingress and egress to affected areas.
 5. Ensure agencies document event related costs such as workers time and equipment for any potential reimbursement.
 6. Coordinate emergency information for public release.

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C. Recovery

1. Maintain consistent communication with Greenville County Emergency Management.
2. Coordinate post-incident assessments such as:
 - a. Critical infrastructure to help determine needs and potential workloads.
 - (1) Provide information and status on:
 - (a) Transportation (ESF-1)
 - [1] Highway/Roadway/Motor Vehicle
 - [2] Mass Transit
 - [3] Railway
 - [4] Aviation
 - (b) Water Systems (ESF-3)
 - [1] Potable Water Infrastructure
 - [2] Wastewater Management
 - (c) Energy (ESF-12)
 - [1] Power Grid
 - [2] Fuel
 - [a] Vehicle fuels (e.g., gasoline, diesel)
 - [b] Home heating fuels (e.g., natural gas)

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(d) Initial Damage Assessment (ESF-14)

[1] Initial Damage Assessment post disaster

3. Continue to monitor restoration operations until reliable services have been restored.
4. Ensure that infrastructure branch members maintain appropriate records of cost incurred during the event.
5. Assist with the coordination of the repair and restoration of county infrastructure.

D. Mitigation

1. Support mitigation measures including monitoring and updating mitigation actions in the *Greenville County Hazard Mitigation Plan (2020)*.
2. Review, evaluate and comment on *Greenville County Hazard Mitigation Plan (2020)* amendments.

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VI. RESPONSIBILITIES

A. General

1. Develop and maintain resource inventory list by type, functionality and availability. (Example list to include but not limited to: Personnel certified to operate their designated vehicle/equipment.)
2. Identify and train multiple personnel to staff the Infrastructure Branch.

B. Emergency Support Function 1 (ESF-1) - Transportation

1. This ESF consists of the following agencies:

Amtrak	CSX Rail	Donaldson Center Airport
Greenlink	Greenville County School District	Greenville County Vehicle Services Center
Greenville Downtown Airport	Greenville County Public Works (Roads and Bridges)	Greenville-Spartanburg International Airport
Legacy Charter School	MetroConnects	Norfolk Southern Rail
South Carolina Department of Transportation		

Table 1

2. This function provides transportation decisions by offering expertise in intermodal transportation and coordination with public and private sector transportation stakeholders. They monitor and report transportation infrastructure status and damage and identify temporary solutions during an incident.
3. Monitors and reports the status of and any damage to the transportation system and infrastructure including but not limited to:
 - a. Roadways, highways, and bridges
 - b. Airport conditions (e.g., runways status, passengers in terminals)

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All airports will provide airport condition reports to the EOC daily or anytime operational abilities change significantly.

- c. Railroad tracks and rail bridges, status of cargo, status of any crew and passengers
 4. Identifies temporary alternative transportation solutions to be implemented when primary systems or routes are unavailable or overwhelmed.
 5. All airports will assist with coordinating air traffic and airspace issues with local Federal Aviation Administration (FAA) representatives.
 6. Identify vehicle assets to include school buses and maintenance vehicles to support evacuation and return operations.
 7. Develop route planning information when needed. (Evacuation routes)
 8. Provide required barrier material, signage and manpower to support operations.
 9. Ensure County owned vehicles are maintained and operating properly.
- C. Emergency Support Function 3 (ESF-3) – Public Works and Engineering
1. This ESF consists of the following agencies:

Fountain Inn Natural Gas	Fountain Inn Public Works	Greenville City Public Works and Engineering
Greenville County Public Works and Engineering	Greenville Water System	Greer CPW
Mauldin Public Works	MetroConnects	Piedmont Natural Gas
ReWa	Simpsonville Public Works	Travelers Rest Public Works

Table 2

2. This function provides emergency support services for infrastructure protection, repair, and restoration. It covers a range of activities such as pre- and post-incident assessments of public works and infrastructure, technical assistance like engineering expertise and construction management, contracting and real estate services, and emergency repair of damaged public infrastructure and critical facilities. The primary focus of ESF-3 is to

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execute emergency contract support for life-saving and life-sustaining services.

3. Provides emergency repair of damaged public infrastructure and critical facilities.
4. Supports restoration of critical navigation, flood control, and other water infrastructure systems, including drinking water, and wastewater utilities.
5. Provides assessment and emergency response support for water, wastewater treatment facilities, levees, dams, buildings, bridges, and other infrastructure.
6. Maintain mutual aid agreements for debris removal operations.

D. Emergency Support Function 12 (ESF-12) - Energy

1. This ESF consists of the following agencies:

Blue Ridge Electric	Colonial Pipeline	Duke Energy
Fountain Inn Natural Gas	Greer CPW	Kinder Morgan Pipeline
Laurens Electric Co-Op	Piedmont Natural Gas	

Table 3

2. This function provides infrastructure assessment, repair, and restoration, as well as industry utilities coordination and energy forecasting for emergency situations. It offers technical expertise to energy asset owners and operators, conducts field assessments, and shares information on energy system damage. It also assists in overcoming challenges associated with energy system restoration and provides updates on restoration efforts.
3. Identifies supporting resources needed to stabilize and restore energy systems.
4. In coordination with the Logistics Section, assists departments and agencies by locating fuel for transportation, communications, emergency operations, and pursuant to the authorities available to the agency providing assistance.

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5. Addresses significant disruptions in energy supplies for any reason, whether caused by physical disruption of energy transmission and distribution systems; unexpected operational failure of such systems; acts of terrorism or sabotage; or unusual economic, international, or political events.
- E. Emergency Support Function 14 (ESF-14) Codes Compliance.
1. This ESF consists of the following agency: Greenville County Codes Compliance.
 2. This Function provides an Initial (Preliminary) Damage Assessment across the disaster area which is used to determine the impact and magnitude of damage following a disaster.
 3. Identify any resulting unmet needs to individuals, communities, businesses, or the public sector.
 4. Will work in partnership with other ESFs and organizations and coordinate repairs to infrastructure as needed (e.g., coordinate with Energy Unit for power restoration).
- F. Administration
1. Situation Reports
 - a. Throughout the activation, it is the responsibility of the EOC staff to provide information on the status of the incident in the Situation Report (SITREP). The SITREP is designed to inform recipients (e.g., EOC Director, Policy Group, State EOC) of significant events that took place during the Operational Period including updates on infrastructure status, damage or disruptions (e.g., power outages), sheltering of citizens, any unmet needs, and the status of Community Lifelines. This report allows leaders to make informed decisions and take necessary actions to continue responding to or recovering from a disaster.
 - b. All Unit Leaders will report significant information, actions taken, and any issues to their Branch Director (i.e., the Firefighting Unit Leader will inform the Emergency Services Branch Director of all important actions and information). The Branch Director will then

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- c. collect, compile, and report pertinent information to the Situation Report (SITREP).
 - d. The Branch Director will then send the compiled SITREP to the Section Chief of their Branch or Unit for review and approval.
 - e. The Planning Section Chief will review and approve the SITREP and will provide a copy of the SITREP to the EOC Director, Command Staff, and Policy Group at the completion of the Operational Period.
2. Lifeline Status Reports
- a. Lifeline status is reported using a color-code system:
 - (1) Red: Unstable, no solution in progress
 - (2) Yellow: Unstable, solution in progress
 - (3) Green: Stable
 - (4) Grey: Unknown
 - (5) Blue: Lifeline not in use
 - b. Lifeline status will be reported using the Lifeline Status Report.
 - c. When reporting lifeline status, the reporter should
 - (1) Identify the lifeline, component, and subcomponent as necessary. Example: Health and Medical > Supply Chain > Manufacturing> Medical Gases
 - (2) Select the appropriate status color
 - (3) Report any Stabilization Solution or Progress Recommendation to stabilize the lifeline

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- (4) Report any Unmet needs such as the need for additional resources or supplies
3. Special Reports

Any significant change in the status of the infrastructure branch capability to accomplish its mission will be reported immediately to the County EOC.
4. After-Action Reports
 - a. After action reports will be made following the termination of any emergency, or other action in which the infrastructure branch elements were involved. The lead agencies will submit a report to Greenville County Emergency Management, which will include the following:
 - (1) Type and scope of action completed.
 - (2) Elements of the Infrastructure Branch that were involved.
 - (3) Significant events.
 - (4) Nature and extent of any further public assistance required.

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EOP HEALTH AND MEDICAL SERVICES BRANCH

COORDINATING: South Carolina Department of Public Health (Greenville County)

LEAD: Department of Mental Health, Department of Public Health, Greenville County Coroner's Office, Greenville County EMS

SUPPORT: Bon Secours, Greenville County Animal Care, Greenville County Medical Examiner, Prisma Health – Upstate, St. Francis Health Systems,

COMMUNITY LIFELINE: Health and Medical

EMERGENCY SUPPORT FUNCTION: ESF-8 Health and Medical

NOTE: Before proceeding with this annex, ensure that you have read the Greenville County Emergency Operations Base Plan.

I. INTRODUCTION

- A. This annex is a supporting document of the *Greenville County Emergency Operations Base Plan (EOP) 2025*. It is recommended that all agencies staff involved with Emergency Management Operations are familiar with Greenville County EOP.
- B. A disaster or any emergency may severely damage local infrastructure. The Health and Medical Services Branch encompasses a range of vital services that work together to respond to emergencies and ensure the safety and security of individuals, communities, and the environment.
- C. The Health and Medical Services Branch consists of resources from established programs and includes coordination, reporting or provision for direct service for the following:
 - 1. Health and Medical (ESF-8)
 - a. Medical Care
 - (1) Hospitals
 - (2) Dialysis
 - (3) Pharmacies

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- (4) Long-Term Care Facilities
- (5) Veterans Affairs (VA) Health System
- (6) Veterinary Services
- (7) Home Care
- b. Patient Movement
 - Emergency Medical Services
- c. Fatality Management
 - Mortuary and Post-Mortuary Services
- d. Public Health
 - (1) Health Surveillance
 - (2) Human Services
 - (3) Behavioral Health
 - (4) Vector Control
 - (5) Labs
- e. Medical Supply Chain
 - (1) Blood/Blood Products
 - (2) Manufacturing
 - (a) Pharmaceutical Devices
 - (b) Medical Gases
 - (3) Distribution

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(4) Critical Clinical Research

(5) Sterilization

(6) Raw Materials

II. PURPOSE

To provide a well-organized Health and Medical Services Branch within the Emergency Operations Center through the coordination and use of county, public, private, and volunteer utilities and assets capable of supplying the necessary requirements to support emergency response.

III. CONCEPT OF OPERATIONS

- A. In conjunction with Greenville County Emergency Management, the Health and Medical Services Branch will:
1. Report to the EOC if requested to assume Activation Role duties upon notification from the Emergency Management Director/EOC Director. If staffing issues arise, notify the EOC; liaison staffing will be considered on a case-by-case basis.
 2. Coordinate the minimization and/or prevention health emergencies.
 3. Manage and support for medical operations.
 4. Conduct patient transportation.
 5. Coordinate fatality management.
 6. Coordinate medical supplies with the Logistics Section.
- B. All Health and Medical Services Branch supporting agencies will assist in any aspects as needed for the lead agencies.
- C. Health and Medical Services Branch personnel will integrate the principles of the National Incident Management System (NIMS) and the Incident Command System (ICS) into all Health and Medical Services Branch planning and response operations.

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- D. Requests for use of additional resources will be made through the Emergency Operations Center. State and federal support will be committed, as available, on a mission type basis upon request to the state.
- E. The lead agencies, in coordination with Emergency Management, are to assess the situation (both pre-event and post-event) and develop strategies to respond to the emergency.
- F. Agencies should develop their internal SOP's in conjunction with these guidelines.
- G. The process of providing emergency assistance and services during a disaster situation involves two series of actions.
 - 1. Identify immediate needs and determine the necessary action to fulfill those needs.
 - 2. Forecast future needs and abilities to fulfill those needs.

IV. LOCAL, STATE, FEDERAL INTERFACE

The local ESF-8 Health and Medical Services Branch will coordinate with State ESF-8 Health and Medical Services which will coordinate with Federal ESF-8 Public Health and Medical Services to obtain federal assistance as needed.

V. ACTIONS

- A. Prevention/Protection
 - 1. Establish and maintain a liaison with EOC Director and Policy Group and with all organizations within the Health and Medical Services Branch.
 - 2. In the event that the "primary staff member" assigned to the EOC is unable to respond to the EOC for an Activation, it will be that staff member's responsibility to assign an alternate staff member to assume their duties at the EOC. Alternate staff members should be briefed and trained on their required duties for their activation role.
 - 3. In conjunction with Greenville County Emergency Management, review and update this document as needed.

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4. Participate in EOC trainings.
5. Maintain situational awareness through coordination with support agencies for current inventory levels of personnel, supplies and equipment.
6. Develop and maintain resource inventory list by type, functionality, and availability.

B. Response

1. Provide information and status on:
 - a. Medical Care
 - (1) Hospitals
 - (2) Dialysis
 - (3) Pharmacies
 - (4) Long-Term Care Facilities
 - (5) Veterans Affairs (VA) Health System
 - (6) Veterinary Services
 - (7) Home Care
 - b. Patient Movement/Patient Tracking
 - (1) Emergency Medical Services
 - (2) Department of Public Health
 - c. Fatality Management
 - Mortuary and Post-Mortuary Services
 - d. Public Health

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- (1) Health Surveillance
- (2) Human Services
- (3) Behavioral Health
- (4) Vector Control
- (5) Labs
- e. Medical Supply Chain
 - (1) Blood/Blood Products
 - (2) Manufacturing
 - (a) Pharmaceutical Devices
 - (b) Medical Gases
 - (3) Distribution
 - (4) Critical Clinical Research
 - (5) Sterilization
 - (6) Raw Materials
2. Coordinate requests and support as needed.
3. Maintain situational awareness through coordination with Health and Medical Services Branch support agencies for current inventory levels of supplies and equipment.
4. Identify operational transportation networks for ingress and egress to affected areas.
5. Ensure agencies document event related costs such as workers time and equipment for any potential reimbursement.
6. Coordinate emergency information for public release.

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C. Recovery

1. Maintain consistent communication with EOC Director and Policy Group.
2. Coordinate post-incident assessments such as:
 - a. Critical safety and security to help determine needs and potential workloads.
 - (1) Provide information and status on:
 - (a) Medical Care
 - [1] Hospitals
 - [2] Dialysis
 - [3] Pharmacies
 - (b) Long-Term Care Facilities
 - [1] Veterans Affairs (VA) Health System
 - [2] Veterinary Services
 - [3] Home Care
 - (2) Patient Movement/Patient Tracking
 - [1] Emergency Medical Services
 - [2] Department of Public Health
 - (3) Fatality Management
 - Mortuary and Post-Mortuary Services
 - (4) Public Health

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[1] Health Surveillance

[2] Human Services

[3] Behavioral Health

[4] Vector Control

[5] Labs

(5) Medical Supply Chain

(a) Blood/Blood Products

(b) Manufacturing

[1] Pharmaceutical Devices

[2] Medical Gases

(c) Distribution

(d) Critical Clinical Research

(e) Sterilization

(f) Raw Materials

3. Continue to monitor restoration operations until reliable services have been restored.
4. Ensure that Health and Medical Services Branch members maintain appropriate records of cost incurred during the event.
5. Assist with the coordination of the repair and restoration of county infrastructure.

D. Mitigation

1. Support mitigation measures including monitoring and updating mitigation actions in the Greenville County Hazard Mitigation Plan.

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EOP HEALTH AND MEDICAL SERVICES BRANCH

2. Review, evaluate and comment on proposed Greenville County Hazard Mitigation Plan amendments.

VI. RESPONSIBILITIES

A. General

1. Develop and maintain resource inventory list by type, functionality and availability. (Example list to include but not limited to: Personnel certified to operate their designated vehicle/equipment.)
2. Identify and train multiple personnel to staff the Health and Medical Services Branch.

B. Emergency Support Function 8 (ESF-8) – Health and Medical Services

1. This ESF-8 consists of the following agencies: Department of Public Health.
2. Coordinates the public health and medical messaging with jurisdictional officials.
3. Coordinate information regarding isolation and quarantine measures as well as with medical countermeasures and vaccine point of distribution operations.
4. Coordinate laboratory testing or identify appropriate laboratory testing facilities to include the Center for Disease Control and Prevention (CDC).
5. Coordinate technical assistance and consultations on disease and injury prevention and precautions.
6. Assist in monitoring the disease progression and coordinate epidemiological information sharing to the public for their decision making.

C. Emergency Support Function 8 (ESF-8) – Health and Medical Services, Mental Health

1. This ESF-8 consists of the: Department of Mental Health
2. Mitigate adverse psychological effects resulting from stress and trauma in

ANNEX 8

EOP HEALTH AND MEDICAL SERVICES BRANCH

responders and survivors.

3. May provide behavioral health support to families of victims during the victim identification mortuary process.

D. Emergency Support Function 8 (ESF-8) – Health and Medical Services, EMS and Hospitals

1. This ESF-8 consists of the following agencies: Greenville County EMS, Prisma Health – Upstate, Bon Secours St Francis Health Systems.
2. Provides resources to support pre-hospital triage and treatment, inpatient hospital care, outpatient services, behavioral healthcare, medical-needs sheltering, pharmacy services, and dental care to victims with acute injury/illnesses or those who suffer from chronic illnesses/conditions.
3. Transports seriously ill or injured patients and medical needs populations from point of injury or casualty collection points in the impacted area to designated reception facilities.
4. Coordinates Greenville County’s response in support of emergency triage and pre-hospital treatment, patient tracking, distribution, and patient return.
5. Provides resources to assist in the movement of at-risk/medically fragile populations to shelter areas and with the sheltering of the special medical needs population that exceeds the state capacity.

E. Emergency Support Function 8 (ESF 8) – Health and Medical Services, Fatality Management

1. This ESF-8 consists of the following agencies: Greenville County Coroner’s Office, Greenville County Medical Examiner.
2. Responsibility for care, identification, and disposition of human remains.
 - a. Identification of human remains may include the use of:
 - (1) Fingerprinting
 - (2) Rapid DNA testing

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EOP HEALTH AND MEDICAL SERVICES BRANCH

3. Determine appropriate location for mortuary and temporary facilities and specify equipment or materials deemed necessary.
 - a. Temporary morgue facilities may include:
 - (1) Prisma Health
 - (2) Spartanburg County locations
 - (3) Other neighboring county locations
 - (4) Mobile or portable morgues
4. Required to maintain appropriate condition of the deceased until proper identification, notification and disposition can be determined. Use of existing morgues and forensic personnel will be coordinated with state personnel and with dental/medical school personnel, as necessary.
5. Provide “biohazard” body bags as needed

F. Administration

1. Situation Reports
 - a. Throughout the activation, it is the responsibility of the EOC staff to provide information on the status of the incident in the Situation Report (SITREP). The SITREP is designed to inform recipients (e.g., EOC Director, Policy Group, State EOC) of significant events that took place during the Operational Period including updates on infrastructure status, damage or disruptions (e.g., power outages), sheltering of citizens, any unmet needs, and the status of Community Lifelines. This report allows leaders to make informed decisions and take necessary actions to continue responding to or recovering from a disaster.
 - b. All Unit Leaders will report significant information, actions taken, and any issues to their Branch Director (i.e., the Firefighting Unit Leader will inform the Emergency Services Branch Director of all important actions and information). The Branch Director will then collect, compile, and report pertinent information to the Situation Report (SITREP).

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EOP HEALTH AND MEDICAL SERVICES BRANCH

- c. The Branch Director will then send the compiled SITREP to the Section Chief of their Branch or Unit for review and approval.
 - d. The Planning Section Chief will review and approve the SITREP and will provide a copy of the SITREP to the EOC Director, Command Staff, and Policy Group at the completion of the Operational Period.
2. Lifeline Status Reports
- a. Lifeline status is reported using a color-code system:
 - (1) Red: Unstable, no solution in progress
 - (2) Yellow: Unstable, solution in progress
 - (3) Green: Stable
 - (4) Grey: Unknown
 - (5) Blue: Lifeline not in use
 - b. Lifeline status will be reported using the Lifeline Status Report.
 - c. When reporting lifeline status, the reporter should
 - (1) Identify the lifeline, component, and subcomponent as necessary. Example: Health and Medical > Supply Chain > Manufacturing> Medical Gases
 - (2) Select the appropriate status color
 - (3) Report any Stabilization Solution or Progress Recommendation to stabilize the lifeline
 - (4) Report any Unmet needs such as the need for additional resources or supplies

ANNEX 8

EOP HEALTH AND MEDICAL SERVICES BRANCH

3. Special Reports

Any significant change in the status of the Health and Medical Services Branch capability to accomplish its mission will be reported immediately to the County EOC.

4. After-Action Reports

a. After action reports will be made following the termination of any emergency, or other action in which the Health and Medical Services Branch elements were involved. The lead agencies will submit a report to Greenville County Emergency Management, which will include the following:

- (1) Type and scope of action completed.
- (2) Elements of the Health and Medical Services Branch that were involved.
- (3) Significant events.
- (4) Nature and extent of any further public assistance required.

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ANNEX 9

EOP MASS CARE BRANCH

COORDINATING: Greenville County Department of Social Services, South Carolina Department of Public Health (Greenville County)

LEAD: Greenville County Animal Care, Greenville County Department of Mental Health, Greenville County School District, South Carolina Department of Public Health

SUPPORT: American Red Cross, Greenville County Salvation Army, Upstate Medical Reserve Corps.

COMMUNITY LIFELINE: Food, Hydration, Shelter

EMERGENCY SUPPORT FUNCTION: ESF-6 Mass Care, ESF-17 Agriculture and Animals

NOTE: Before proceeding with this annex, ensure that you have read the Greenville County Emergency Operations Base Plan.

I. INTRODUCTION

- A. This annex is a supporting document of the *Greenville County Emergency Operations Base Plan (EOP) 2025*. It is recommended that all agencies staff involved with Emergency Management Operations are familiar with Greenville County EOP.
- B. A disaster or emergency may severely damage local infrastructure. The Mass Care Branch encompasses a range of vital services that work together to respond to emergencies and ensure the safety and security of individuals, communities, and the environment.
- C. The Mass Care Branch is a comprehensive set of services that includes:
 1. Food, Hydration, Shelter (ESF-6)
 - a. Food
 - (1) Commercial Food Distribution
 - (2) Commercial Food Supply Chain
 - (3) Food Distribution Programs (e.g., food banks, school district food)

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EOP MASS CARE BRANCH

- b. Hydration
 - (1) Temporary Hydration Missions (e.g., bottled water distribution)
 - (2) Commercial Water Supply Chain
- c. Shelter
 - (1) Housing (e.g., homes, shelters, medical needs shelters)
 - (2) Commercial Facilities (e.g., hotels)
 - (3) Pet sheltering
- d. Agriculture
 - (1) Animals
 - (2) Agriculture

III. PURPOSE

To provide a well-organized Mass Care Branch within the Emergency Operations Center through the coordination and use of county, public, private, and volunteer utilities and assets capable of supplying the necessary requirements to support emergency response.

IV. CONCEPT OF OPERATIONS

- A. In conjunction with Greenville County Emergency Management, the Mass Care Branch will coordinate:
 - 1. A representative to report to the EOC, if requested, to assume Activation Role duties upon notification from the Emergency Management Director/EOC Director. If staffing issues arise, notify the EOC; liaison staffing will be considered on a case-by-case basis.
 - 2. Sheltering for citizens who may need to evacuate their homes due to an impending disaster with the potential of extensive damage to their primary

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EOP MASS CARE BRANCH

residents or citizens needing sheltering after a disaster has caused extensive damage to their homes or neighborhoods. Sheltering may include:

- a. Warming or cooling centers for extreme weather.
 - b. Short-term and/or long-term shelters related to disaster damages (i.e., a family's home destroyed due to a tornado).
 - c. Medical needs sheltering for citizens that have specific medical requirements medical requirements such as oxygen concentrators, ventilators, CPAP machines, dialysis needs, and/or feeding needs.
 - d. Pet shelters. Note – service animals are not considered “pets” and are sheltered differently.
3. Feeding services such as fixed sites and mobile feeding units.
 4. Distribution of emergency supplies in coordination with the Logistics Section.
 5. Support for reuniting families who were separated during the disaster.
- B. All Mass Care Branch supporting agencies will assist in any aspects as needed for the lead agencies and will coordinate with other ESF agencies as needed (e.g., ESF-8 Health and Medical (EMS), ESF-13 Law Enforcement).
 - C. Mass Care Branch personnel will integrate the principles of the National Incident Management System (NIMS) and the Incident Command System (ICS) into all Mass Care Branch planning and response operations.
 - D. Requests for use of additional resources will be made through the Emergency Operations Center. State and federal support will be committed, as available, on a mission type basis upon request to the state.
 - E. The lead agencies, in coordination with Emergency Management, are to assess the situation (both pre-event and post-event) and develop strategies to respond to the emergency.
 - F. Agencies should develop their internal SOP's in conjunction with these guidelines.

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EOP MASS CARE BRANCH

- G. The process of providing emergency assistance and services during a disaster situation involves two series of actions.
 - 1. Identify immediate needs and determine the necessary action to fulfill those needs.
 - 2. Forecast future needs and abilities to fulfill those needs.

V. LOCAL, STATE, FEDERAL INTERFACE

The Mass Care Branch will coordinate with State ESF-6 Mass Care which will coordinate with Federal ESF-6 Mass Care, Emergency Assistance, Temporary Housing, and Human Services to obtain federal assistance as needed.

V. ACTIONS

- A. Prevention/Protection
 - 1. Establish and maintain a liaison with Greenville County Emergency Management and with all organizations within the Mass Care Branch.
 - 2. In the event that the “primary staff member” assigned to the EOC is unable to respond to the EOC for an Activation, it will be that staff member’s responsibility to assign an alternate staff member to assume their duties at the EOC. Alternate staff members should be briefed and trained on their required duties for their activation role.
 - 3. In conjunction with Greenville County Emergency Management, review and update this document as needed.
 - 4. Participate in EOC trainings.
 - 5. Maintain situational awareness through coordination with support agencies for current inventory levels of personnel, supplies and equipment.
 - 6. Develop and maintain resource inventory list by type, functionality, and availability.

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B. Response

1. Provide information and status on:
 - a. Food, Hydration, Shelter (ESF-6)
 - (1) Food
 - (a) Commercial Food Distribution
 - (b) Commercial Food Supply Chain
 - (c) Food Distribution Programs (e.g., food banks, school district food)
 - (2) Hydration
 - (a) Temporary Hydration Missions (e.g., bottled water distribution)
 - (b) Commercial Water Supply Chain
 - (3) Shelter
 - (a) Housing (e.g., homes, shelters, medical needs shelters)
 - (b) Commercial Facilities (e.g., hotels)
 - (4) Agriculture
 - (a) Animals
 - (b) Agriculture
2. Coordinate requests and support as needed.
3. Maintain situational awareness through coordination with Mass Care Branch support agencies for current inventory levels of supplies and equipment.

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EOP MASS CARE BRANCH

- a. All EOC Activation personnel will be responsible for completing, in detail, the ICS-214 Activity Log form and submit this form to their Branch Manager or activation role supervisor. The Branch Manager will provide all collected ICS-214's to the Operations Section Chief.
 - b. The Operations Section Chief will review all ICS-214's and submit completed forms to the Documentation Unit Leader in the Planning Section.
 4. Ensure agencies document event related costs such as workers time and equipment for any potential reimbursement.
 5. Coordinate emergency information for public release.
- C. Recovery
1. Maintain consistent communication with Greenville County Emergency Management.
 2. Coordinate post-incident assessments such as:
 - a. Critical safety and security to help determine needs and potential workloads.
 - (1) Provide information and status on:
 - (a) Food
 - [1] Commercial Food Distribution
 - [2] Commercial Food Supply Chain
 - [3] Food Distribution Programs (e.g., food banks, school district food)
 - (b) Hydration
 - [1] Temporary Hydration Missions (e.g., bottled water distribution)

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[2] Commercial Water Supply Chain

(c) Shelter

[1] Housing (e.g., homes, shelters, medical needs shelters)

[2] Commercial Facilities (e.g., hotels)

(d) Agriculture

[1] Animals and Agriculture

3. Ensure that Mass Care Branch members maintain appropriate records of cost incurred during the event.
4. Assist with the coordination of the repair and restoration of county infrastructure.

D. Mitigation

1. Support mitigation measures including monitoring and updating mitigation actions in the Greenville County Hazard Mitigation Plan.
2. Review, evaluate, and comment on proposed Greenville County Hazard Mitigation Plan amendments.

VI. RESPONSIBILITIES

A. General

1. Develop and maintain resource inventory list by type, functionality and availability. (Example list to include but not limited to: personnel certified to operate their designated vehicle/equipment.)
2. Identify and train multiple personnel to staff the Mass Care Branch.

B. Emergency Support Function 6 (ESF-6) – Sheltering, General Population

1. This ESF-6 consists of the following agencies: American Red Cross. Greenville County School District, Greenville County Department of

ANNEX 9

EOP MASS CARE BRANCH

Mental Health, Greenville County Department of Social Services, Salvation Army.

2. Provides life-sustaining services in facilities that offer a safe, sanitary, and secure environment for individuals and households affected by disasters. This also includes support for survivors sheltering in place or in medical needs shelters.
3. Provide mental health services for those in crisis, diagnosed with mental illnesses (e.g., depression, anxiety).
4. In the event emergency transportation is required (i.e., if a shelter resident is suicidal), Mental Health staff will notify 911 for Greenville County EMS services.
5. Provides feeding services at fixed sites and distribution sites and through mobile feeding units. Feeding services may include hot or shelf-stable meals, infant formula, baby food, snacks, beverages, and food packages, as well as diverse dietary and culturally appropriate meals. Additional support may include the provision of technical assistance for the development of state feeding plans.
6. Delivers life-sustaining resources, hygiene items, and cleanup supplies to meet urgent needs of disaster survivors.
7. Provides technical assistance to facilitate reunification of children and adults separated from their families due to disasters at local, state, tribal, or territorial levels.
8. In the event emergency medical transportation is needed to a local hospital due to emergencies (e.g., chest pains, serious fall with injury), shelter staff will contact 9-1-1 for EMS ambulance. This should be outlined in the shelters ICS-206 Medical Plan.
9. For any non-emergency medical transportation needs (e.g., prescheduled medical appointments, transportation to and/or from shelters) the shelter staff will coordinate with ESF-8 Health and Medical.

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EOP MASS CARE BRANCH

C. Emergency Support Function 17 (ESF-17) – Sheltering, Pets

1. This ESF-17 consists of the following agencies: Greenville County Animal Care
2. Coordinates and provides rescue, transportation, shelter, reunification, care, and essential needs of household pets and service animals during response operations to ensure their safety and well-being.
3. Service animals are not considered pets and may not be separated from the individual with a disability or other access and functional need; service animals should be permitted anywhere the public goes.
4. According to the Americans with Disabilities Act (ADA), the only animals recognized as “service animals” are dogs and miniature horses.
5. Emotional support animals are not considered “service animals” under the ADA guidelines as they are not trained to perform specific tasks related to a disability.¹

D. Emergency Support Function 8 (ESF-6) – Sheltering, Medical Needs

1. This ESF-6 consists of the following agencies: Greenville County Department of Social Services, South Carolina Department of Public Health (Greenville County), Upstate Medical Reserve Corps.
2. Coordinate an emergency shelter that offers limited support for individuals with medical need. This includes people who are currently medically stable at home and do not require hospitalization. This group encompasses individuals with medical conditions that require electricity support, as well as those who use a hospital bed or specialized medical bed at home.

¹ADA (2020) ADA Requirements: Service Animals, <https://www.ada.gov/resources/service-animals-2010-requirements/>

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EOP MASS CARE BRANCH

3. Coordinate with the Upstate Medical Reserve Corps for any staffing as needed. This may include either professional (e.g., doctors, nurses) and/or non-professional staff (i.e., volunteers to assist with registration and/or transportation needs).
4. Coordinate with patient care givers (e.g., private duty nursing, family members trained to provide medical needs) billeting, food, and other needs they may have (e.g., restrooms, showers).
5. In the event emergency medical transportation is needed to a local hospital due to emergencies (e.g., chest pains, serious fall with injury), shelter staff will contact 9-1-1 for EMS ambulance. This should be outlined in the shelters ICS-206 Medical Plan.
6. For any non-emergency medical transportation needs (e.g., prescheduled medical appointments, transportation to and/or from shelters) the shelter staff will coordinate with ESF-8 Health and Medical.

E. Administration

1. Situation Reports
 - a. Throughout the activation, it is the responsibility of the EOC staff to provide information on the status of the incident in the Situation Report (SITREP). The SITREP is designed to inform recipients (e.g., EOC Director, Policy Group, State EOC) of significant events that took place during the Operational Period including updates on infrastructure status, damage or disruptions (e.g., power outages), sheltering of citizens, any unmet needs, and the status of Community Lifelines. This report allows leaders to make informed decisions and take necessary actions to continue responding to or recovering from a disaster.
 - b. All Unit Leaders will report significant information, actions taken, and any issues to their Branch Director (i.e., the Firefighting Unit Leader will inform the Emergency Services Branch Director of all important actions and information). The Branch Director will then collect, compile, and report pertinent information to the Situation Report (SITREP).

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- c. The Branch Director will then send the compiled SITREP to the Section Chief of their Branch or Unit for review and approval.
 - d. The Planning Section Chief will review and approve the SITREP and will provide a copy of the SITREP to the EOC Director, Command Staff, and Policy Group at the completion of the Operational Period.
2. Lifeline Status Reports
- a. Lifeline status is reported using a color-code system:
 - (1) Red: Unstable, no solution in progress
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 - b. Lifeline status will be reported using the Lifeline Status Report.
 - c. When reporting lifeline status, the reporter should
 - (1) Identify the lifeline, component, and subcomponent as necessary. Example: Health and Medical > Supply Chain > Manufacturing > Medical Gases
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3. Special Reports

Any significant change in the status of the Mass Care Branch capability to accomplish its mission will be reported immediately to the County EOC.

4. After-Action Reports

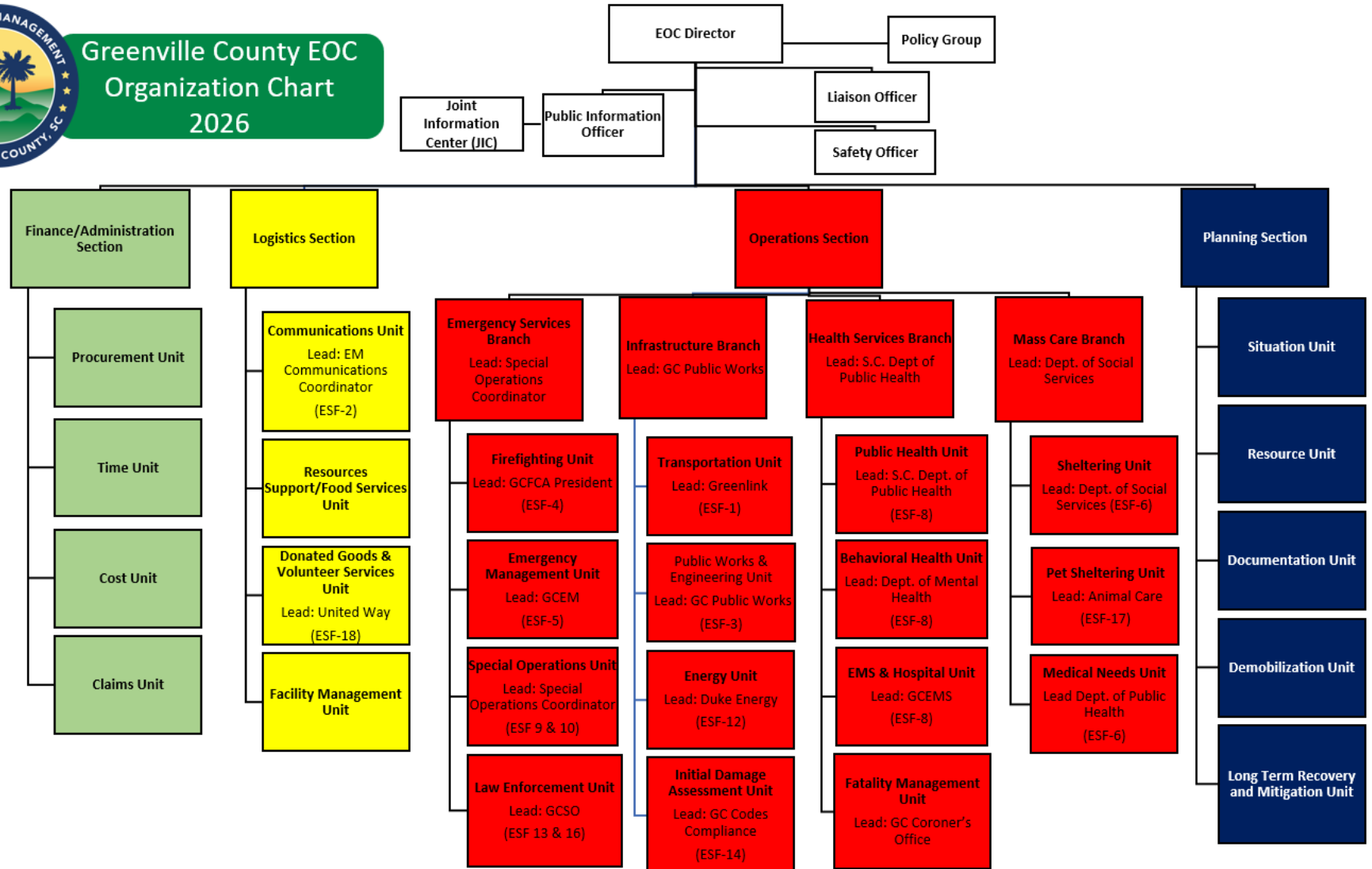
a. After action reports will be made following the termination of any emergency, or other action in which the Mass Care Branch elements were involved. The lead agencies will submit a report to Greenville County Emergency Management, which will include the following:

- (1) Type and scope of action completed.
 - (2) Elements of the Mass Care Branch that were involved.
 - (3) Significant events.
 - (4) Nature and extent of any further public assistance required
-

**APPENDIX A - GREENVILLE COUNTY EMERGENCY MANAGEMENT
EMERGENCY OPERATIONS PLAN
ORGANIZATIONAL CHART
2025**











**Greenville County EOC
Organization Chart
2026**











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APPENDIX B – COMMUNITY LIFELINE CROSSWALK

AGENCY / ORGANIZATION	 Safety and Security	 Food, Hydration, Shelter	 Health and Medical	 Energy (Power & Fuel)	 Communications	 Transportation	 Hazardous Materials	 Water Systems
Allied Universal Security (Prisma)			✓					
American Red Cross		✓						
Amtrak						✓		
Belmont Fire Department	✓							
Berea Fire Department	✓							
Blue Ridge Electric				✓				
Bob Jones Campus Public Safety	✓							
Boiling Springs Fire Department	✓							
Bon Secours			✓					
Bon Secours Health Security	✓							
Canebrake Fire Department	✓							
Cedar Mountain Fire Department	✓							
Clear Spring Fire Department	✓							
Colonial Pipeline				✓				
CSX Rail						✓		
Department of Mental Health			✓					
Department of Public Health			✓					
Donaldson Center Airport						✓		
Donaldson Fire Department	✓							
Duke Energy				✓				
Duncan Chapel Fire Department	✓							
Dunklin Fire Department	✓							
Fountain Inn Fire Department	✓							
Fountain Inn Natural Gas				✓				
Fountain Inn Police Department	✓							
Fountain Inn PD/FD Dispatch					✓			
Fountain Inn Public Works						✓		✓









APPENDIX B – COMMUNITY LIFELINE CROSSWALK

AGENCY / ORGANIZATION	 Safety and Security	 Food, Hydration, Shelter	 Health and Medical	 Energy (Power & Fuel)	 Communications	 Transportation	 Hazardous Materials	 Water Systems
Furman University Police	✓							
Gantt District Fire Department	✓							
Glassy Mountain Fire Department	✓							
Gowensville Fire Department	✓							
Greenlink						✓		
Greenville City Dispatch					✓			
Greenville City Fire Department	✓							
Greenville City Police Department	✓							
Greenville City Public Works and Engineering						✓		✓
Greenville County Administrator	✓							
Greenville County Animal Care		✓						
Greenville County Codes	✓							
Greenville County Coroner’s Office			✓					
Greenville County Council	✓							
Greenville County Department of Social Services		✓						
Greenville County Emergency Management	✓							
Greenville County EMS			✓					
Greenville County EMS Dispatch					✓			
Greenville County E-911					✓			
Greenville County Facilities Administration	✓							
Greenville County Finance and Procurement	✓							









APPENDIX B – COMMUNITY LIFELINE CROSSWALK

AGENCY / ORGANIZATION	 Safety and Security	 Food, Hydration, Shelter	 Health and Medical	 Energy (Power & Fuel)	 Communications	 Transportation	 Hazardous Materials	 Water Systems
Greenville County Fire Chiefs' Association	✓							
Greenville County Government	✓							
Greenville County Historic Preservation Commission	✓							
Greenville County Human Resources	✓							
Greenville County Medical Examiner			✓					
Greenville County Parks, Recreation and Tourism	✓	✓				✓		
Greenville County Public Safety	✓							
Greenville County Public Works and Engineering						✓		✓
Greenville County Recreation Department	✓							
Greenville County Risk Management	✓							
Greenville County Roads and Bridges						✓		
Greenville County School District	✓							
Greenville County Schools Security	✓							
Greenville County Sheriff's Office Dispatch					✓			
Greenville County Sheriff's Office	✓							
Greenville County Special Operations	✓						✓	









APPENDIX B – COMMUNITY LIFELINE CROSSWALK

AGENCY / ORGANIZATION	 Safety and Security	 Food, Hydration, Shelter	 Health and Medical	 Energy (Power & Fuel)	 Communications	 Transportation	 Hazardous Materials	 Water Systems
Greenville County Vehicle Service Center	✓					✓		
Greenville Downtown Airport						✓		
Greenville Health Authority (Prisma)			✓					
Greenville Tech Police	✓							
Greenville Water System								✓
Greenville-Spartanburg Airport						✓		
Greer Commission of Public Works						✓		✓
Greer Fire Department	✓							
Greer FD/PD Dispatch					✓			
Greer Police Department	✓							
Greenville Spartanburg Airport Fire Department	✓					✓		
Greenville Spartanburg Airport Police	✓					✓		
Kinder Morgan Pipeline				✓				
Lake Cunningham Fire Department	✓							
Landrum Fire Department	✓							
Laurens Electric Co-Op				✓				
Legacy Charter School	✓							
Mauldin Fire Department	✓							
Mauldin Police Department	✓							
Mauldin PD/FD Dispatch					✓			
Mauldin Public Works						✓		✓
MetroConnects						✓		
Norfolk Southern Rail						✓		

APPENDIX B – COMMUNITY LIFELINE CROSSWALK

AGENCY / ORGANIZATION								
North Greenville Fire Department	✓							
Parker District Fire Department	✓							
Pelham-Batesville Fire Department	✓							
Piedmont Fire Department	✓							
Piedmont Natural Gas				✓				
Piedmont Park Fire Department	✓							
Prisma Health Upstate			✓					
Re-Wa								✓
River Falls Fire Department	✓							
Salvation Army		✓						
Samaritans Purse		✓						
Simpsonville Fire Department	✓							
Simpsonville Police Department	✓							
Simpsonville PD/FD Dispatch					✓			
Simpsonville Public Works						✓		✓
Slater-Marietta Fire Department	✓							
SC Department of Public Health			✓					
South Carolina Department of Transportation						✓		
South Carolina Highway Patrol	✓					✓		
South Greenville Fire Department	✓							
South Greenville FD Dispatch					✓			
St. Francis Health Systems			✓					
Taylors Fire Department	✓							
Tigerville Fire Department	✓							
Travelers Rest Fire Department	✓							

APPENDIX B – COMMUNITY LIFELINE CROSSWALK

AGENCY / ORGANIZATION	 Safety and Security	 Food, Hydration, Shelter	 Health and Medical	 Energy (Power & Fuel)	 Communications	 Transportation	 Hazardous Materials	 Water Systems
Travelers Rest Police Department	✓							
Travelers Rest PD Dispatch					✓			
Travelers Rest Public Works						✓		✓
United Way		✓						
Upstate Medical Reserve Corps		✓	✓					
Wade Hampton Dispatch					✓			
Wade Hampton Fire Department	✓							

Appendix C: Historical Overview – Greenville County Incidents, Hazards, and Threats Greenville County

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INTRODUCTION

The *National Continuous Improvement Guidance (October, 2020)* provides direction on how the “whole community” (e.g., emergency management, first responders, citizens) can integrate certain activities and better prepare for future incidents. Continuous improvement uses post incident reports (e.g., After Action Report, Improvement Plans), surveys, and a historical review of past disasters that have had major impacts on the area. As such, it is vital that as part of the planning process, data from previous disasters is collected, evaluated, and improvement plans implemented in the event of a similar occurrence.

Greenville County is threatened by natural, technological, and man-made hazards that have the potential to create mass casualties, fatalities, extensive property damage, and/or disrupt the day-to-day life and activities of the citizens in the County. Herein is a review of the major threats to Greenville County with a historical overview of past incidents. This historical document is an appendix to the *Greenville County Emergency Operations Plan (2025)*, and may be used as reference for planning, responding, mitigating, and recovering from future disasters.

Further information on hazards, vulnerabilities, and efforts to protect the community from these threats may be found in the *Greenville County Multi-jurisdictional Hazard Mitigation Plan (2020)*.

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NATURAL HAZARDS

The *Greenville County Multi-Jurisdictional Hazard Mitigation Plan (2020)* identifies seven (7) natural hazard risks for Greenville County.

Winter Weather



Snow, ice storms, and extreme cold temperatures periodically threaten Greenville County. Winter storms can damage property, create safety risks, destroy crops and/or valuable timber, damage infrastructure components (e.g., power lines), and have enormous economic impacts.

According to National Oceanic and Atmospheric Administration's (NOAA) Storm Events Database, from 2015 through 2025, Greenville County experienced four (4) heavy snow events, six (6) winter storm events, 14 winter weather events, and 10 extreme cold/wind chill events.

- On December 4, 2002, an ice storm caused \$100 million in property damages and affected the majority of the counties in South Carolina. Greenville was one of the counties that suffered major losses from this storm, which included ice accumulations up to 1.5 inches in some areas. Hundreds of thousands of homes were without power, many for as long as two (2) weeks.
- In December 2005, a winter storm produced ice and snow across the Upstate of South Carolina, including Greenville County, causing almost \$1.5 million in property damage due to power outages and damage to buildings from falling limbs and trees. The winter storm resulted in a Presidential Disaster Declaration in January 2006.
- In December 2018, moist air led to a mix of rain and snow developing across the foothills of South Carolina. A total of 4-8 inches of snow accumulated during the event.
- In January 2022, moisture overspread the southern Appalachian Mountains as a low pressure system moved across the southern portion of the United States. A strong northeast wind with accompanying cold air allowed for precipitation to begin as light snow. Snow intensity increased overnight with 2-4 inches accumulating by morning. Snow continued through the morning hours before tapering off later in the day. Snowfall totals ranged from 6-10 inches across much of the area with higher snowfall in the norther portion of the county. Reports of light sleet accumulation was also reported across the area causing difficult to nearly impossible travel January 16 and 17, 2022.
- In January 2025, moisture associated with low pressure in the Gulf Coast spread over the Southeast combining with cold surface high pressure in the Upstate Region. Snow began to fall across the area in the afternoon. By early evening snow began to transition to sleet and freezing rain and caused isolated power outages. Snow accumulations were generally 2 to 3 inches, with 1/2 inch of sleet on top of the snow approximately 1/4 of ice.

Flooding

The National Flood Insurance Program (NFIP) reports flooding is the most frequent natural disaster in the United States, with approximately 40% of all natural disasters involve flooding at some scale. About 75% of the Presidential Disaster Declarations are flood related. According to the National Weather Service (NWS), flooding has caused over 1,100 deaths since from 2013–2023 (over 8,600 deaths since 1940).



The NOAA database reports Greenville County has experienced 10 flash flooding incidents and 5 flood events.

According to the *South Carolina State Hazard Mitigation Plan*, historically Greenville County has the highest number of annualized losses and the highest number of flood-loss causing events.

Greenville County is affected by four (4) types of flooding:

1. *Dam/Levee Failure*

The National Inventory of Dams (<https://nid.sec.usace.army.mil/#/>) reports South Carolina has 2,430 total dams of which 142 dams are located in Greenville County; 137 of those are regulated by the South Carolina Department of Environmental Services (SCDES) and five (5) dams regulated by the Federal Energy Regulatory Commission (FERC). These numbers include nine (9) dams that are the under the Greenville County Soil and Water division responsibility. There are many other dams located in the county that are not “regulated”, most owned by private entities.

Dams and levees have the potential to fail and suddenly release its impounded water flooding the land downstream. The threat from dam failure increases from aging dams, when additional dams are built for retention basins, and amenity ponds in new developments. Many dams exist on smaller streams that are not mapped as floodplains or subject to floodplain regulation, leaving downstream residents unaware of potential risks.

2. Local Drainage Problems

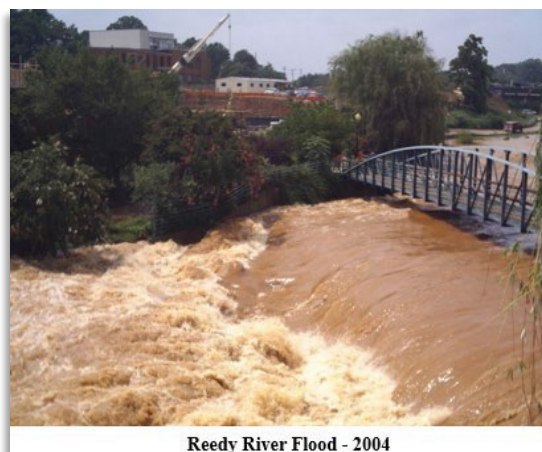
Local drainage problems can occur anywhere in the County where the ground is flat, where drainage pattern has been disrupted, or where channels or culverts have not been maintained.

3. Flash Flooding

Flash flooding occurs when heavy rain falls in a short period of time and accumulates in areas faster than the ground is able to absorb it. Flooding can occur with little to no warning, often trapping vehicles in water on roadways.

According to the NOAA Storm Events Database, from 2015 through 2025 there were 10 flash flooding events caused by heavy rainfall.

- On July 29, 2004 approximately 4 - 9 inches of rain fell in four (4) hours. This resulted in major flooding from Berea to downtown Greenville. The Reedy River reached 19.2 feet in downtown Greenville, which is the second highest level on record. Numerous homes and businesses sustained major damage. At least 30 homes were condemned. Numerous roads and bridges were damaged or washed out. Hundreds of vehicles were damaged or destroyed. Property damage was estimated at \$3.5 million.
- On August 9-10, 2014 multiple slow-moving thunderstorms moved over downtown Greenville, Taylors, and Greer, dropping 3- 6 inches of rain in a couple of hours. Two (2) people drowned after abandoning their vehicle trying to reach higher ground. Multiple rivers and creeks flooded. Property damage was estimated to be \$1.7 million.



4. Riverine Flooding

Riverine flooding occurs when an increase of water volume within a river channel causes an overflow onto the surrounding flood plain. The State's topography, combined with its humid, subtropical climate, makes it highly vulnerable to riverine flooding.

- On March 20, 2003, a heavy rain event from the previous day and continued moderate rainfall on the 20th resulted in flooding along many creeks and streams in the Berea, Greenville, Taylors, Greer, Mauldin, and Simpsonville areas. The property damage was estimated at \$1 million.
- On February 6, 2020, a heavy rain event resulted in flooding throughout Greenville County. The event washed out several roads and bridges and damaged stream gauge monitoring stations. The property damage was estimated at approximately \$1.3 million. The first ever Flash Flood Emergency was issued by the NWS for the flooding along the Reedy and Saluda Rivers.

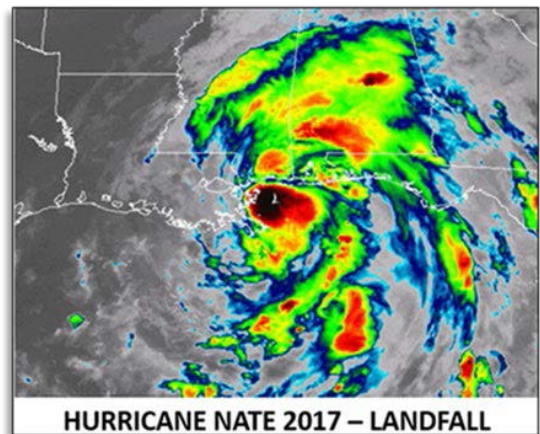
- On May 20, 2020, a heavy rain event resulted in flooding throughout Greenville County. The event flooded 29 roads and washed out four (4) shoulders and bridges within Greenville County.
- In September 2024, Hurricane Helene made landfall in the Florida Gulf Coast and moved northeast over the Southeastern United States. Prior to impact in the Upstate, Greenville County received heavy amounts of rain saturating the ground. As Helene impacted the Upstate (see Hurricanes and Tropical Systems below), additional heavy rain fell causing streams and rivers to flood over their banks. Stream gauges along the Saluda reached major flood stage flooding roads and some structures. Moderate flooding developed along the Reedy River, Brushy Creek overflowed its banks and significant flooding developed along the Enoree River. Additionally, the North Saluda overflowed onto Old Settlement Rd near Highway 11 and inundated a farm off Bates Bridge Rd. Although heavy rain ended across Greenville County by early afternoon, flooding continued to impact the Reedy, Saluda, and Enoree basins as water from very heavy rainfall continue to funnel its way downstream through the watersheds. Reedy River flooding eventually worked its way down to the far southern part of the county, resulting in inundation of Dunklin Bridge Rd.

High Winds / Tornadoes / Hail

Hurricanes and Tropical Systems

Although Greenville County is not a coastal county, it is still affected by hurricanes and tropical systems. Inland flooding poses the greatest threat to life and property for the county. Tornadoes, high winds, and heavy rain also accompany these storms.

- In 1995, Tropical Storm Jerry dropped over 15” of rain in some portions of Greenville County.
- In 2004, South Carolina experienced 89 tornadoes, and a record 44 tornadoes in a single day on September 7th, as Tropical Storm Frances passed near the State.
- In September 2017, Hurricane Irma made landfall in the Florida Keys as a Category 4 storm. The storm weakened as it continued to track north through Florida. Tropical watches and warnings were extended into Georgia and South Carolina. Heavy rainfall and high winds affected much of the Upstate region. At one point over 35,000 customers were without power. Additionally, water from the storm damaged the walls of the Greenville County EOC, located at Greenville City Hall at the time, requiring repairs.





Tornado Damage – Lake Lanier, SC 2017

- In October 2017, Category 1 Hurricane Nate made a landfall near the mouth of the Mississippi River. As the remnants of Nate moved north across Alabama and into Middle Tennessee, outer rain bands associated with the storm moved over the Upstate. Scattered thunderstorms and tornadoes developed. The NWS recorded an EF-1 tornado touched down near Lake Lanier. Numerous trees were blown down with mostly structural damage to homes and outbuilding reported and roadways were impassable.
- In October 2020, Tropical Storm Zeta moved quickly from the Mississippi River to the southern

Appalachian Mountains. The fast moving storm included wind gusts between 35 and 50 mph with occasional gusts as high as 60 mph across the South Carolina Upstate. Trees were blown down across the area, many falling on structures and vehicles. Power outages were also reported throughout the region.

- In September 2024, Hurricane Helene made landfall near the Big Bend area of the Florida Gulf Coast as a Category 4 hurricane with sustained winds of 140 mph. Helene then rapidly advanced through the Southeast, affecting Georgia, South Carolina, North Carolina, and Tennessee. Before Helene’s arrival, a predecessor rain event resulted in significant rainfall up to 10” in the span of two days. When Helene reached South Carolina as a tropical storm, it caused extensive wind damage and power outages as numerous trees and power lines were downed. Nearly all of Greenville County experienced power and internet outages lasting from several days to weeks. Some areas of the county, notably the northern region, received 20” of rainfall, with wind speeds of up to 90 mph. The storm significantly impacted homes and businesses, with 649 properties suffering major damage and 55 destroyed. Nine (9) Greenville County citizens perished as a result of Helene.



Hurricane Helene 2024 – Landfall

Greenville County may be called on to assist other areas of the State or region (i.e., southeastern states along the Atlantic or Gulf coast) with personnel and resources due to a hurricane or tropical system. For example, should any of the coastal areas of South Carolina expect significant storm surge from an approaching hurricane, Greenville County may be asked to open evacuation shelters for residents living in storm surge zones.

Severe Thunderstorms, Tornadoes, Hail and Lightning



According to NOAA's Storm Events Database, from 2013 through 2023, Greenville County experienced 121 thunderstorm wind events, 10 tornado events, and 40 hail events.

The Storm Prediction Center and NOAA's 25-year Average Number of Tornadoes per State (1997-2022) shows that South Carolina experiences approximately 25 tornadoes a year, with most of the tornado activity occurring in March, April, May, and September. However, tornadoes can occur any time of the year.

- On March 15, 1996, a squall line raced across the Upstate, impacting multiple counties. At Donaldson Center Industrial Air Park, strong winds knocked down trees and power lines across the Air Park. This storm caused one (1) death, seven (7) injuries, and approximately \$100,000 in damage.
- On August 16, 2003, a microburst caused damage to 12 airplanes and three (3) hangars at the Greenville Downtown Airport. One (1) plane was blown approximately 300 feet into the side of a hangar, causing the plane to break in half. Three (3) single-engine planes were flipped over. A concrete block wall was also blown over. The total event cost about \$300,000 in property damage.
- On March 21, 2017, scattered thunderstorms dropped multiple swaths of hail, especially in the Eastside and Greer areas. Some of the hail stones were the size of baseballs, causing extensive damage to vehicles and structures.
- On April 13, 2020, a significant tornado outbreak occurred throughout South Carolina. The event consisted of 25 tornadoes across the state, the 4th largest outbreak in South Carolina since 1950. Initial damage assessments found that 1,549 homes were damaged from the event. During this time, two (2) of the identified tornadoes occurred in Greenville County. An EF-0 tornado touched down near Lake Robinson in Greenville County while an EF-2 tornado touched down in Pickens County and moved into Greenville County. Eight (8) homes were damaged and two (2) homes were destroyed in the Laurel and Hardy Lake Community. Damages were estimated to cost \$494,500.
- On April 25, 2020, an EF-2 tornado moved through Wade Hampton Blvd and the Botany Woods community in Greenville County. Initial damage assessments found that 169 buildings had been damaged from the tornado, 161 of which were single or multi-family homes. Preliminary estimates revealed more than \$3 million in damages.



Drought / Heat

Drought

According to NOAA's Storm Events Database, from 2013 through 2023, Greenville County has experienced four (4) drought events.

- In late 2016, low amounts of rainfall and unusually warm temperatures resulted in an exacerbation of drought conditions that began in late spring, 2016. The main agricultural impacts were to pasture lands and soybean crops. By December much needed rainfall resulted in some slight improvements to the drought conditions across the Upstate region.

See the *South Carolina Drought Response Plan* for additional details.

Excessive Heat

South Carolina has a humid subtropical climate that can result in hot, humid summers and mild winters. July is typically the hottest month of the year. Occasionally, summer heat can result in very high temperatures (i.e., temperatures of 100° or greater). The Greenville office of the NWS will issue a heat advisory when the daytime temperature and heat index reach 105° or more (in the shade). The NWS will issue a Heat Warning when the temperature and heat index reach 110° or greater, and a Heat Watch with the temperature with heat index is expected to reach warning conditions in the next 36 hours. According to NOAA's Storm Event Database, between 2013 and 2023 Greenville County had zero heat related incidents or events.

- During the summer of 2012, Greenville-Spartanburg International Airport reported several extreme temperatures; on June 29, 2012, the airport recorded a high temperature of 105°F. The next day a high temperature of 103°F was reported. On July 1, 2012, Greenville-Spartanburg International Airport recorded an all-time record high temperature of 107°F.

Fire

Structural Fires

The threats of structural fires facing Greenville County's 32 fire districts create the potential for catastrophic consequences and number of fire related injuries, deaths, and widespread damage and loss.



- In 2003, a fire destroyed the abandoned Poe Mill in Greenville. The fire was discovered at approximately 5:00 a.m., and by the time the first fire units arrived the building was completely engulfed in flames. The mills linseed oil-saturated wood meant the fire was able to spread quickly. It took more than 50 firefighters to bring the blaze under control.
- In 2017, a fire damaged a building at the former U.S. Finishing Mill. Investigators later discovered the soil around the mill was contaminated by asbestos.
- In 2023, there were 322 structure fires in Greenville County with a total loss of \$32,747,877, according to the Office of the State Fire Marshal.

Wildfires

Wildfires can infringe on developed and/or urban areas and contribute increased structure fires. As the population grows and residential developments continue to expand into forested areas, wildland urban interface issues increase and more wildfires threaten homes. Wildfires can occur any time of the year with the height of the wildfire season usually occurring from late winter through spring. According to the South Carolina Forestry Commission (SCFC), 98% of the wildland fires are caused by human activities. The leading causes are careless outdoor burning and arson.

- In 2016, the Pinnacle Mountain fire began in Pickens County on November 9th due to an escaped campfire in Table Rock State Park. The fire expanded into Greenville County on November 20th. This fire is the largest mountain wildfire on record in South Carolina, burning a total of 10,623 acres, of which 5,200 acres were in Greenville County. Preliminary cost estimates of this fire are over \$4.5 million.
- Paris Mountain is a valuable natural resource for Greenville County. This area is home to Paris Mountain State Park, two (2) waste treatment plants, communications equipment, and over 8,000 residents. As a result of the Pinnacle Mountain fire, Greenville



County decided to enhance the existing *Greenville County Multi-Jurisdictional Hazard Mitigation Plan* with an annex addressing wildfires for the Paris Mountain area.

- The Table Rock Complex Wildfire began on March 21, 2025. The fire began as a small fire on top of Table Rock Mountain in Pickens County, and on March 22, 2025 another fire approximately 10 miles away began and was named the Persimmon Ridge Fire. Command for both fires were brought together under the Table Rock Complex. The Table Rock Complex eclipsed the 2016 Pinnacle Mountain incident as the largest and costliest mountain wildfire in state history. The complex burned 15,973 acres; 1,011,433 gallons of water were dropped as well as 33,400 gallons of fire retardant. The Table Rock Complex Wildfire was the first time Very Large Air Tankers (VLAT) aircraft were used east of the Mississippi River.

Earthquake

According to the *2001 Comprehensive Seismic Risk and Vulnerability Study* for the State of South Carolina, the State is extremely vulnerable to earthquakes.

Approximately 70% of earthquakes in South Carolina occur in the vicinity of the epicenter of the 1886 Charleston/Summerville Earthquake. This area is referred to as the Middleton Place-Summerville Seismic Zone (MPSSZ). The Brevard Fault Zone and the Pax Mountain fault system cross into the northern part of Greenville County. In addition to these faults, the county is susceptible to earthquakes in other locations, especially near dams.

South Carolina experiences multiple earthquakes annually, but most are low-level events with magnitudes less than 4.0. According to the United States Geological Survey (USGS), 265 low-level events occurred in South Carolina from 2013-2023.

- On April 23, 2022 an earthquake occurred in Taylors in Greenville County. The 2.2 magnitude earthquake was felt at 10:02 p.m. local time. The epicenter was reported to be 8.2 km (4.2 miles) from Taylors at a depths of 2 km (1.24 miles). Approximately 28 people reported feeling the earthquake, and no damage was reported.

See the *2023 South Carolina Earthquake Plan* for details.

Sinkholes, Landslides, and Mass Wasting

Sinkholes

Small sinkholes are associated with poorly compacted soil and are generally related to a “karst” topography. Karst is a type of topography that occurs when soluble bedrocks such as limestone, dolomite, and gypsum dissolve. This dissolution creates a void under the ground such as a cave, and a sinkhole can occur when such voids collapse.

- In November 2018, a large sinkhole formed on a commercial property at the intersection of Haywood Rd. and Airport Rd. in the City of Greenville damaging a state roadway and private property. Greenville Police reported the sinkhole was the size of an SUV and 10 feet deep.
- In May 2022, a sinkhole opened up in the parking lot of Greenville Technical College on S. Pleasantburg Dr. One (1) truck fell into the sinkhole.



Landslides

According to the USGS, landslides are geologic hazards that occur in all states, and cause \$1-2 billion dollars in damage, and average over 25 fatalities annually.

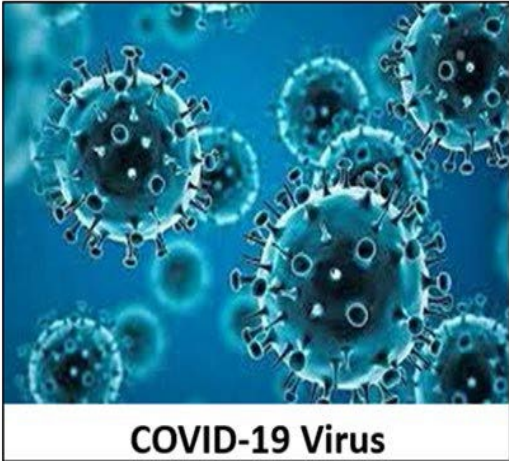
Mass wasting is the downward movement of rock material. Landslides are a type of mass wasting, which refers to the sudden collapse of a slope, also known as slope failure. Other types of mass wasting include mudflow, earthflow, creep, rock fall, slump, and these are characterized by their downward movement and the amount of moisture.

The Upstate of South Carolina most closely fits the typical landslide topography as outlined by the USGS, with steep slopes in Greenville County at Caesars Head and Glassy Mountain. According to the USGS, Greenville County ranges from the Moderate to High Susceptibility and Low to Moderate Incidence to landslides.

- In May 2013, heavy rain from a storm caused a “medium sized” landslide along a portion of Dividing Waters Road in Travelers Rest just off of Highway 11. While not Greenville County, later that year, Pickens County reported a 30’ culvert failed during a rainstorm.

Communicable Disease

Infectious disease outbreaks or other public health emergencies may occur in Greenville County with little or no notice. Infectious disease can present special requirements for disease surveillance, rapid delivery of vaccines, antibiotics, or antiviral drugs, allocation of limited medical resources, and expansion of health care services to meet a surge in demand for care.



COVID-19 Virus

- On March 13, 2020, a State of Emergency was declared for South Carolina due to the outbreak of the Coronavirus Disease 2019 (COVID-19). The virus is a respiratory illness that is spread from person to person. From 2020 to 2023, Greenville County had 208,642 cases and 1,826 fatalities due to of COVID-19.

TECHNOLOGICAL HAZARDS

Transportation



Greenville-Spartanburg International Airport

Greenville County is home to several airports including the Greenville Downtown Airport, Donaldson Center Airport, and Greenville-Spartanburg International Airport, half of which is in Greenville County with the other half in Spartanburg County.

Greenville County has the largest roadway network in South Carolina. According to ArcGIS, Greenville County has over 4,000

lane miles of roads including 1,465 miles of roadways that are maintained by the State and 1,670 miles of roadway maintained by the County. Greenville County has several Interstates throughout the county such as I-85, I-185, I-385 and several other highways.



I-85 / I-385 Interchange

Additionally, there are three (3) major commercial railroads in the County; Norfolk Southern, CSX, and Amtrak. Any accidents or incidents connected to these transportation facilities could have major economic impact on the County.

Hazardous Materials

The county's industrial capacity and network of interstate highways and railways result in vulnerabilities to hazardous materials releases from both moving and stationary sources.

According to the *South Carolina State Hazard Mitigation Plan*, Greenville County has the most Toxic Release Inventory (TRI) and Superfund sites in the State.

In 2023, 438 facilities in Greenville County reported chemical inventories as required by the Federal Emergency Planning Community Right-to-Know Act (EPCRA) regulations. These facilities contain hazardous and/or extremely hazardous substances exceeding the Threshold Planning Quantity as classified by Section 302/304 of the Federal Superfund Amendments and Reauthorization Act (SARA, Title III).

These facilities are located throughout the county in both rural and densely populated areas and do not include retail gas stations, warehouses, most power sub-stations, or telephone relay battery storage sites.

Hazardous materials may be transported over the road or via railways. An accident/incident along the interstate highways and railways that supply industries with chemical and petroleum products could result in a moderate to large accidental release of hazardous materials from a transportation source.

- In February 2007, Southern Railroad reported a hydraulic fluid spill/leak had occurred at the Greenville Yard. That same year, a chlorine leak occurred on White Horse Road in Greenville resulting in one (1) plant worker needing medical attention. The accident occurred when wrong chemicals were combined incorrectly.
- In July 2008, several lanes of Pleasantburg Rd. were closed in Greenville after an accident occurred causing a vehicle to spill herbicide onto the roadway.



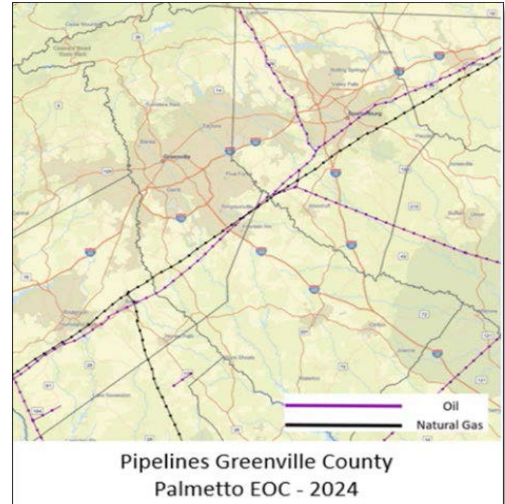
- In June 2014, New Life Chemical & Equipment near Mauldin Rd and I-85 reported smoke in the building that housed sodium hydrosulfite. The chemical was stored in the wrong containers, and was exposed to humidity overnight. Between 75 and 100 emergency workers, including HAZMAT worked at the scene.

- In May 2023, over 100 gallons of fuel was spilled on to Interstate 85 between the Augusta and White Horse Road exits following an accident caused a tractor-trailer carrying fuel to dump its load onto the roadway.

Pipelines

Both Colonial Pipeline Company and Kinder Morgan have gas/petroleum pipelines that run through the southern portion of Greenville County. Pipeline incidents (e.g., breaks, leaks) could have environmental, health, and economic impacts to the County.

- In June 1996, a 36-inch diameter pipeline operated by Colonial Pipeline ruptured at the Reedy River in Greenville County. The rupture released over 950,000 gallons of fuel into the Reedy River and surrounding region causing significant environmental damage. Diesel fuel polluted a 23-mile segment of the Reedy River killing approximately 35,000 fish and harmed other wildlife in the area.



Nuclear Power Plant (Radiological Release)



Nuclear Facilities

Greenville County is located within the 50-mile Emergency Planning Zone (EPZ) of the Oconee Nuclear Station. In the event an incident occurs at the facility, and if radiological material is released residents from communities around the facility may be need to be evacuated. Greenville County is identified as a host county for those evacuees. See the *Greenville County Radiological SOG* and the *South Carolina Operational Radiological Emergency Response Plan* for additional information.

Transportation of Nuclear Materials

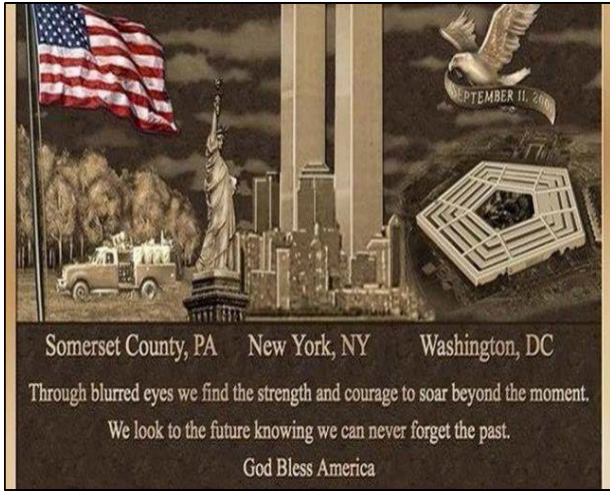
The South Carolina Department of Environmental Services (SCDES) maintains situational awareness of the transport of radiological waste and materials into and through the State of South Carolina.

The SCDES maintains the processes and procedures to address potential releases of radiological materials/waste during transportation.

Dam/Levee Failure

See Flood Section, Page 5

HUMAN CAUSED HAZARDS



Domestic Security

After the attacks of September 11, 2001, homeland security (also known as domestic security) became a major focus for the United States. Domestic security is defined as preventing or defending against threats directed towards the interior of the country.

Terrorism and Cyber Terrorism

There are many critical and high-profile facilities, high concentrations of population, and other potentially attractive venues for terrorist activity

that make the county vulnerable to a variety of terrorist threats.

Cyber terrorism is a risk for all organizations, including county government. Though the county uses technology that consists of firewalls, proxy servers, and virus walls to provide a secure perimeter around the network, these can be ineffective when users fail to follow or implement cybersecurity requirements.

Workplace/School Violence/Civil Unrest

Violence in schools and workplaces, including fights or active shooters, are a major threat in today's communities. These actions threaten lives and security and can be emotionally devastating on communities. Incidents such as active shooters or civil unrest can grow rapidly and quickly overwhelm first responders and their capabilities to protect life and property.

- On March 21, 2022, the Greenville County School District received reports of shots fired inside the Tanglewood Middle School. One (1) student victim was transported to a local hospital where he later succumbed to his injuries. Another student at the same school was later arrested for the incident.

Civil Unrest

Civil unrest is defined as conflict between different groups of individuals living in the same community. While civil protests can be peaceful most of the time, there is the potential where situations can turn violent overwhelming law enforcement's ability to maintain peace or regain control.

- In July 2016, protesters attending a Black Lives Matter rally marched through the downtown area of Greenville. Several people were later arrested after about 150 individuals attempted to break through a police line and shut down Interstate 385.
- In August 2017, approximately 200 people gathered in downtown Greenville calling for the relocation of "The Confederate Monument". Other groups arrived in support of keeping the statue where it was. While tensions were high, police were able to keep parties separated and no arrests were made.
- In early 2020, many communities around the nation began demonstrations and protests regarding a Minnesota man, George Floyd, who died while in police custody. In May of that year, protesters marched up and down Main Street in downtown Greenville, joining nationwide protests. Protesters and police officers engaged in minor skirmishes for 12 hours in downtown Greenville.
- In June 2022, about 1,500 people gathered in the courtyard at One City Plaza in Greenville in protest of a Supreme Court ruling that ended Americans' constitutional right to abortion. Several people were arrested for blocking traffic, disorderly conduct, and resisting arrest.



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APPENDIX D AUTHORITIES AND REFERENCES

I. FEDERAL

- Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended, 42 U.S.C. §§ 5121-5208, and Related Authorities
- ADA Requirements: Service Animals
- Biggert-Waters Flood Insurance Reform Act of 2012 as amended (Public Law 112-141) (42 U.S.C. §§ 4001, et seq.) and Homeowner Flood Insurance Affordability Act of 2014 (Public Law 113-89)
- Federal Water Pollution Control Act (Clean Water Act) (33 U.S.C. § 1251 et seq. (1972) and Executive Order 11738
- Homeland Security Act of 2002, as amended (Public Law 107-296) (6 U.S.C. §§ 101, et seq.) SCEOP
- Hospitalization of Mentally Ill Nationals Returned from Foreign Countries (Public Law 86-571, 24 USC §§ 321-329)
- Pets Evacuation and Transportation Standards Act of 2006 [Public Law 109-308] (42 U.S.C. §§ 5170(b) and 5196) • Housing and Community Development Act of 1974, as amended, (42 U.S.C. §§ 5301, et seq.)
- Insurrection Act of 2006, as amended, (10 U.S.C §§ 251-255)
- Posse Comitatus Act of 1878 (18 U.S.C. § 1385)
- Social Security Act, Title XI (General Provisions, Peer Review, And Administrative Simplification) Sections 1301-1320e-3 and Assistance for United States Citizens Returned from Foreign Countries (42 U.S.C. § 1313)
- Volunteer Protection Act of 1997 (Public Law 105-19, 42 USC §§ 14501, et seq.)
- Code of Federal Regulations (CFR), Title 10, Part 20 (Standards for Protection Against Radiation)
- Code of Federal Regulations (CFR), Title 10, Part 50 (Domestic Licensing of Production and Utilization Facilities)
- Code of Federal Regulations (CFR), Title 18, Chapter I - Conservation of Power and Water Resources (Federal Energy Regulatory Commission Regulations)
- Code of Federal Regulations (CFR), Title 24, Part 91 (Consolidated Submissions for Community Planning and Development Programs) and 570 (Community Development Block Grants)

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 - Code of Federal Regulations (CFR), Title 44, as amended (Emergency Management and Assistance)
 - Code of Federal Regulations (CFR), Title 45, Chapter II, Part 211 and 212 – Public Welfare
 - Code of Federal Regulations (CFR), Title 45, Subtitle A, Subchapter A, Part 98 – Child Care And Development Fund
 - Code of Federal Regulations (CFR), Title 45, Subtitle A, Subchapter A, Part 99 – Procedure For Hearings For The Child Care And Development Fund
 - National Response Framework, October 2019
 - President’s Executive Order 12656 – Assignment of Emergency Preparedness Responsibilities, as amended by Executive Order 13074
 - Presidential Executive Order 11988 - Floodplain Management
 - Presidential Executive Order 11990 - Protection of Wetlands, as amended by Executive Order 12608
 - Presidential Executive Order 12148 - Federal Emergency Management
 - Presidential Decision Directive 39 (PDD-39) - The United States Policy on Counter-Terrorism
 - Presidential Decision Directive 62 (PDD-62) - The United States Policy on Protection Against Unconventional Threats to the Homeland and Americans Overseas
 - Presidential Decision Directive 63 (PDD-63) - The United States Policy on Protecting America’s Critical Infrastructures
 - Homeland Security Presidential Directive - 5 (HSPD-5) -Management of Domestic Incidents
 - Homeland Security Presidential Directive - 8 (HSPD-8) - National Preparedness
 - Cyber Incident Annex to National Response Framework, December 2019
 - National Infrastructure Protection Plan (NIPP) 2013
 - NIPP Supplemental Tool: Executing a Critical Infrastructure Risk Management Approach 2013
 - Critical Infrastructure and Key Resources Support Annex to National Response Framework, 2013
 - U.S. Federal Cybersecurity Operations Team National Roles and Responsibilities, 2017
 - National Cyber Incident Response Plan, December 2016

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- DHS Sector Risk Snapshots, May 2014
- NUREG-0654/FEMA-REP-1, REV. 2, Criteria for Preparation and Evaluation of Radiological Emergency Response Plans and Preparedness in Support of Nuclear Power Plants, December 2019
- NUREG-0654/FEMA-REP-1, REV. 1, Supplement 1, Criteria for Utility Offsite Planning and Preparedness, September 1988
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- FEMA REP Program Manual, as updated
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- FEMA-64 - Federal Guidelines for Dam Safety: Emergency Action Planning for Dam Owners, July 2013
- Department of Homeland Security, National Planning Scenarios
- US Department of Housing and Urban Development's Consolidated Plan, Title 24, CFR, Part 91
- National Emergency Repatriation Plan Operational Guide, Office Of Refugee Resettlement (2016)

II. SOUTH CAROLINA

- South Carolina Constitution
- South Carolina Code of Laws, Title 1, Chapter 9 (Emergency Interim Executive and Judicial Succession Act)
- South Carolina Code of Laws, Title 2, Chapter 5 (Emergency Interim Legislative Succession Act)

APPENDIX D AUTHORITIES AND REFERENCES

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- South Carolina Code of Laws, Title 6, Chapter 29 (South Carolina Local Government Comprehensive Planning Enabling Act)
 - South Carolina Code of Laws, Title 8, Chapter 25 (Government Volunteers)
 - South Carolina Code of Laws, Title 13, Chapter 7, Article 1, Section 13-7-40 (Powers and duties of Department of Health and Environmental Control; Technical Advisory Radiation Control Council; regulation of persons controlling or using sources of ionizing radiation)
 - South Carolina Code of Laws, Title 13, Chapter 7, Article 1, Section 13-7-50 (Emergency powers of Department of Health and Environmental Control)
 - South Carolina Code of Laws, Title 23, Chapter 3. Article 1; Section 23-3-15, (A), (8) (SC Law Enforcement Division Counter Terrorism responsibilities)
 - South Carolina Code of Laws, Title 23, Chapter 49 (Firefighter Mobilization Act of 2000)
 - South Carolina Code of Laws, Title 25, Chapter 1, Article 4; Sections 25-1-420 thru 460
 - South Carolina Code of Laws, Title 25, Chapter 9, Article 5; Sections 25-9-410 thru 420 (Emergency Management Assistance Compact)
 - South Carolina Code of Laws, Title 39, Chapter 25, Sections 39-25-60 (Procedure for embargo and condemnation of adulterated or misbranded article; condemnation of poisonous perishable foods)
 - South Carolina Code of Laws, Title 39, Chapter 25, Sections 39-25-100 (Food deemed adulterated) and 39-25-110 (Food deemed misbranded)
 - South Carolina Code of Laws, Title 44, Chapter 1, Section 44-1-80 (Department of Health and Environmental Control – Duties and powers of board as to communicable or epidemic diseases) Attachment C-2 April 2023
 - South Carolina Code of Laws, Title 44, Chapter 4, Article 1; Section 44-4-100 thru 570 (Emergency Health Powers Act)
 - South Carolina Code of Laws, Title 44, Chapter 55, Article 1; Section 44-55-60 (Commissioner to issue emergency order where imminent hazard to public health considered to exist)
 - South Carolina Code of Laws, Title 44, Chapter 56 (South Carolina Hazardous Waste Management Act)
 - South Carolina Code of Laws, Title 46 (Agriculture)
 - South Carolina Code of Laws, Title 47 (Animals, Livestock and Poultry)
 - South Carolina Code of Laws, Title 48 (Environmental Protection and Conservation)

APPENDIX D AUTHORITIES AND REFERENCES

- South Carolina Code of Laws, Title 49, Chapter 11 (Dams)
- South Carolina Code of Laws, Title 63 (South Carolina Children’s Code)
- SC Code of Regulations, Regulations 58-1 (Local Emergency Management Standards) and 58-101 (State Emergency Management Standards)
- SC Code of Regulations, Regulation 61-63 (Radioactive Materials)
- SC Code of Regulations, Regulations 72-1 through 72-9 (Dams and Reservoirs Safety Act Regulations)
- SC Code of Regulations, Regulations 121-11 (Drought Planning Response)
- Governor's Executive Order 99-60 (South Carolina Hazard Mitigation Interagency Coordinating Committee)

III. GREENVILLE COUNTY

- Greenville County, SC Code of Ordinances Article IV: Emergency Preparedness 1976 Code, § 6-71 (Ord. 1326, § 1, passed 11-6-1984) / Sections 6-71 through 6-78
- Greenville County Hazard Mitigation and Resiliency Plan
- Greenville County Radiological Hazard Plan
- Greenville County Continuity of Operations (COOP) Plan
- Greenville County Wildfire Mitigation Plan

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APPENDIX F GREENVILLE COUNTY EOP GLOSSARY

Activation – A process by which a facility is brought up to emergency mode from a normal mode of operation. Activation is completed when the facility is ready to carry out full emergency operations.

Aid Agreements, Mutual (Pacts) – Written or unwritten understandings among jurisdictions, which cover methods and types of assistance available during an emergency.

Alternate EOC – A site located away from the primary EOC from which civil government officials exercise direction and control in an emergency or disaster.

Amateur Radio Emergency Service (ARES) – A group of Amateur radio operators organized by The American Radio Relay League to provide emergency communications wherever and for whomever it may be needed.

Ambulance Service – Composed of all ambulance stations, their personnel, facilities, and equipment at county level; and upon request, local fire departments, rescue squads, neighboring county ambulance services, and appropriate State agencies.

Area Command (Unified Area Command) – An organization established (1) to oversee the management of multiple incidents that are being handled by an ICS organization or (2) to oversee the management of large or multiple incidents to which several Incident Management Teams have been assigned. 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. Area Command may be established at an EOC facility or at some location other than an ICP.

Biological – Micro-organisms or associated products that may cause disease in humans, animals, economic crops, or the living environment. These include pathogenic wastes from medical institutions, slaughterhouses, poultry processing plants, and imported unprocessed wool fibers.

Chemical – Substances that are toxic, corrosive or injurious due to inherent chemical properties. These include such items as petroleum products, paints, plastics, acids, caustics, industrial chemicals, poisons, and drugs.

CHEMTREC – “Chemical Transportation Emergency Center,” a public service of the Chemical Manufacturers Association located in Washington, D.C. CHEMTREC provides immediate advice for emergency personnel at the scene of an accident or spill. A telephone hotline for emergencies is 1-800-424-9300.

Civil Disturbance – Any incident intended to disrupt community affairs and requiring law enforcement intervention and emergency management assistance to maintain public safety. These include, but are not limited to; terrorist attacks, riots, and strikes which result in violence, and demonstrations requiring police intervention and arrests.

APPENDIX F GREENVILLE COUNTY EOP GLOSSARY

Command Staff – In an incident management organization, the Command Staff consists of the Incident Command and special staff positions of Public Information Officer, Safety Officer, Liaison Officer, and other positions as required, who report directly to the Incident Commander.

Conglomerate – The combination of a risk area and associated host areas.

Congregate Care – Refers to the provision of temporary housing and basic necessities for evacuees.

Continuity of Government (COG) – All measures that may be taken to ensure the continuity of essential functions of the three branches of government-executive, legislative and judicial-in the event of an emergency or disaster.

Continuity of Operations Plan (COOP) – A plan that helps organizations and governments continue to perform their essential functions during an emergency.

Counter Terrorism – Prevention against, preparation for, response to, and crisis management of acts of terrorism.

Credible Threat – A potential terrorist threat that, based on a threat assessment, is credible and likely to involve WMD.

Crisis Counseling – Service provided by mental health professionals to psychiatric casualties such as bystanders, and relatives of disaster victims that need treatment for shock, anxiety, hysteria, or other extreme stress or loss such as damage to home or workplace, displacement, missing family members, etc.

Crisis Relocation – The movement of populations from high risk areas to those of lower risk.

Critical Infrastructure – Systems and assets, whether physical or virtual, so vital to the County, State, and the nation that the incapacity or destruction of such systems and assets would have a debilitating impact on security, national economic security, national public health or safety, or any combination of those matters.

Core Capabilities - Distinct critical elements necessary to achieve the National Preparedness Goal. Essential for the execution of each mission area: Prevention, Protection, Mitigation, Response, and Recovery. Developed and sustained through the combined efforts of the whole community.

Damage Assessment Service – Composed of all damage assessment sources and resources, both public and private, and not otherwise under Federal or State control, located in Greenville County.

Damage Assessment – An evaluation in dollars of the estimated cost for damages or loss to property and equipment.

Decontamination (Radiological) – The reduction or removal of contaminating radioactive material from a structure, area, object or person.

Direction and control – The assignment of missions, tasks, and procedures to operate government during emergency operations.

Disaster Categories:

- **Emergency** – As Defined by Section 25-1-430, SC Code of Laws, an emergency is an actual or threatened enemy attack, sabotage, conflagration, flood, store, epidemic, earthquake, riot, or other public calamity. Section 25-1-440, SC Code of Laws authorized the Governor to declare emergencies for all or part of the state and to utilize all available resources of state government to respond to the emergency. At the Federal level, an emergency is defined by Title V of PL 93-288, Section 102(1), as any occasion or instance for which, in the determination of the President, federal assistance is needed to supplement state and local efforts and capabilities to save lives and to protect property and public health and safety. Title V includes authority for the President to direct federal agencies to provide emergency assistance to save lives and protects property and public health and safety for emergencies other than natural disasters. Under Title V, the President may direct the provision of emergency assistance either at the request of a Governor (Section 501 (a)) or upon determination by the President that an emergency exists for which the primary responsibility for response rests with the United States... (501(b)).
- **Major Disaster** – As defined by P.L. 93-288, any natural catastrophe, (including any hurricane, tornado, storm, flood, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought), or, regardless of cause, any fire, flood, or explosion, in any part of the United States, which in the determination of the President causes damage of sufficient severity and magnitude to warrant major disaster assistance under this Act to supplement the efforts and available resources of States, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.
- **Catastrophic Disaster** – Although there is no commonly accepted definition of a catastrophic disaster, the term implies an event or incident that produces severe and widespread damages of such a magnitude as to result in the requirement for significant resources from outside the affected area to provide the necessary response. For example, whether a given earthquake qualifies as catastrophic depends on the combined effect of geologic parameters (e.g., magnitude, duration, type of earth movement, etc.), and

APPENDIX F GREENVILLE COUNTY EOP GLOSSARY

environmental parameters (e.g., building damage and collapse, damage to infrastructure and systems, etc.). For the purpose of this plan, a catastrophic disaster is defined as an event that results in large numbers of deaths and injuries; causes extensive damage or destruction of facilities that provide and sustain human needs; produces an overwhelming demand on state and local response resources and mechanisms; causes a severe long-term effect on general economic activity; and severely affects state, local, and private sector capabilities to begin and sustain response activities.

Disaster Medical Assistance Team (DMAT) – A regional group of volunteer medical professionals and support personnel with the ability to quickly move into a disaster area and provide medical care.

Disaster Mortuary Operational Readiness Team (DMORT) – A regional group of volunteer medical professionals and support personnel with the ability to quickly move into a disaster area and provide temporary morgue facilities, victim identification, and processing, preparation and disposition of remains.

Distribution – The process of delivering a commodity from convenient points to the customers.

Emergency Alert System (EAS) – Radio, TV and cable broadcast stations and non-governmental industry entities operating on a voluntary, organized basis during emergencies at national, state or local levels.

Emergency Information – Material designed to improve public knowledge or understanding of an emergency.

Emergency Instructions – Information provided to the general public during an emergency pertaining to recommendations for actions such as evacuation and sheltering.

Emergency Management – The organized analysis, planning, decision making, assignment and coordination of available resources to the mitigation of, preparedness for, response to and recovery from emergencies of any kind, whether from acts of aggression, technological or natural sources.

Emergency Mortuary Actions – The actions which are necessary to assure proper retention and/or disposition of human remains, as resolved by the MS Officer and the Greenville County Coroner. See Appendix 6.

Emergency Operations Center (EOC) – The location from which civil government officials (municipal, county, state and federal) exercise direction and control in an emergency/disaster.

Emergency Operations Center (EOC) Operational Staff – Those designated individuals who are essential for the operation of the EOC in order to provide for the collection, collation, and dissemination of information, make decisions and allocate resources during an emergency.

Emergency Operations Plan (EOP) – A brief, clear and concise document that provides a description of actions to be taken by all individuals and local governments in the event of an emergency or disaster.

Emergency Support Function (ESF) – Coordination of Federal incident response is accomplished through Emergency Support Functions (ESFs). ESFs are organized groups of government and private-sector entities that provide personnel, supplies, facilities, and equipment.

Emergency Public Information – Information which is disseminated primarily, but not unconditionally, at the actual time of an emergency; and in addition to providing information as such, frequently directs actions, instructs, and transmits direct orders.

Energy Management – The technology involving the analysis of energy use resulting in appropriate techniques and methods to ensure more efficient utilization of energy resources.

Exercise – A simulated emergency condition of natural or technological disaster operations involving planning, preparation, and execution.

Explosive – Material capable of releasing energy with blast effect in a split second upon activation; the released energy usually damages or destroys objects in close proximity to that blast.

Evacuation – Organized, phased, and supervised withdrawal, dispersal, or removal of people from dangerous or potentially dangerous areas, and their reception and care in safe areas.

Federal Disaster Assistance – Aid to disaster victims or state and local governments by federal agencies under provisions of the Robert T. Stafford Relief and Emergency Assistance Act of 1988 (PL 93-288) as amended.

Federal Energy Regulatory Commission (FERC) – The primary federal agency which regulates non-federal hydroelectric dams in S.C. and across the nation, and requires utilities or owners to ensure revision and distribution of Emergency Action Plans (EAPs) every five years or as needed FERC ensures dam safety readiness through testing during regularly scheduled drills.

Fire Service – Composed of all firefighting organizations, their personnel, facilities and resources at county level, including local government, appropriate state agencies/departments, and non-government/volunteer departments.

Hazard – A dangerous event or circumstance that may or may not lead to an emergency or disaster. Hazards may be further differentiated as:

- Natural Hazards or “acts of God” such as earthquakes, tornadoes, floods, hurricanes, wildfires, landslides, or avalanches.

- Technological Hazards or man-made incidents such as toxic chemicals releases, nuclear power plant accidents, dam failures or bridge collapses.

Hazardous Materials (HazMat) – A substance or material in a quantity or form that may pose an unreasonable risk to health and safety or property when released to the environment.

Host Area – A specified area relatively unlikely to experience direct effects of a hazard or an area designated for evacuees following a major event.

Incident Command Post (ICP) – The field location at which the primary tactical-level, on-scene incident command functions are performed. The ICP may be collocated with the incident base or other incident facilities.

Incident Command System (ICS) – A standardized on-scene integrated organizational structure that manages the complex demands of single or multiple incidents without being hindered by jurisdictional or geographic boundaries. The combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure with responsibility for the management of assigned resources to effectively accomplish state objectives pertaining to an incident.

Incident Commander (IC) – The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

Internet Routed Information System (IRIS) – A statewide computer routing message system to allow each county to report incidents, pass messages and makes requests for resources.

Law Enforcement Service – Composed of all law enforcement organizations, their personnel, facilities and resources at county level. Upon request, qualified commissioned personnel from state and federal agencies may be utilized.

Lifelines - A lifeline enables the continuous operation of critical business and government functions and is essential to human health and safety or economic security.

Local Government Radio (LGR) – A radio service authorized by the Federal Communications Commission to provide governmental entities with a system for any type of governmental communications. In SC this is low band VHF repeater system. State EPD Warning Point is net control.

Joint Information Center (JIC) – A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media, whether located at the scene of the incident or at another strategic location. Public information officials from all

APPENDIX F GREENVILLE COUNTY EOP GLOSSARY

participating agencies and involved entities should collocate at the JIC during the emergency incident.

Mass Care – Organization composed of the Greenville Department of Social Services (DSS) and its personnel, facilities and resources of State and County levels; the regional Department of Health and Environmental Control Office and its personnel, facilities and resources at the State and County levels; the Department of Health and Human Services and its personnel, facilities, and resources at the State and County levels; The American Red Cross and The Salvation Army at local and state levels, the County School Districts and their personnel, facilities and resources; appropriate Federal agencies and supporting private and religious organizations.

Mass Care Management Group – Group composed of Mass Care Coordinator, DHEC representative, DHHS representative, School District Superintendents, Manager of the Greenville Chapter of the American Red Cross (ARC), the Salvation Army of Greenville County, and local/state law enforcement. These individuals or their alternates will be located in the Emergency Operations Center (EOC) when it is activated.

Mass Care Services – Resources for basic human needs required as a result of an emergency situation (shelter, food, clothing, information, referral, counseling, and first aid) and provided by the Mass Care organization.

Medical Service (MS) – The organization of professional, skilled and unskilled groups and individuals who will utilize all available personnel, facilities and resources provided during an emergency to assure transportation and treatment for those people who are injured, sick, aged, bed-ridden and/or institutionalized; (the purity of water, food, etc., that adequate sanitation standards are maintained and enforced and emergency mortuary service is provided).

Medical Service (MS) Coordinator – The individual designated to coordinate all elements of MS into a functional emergency organization.

Mitigation – Mitigation activities are those that either prevent the occurrence of an emergency or reduce the community's vulnerability in ways that minimize the adverse impact of a disaster or other emergency.

Mobile Command Post – A transportable command cell capable of exercising direction and control from a forward-deployed location during an emergency. It is a place for commanders of the responding agencies to meet, plan, organize and communicate.

Mobilization – The process of marshaling appropriate resources.

Monitoring – The procedure of locating and measuring radioactive contamination by the use of survey instruments capable of detecting and measuring ionizing radiation.

Municipal Emergency Operations Center (MEOC) – Protected facility from which the government of a municipality conducts emergency operations during a disaster.

Multi-jurisdictional Incident – An incident requiring action from multiple agencies that each has jurisdiction to manage certain aspects of the incident. In ICS, these incidents are managed under the Unified Command approach.

National Incident Management System (NIMS) – A system mandated by federal legislation that establishes standardized incident management processes, protocols, and procedures that all responders, Federal, State, county, and local, will use to coordinate and conduct response actions. With responders using the standardized procedures, they will all share a common focus, and will be able to place full emphasis on incident management when disaster incidents occur. Additionally, national preparedness and readiness in responding to and recovering from an incident is enhanced since all of the Nation’s emergency teams and authorities use common language and procedures.

National Warning System (NAWAS) – A nationwide, dedicated, voice warning network. Its primary purpose is to provide the American population with information of an impending attack upon the United States.

National Weather Service (NWS) – Under the National Oceanic and Atmospheric Administration (NOAA) of the Department of Commerce, the NWS is responsible for providing weather service to the nation. It is charged with responsibility for observing and reporting the weather and with issuing forecasts and warnings of weather and floods in the interest of national safety and economy.

Nuclear Power Plant – An electric generating facility using a nuclear reactor as its power (heat) source.

Palmetto – A computer based tool to manage crisis event information and emergency response through the application of Crisis Information Management Software (CIMS) using world-wide-web Internet facilities. Palmetto is used during the planning, mitigation, response and recovery phases of emergencies and also during day-to-day activities for the purpose of managing routine, non-emergency related operations.

Preparedness – Those activities, programs and systems that exist prior to an emergency used to support and enhance response to an emergency or disaster.

Public Information Officer (PIO) – The designated individual responsible for disseminating official information relating to emergency operations.

Radio Amateur Civil Emergency Service (RACES) – A group of amateur radio operators authorized by the Federal Communications Commission to provide emergency Civil Defense communications.

Radiological – Any radioactive substance emitting ionizing radiation at a level to produce a health hazard.

Recovery – Recovery is that phase which restores systems to normal. Short-term recovery actions are taken to assess damage and return vital life-support systems to minimum operating standards; long-term recovery actions may continue for many years.

Re-entry – The return to evacuated areas by resident populations, which may be constrained by time or function based on the existing situation.

Rescue Service – Composed of any or all emergency service organizations, their personnel, equipment, facilities and resources at the county level, including local government, volunteer organizations, and upon request, the appropriate State agencies.

Response – Those activities and programs designed to address the immediate and short-term effects of the onset of an emergency or disaster.

Return – Reoccupation of areas cleared for unrestricted residence or use by previously evacuated or relocated populations.

Shelter – Pre-identified sites in existing structures or temporary facilities used to house personnel displaced as a result of an emergency evacuation or the effects of a natural or man-made disaster.

Shelter Area – Geographical unit that divides the Mass Care shelter operations into identifiable areas.

Shelter Management – The internal organization, administration and operation of a shelter facility by either pertained or emergent leadership.

Shelter Plan – Document used to direct people to the best available shelter as dictated by the situation. The plan identifies the number of and the requirement for shelter spaces.

Situation Reports (SITREPs) – Using statistical, narrative and graphical information from response and recovery operations that help paint the overall picture of the situation. SITREPs should include information pertaining to major actions taken, unmet needs and recommended actions, priority issues and requests, and an overall narrative situation.

Staging Area – Facility located in the disaster impact area at the local jurisdictional level where arriving personnel and resources are staged pending assignment to an operational site within the affected jurisdiction.

Standard Operating Procedures (SOPs) – A set of instructions having the force of a directive, covering those features of operations that lend themselves to a standardized procedure without loss of effectiveness.

APPENDIX F GREENVILLE COUNTY EOP GLOSSARY

Supply And Procurement Service – Composed of all supply and procurement sources and resources, both public, private, and those not otherwise under Federal or State control, located in Greenville County prior to or entering the county subsequent to disaster.

Supply And Procurement – The acquisition, use, and payment for those commodities and services necessary during and after a disaster.

Terrorism – Any activity that (1) involves an act that (a) is dangerous to human life or potentially destructive of critical infrastructure or key resources; and (b) is a violation of the criminal laws of the United States or of any State or other subdivision of the United States; and (2) appears to be intended (a) to intimidate or coerce a civilian population; (b) to influence the policy of a government by intimidation or coercion; or (c) to affect the conduct of a government by mass destruction, assassination, or kidnapping.

Title III, Superfund Amendments and Reauthorization Act (SARA) – The “Emergency Planning and Community Right-to-know Act of 1986.” Specifies planning requirements at the state and local levels for specified hazardous materials and extremely hazardous substances. It also specifies minimum plan content; requirements for fixed facility owners and operators to inform officials about hazardous and extremely hazardous substances present at the facilities; and mechanisms for making information about extremely hazardous substances available to the public.

Traffic Control – All activities accomplished for the purpose of facilitating the evacuation of the general public in vehicles along specific routes.

Transportation Service – All County, public, private and volunteer organizations within the County, which can be used in support of emergency operations.

Transmission – The process of transporting electricity in bulk from a source of generation to a distribution system or large power consumers.

Unified Command – An application of the ICS used when there is more than one agency with incident jurisdiction or when incidents cross political jurisdictions. Agencies work together through the designated members of the Unified Command to establish their designated Incident Commanders at a single ICP and to establish a common set of objectives and strategies and a single Incident Action Plan.

Urban Search and Rescue – The process of locating, extricating and providing immediate medical treatment of victims trapped in collapsed structures.

Vulnerability or Risk – The degree to which people, property, environment, and social and economic activity are susceptible to injury, damage, disruption, or death.

APPENDIX F GREENVILLE COUNTY EOP GLOSSARY

Warning – The alerting of public officials, emergency support services, and the general public to the threat of extraordinary danger and the related effects of both technological and natural disasters.

Warning Service – A service provided by local governments to warn and alert county and municipal officials and the public of actual or impending disasters.

Weapons of Mass Destruction (WMD) – As defined in Title 18, U.S. C. § 2332a: (1) any explosive, incendiary, or poison gas, bomb, grenade, rocket having a propellant charge of more than 4 ounces, or missile having an explosive or incendiary charge of more than one-quarter ounce, or mine or similar device; (2) any weapon that is designed or intended to cause death or serious bodily injury through the release, dissemination, or impact of toxic or poisonous chemicals or their precursors; (3) any weapon involving a disease organism; or (4) any weapon that is designed to release radiation or radioactivity at a level dangerous to human life.

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APPENDIX G ACRONYMS

ARES	Amateur Radio Emergency Services
CDC	Centers for Disease Control
CFR	Code of Federal Regulations
CISM	Critical Incident Stress Management
COG	Continuity of Government
COOP	Continuity of Operations Plan
DHS	Department of Homeland Security
DMAT	Disaster Medical Assistance Team
DMORT	Disaster Mortuary Operations Readiness Team
EAS	Emergency Alert System
ESF	Emergency Support Functions
EMS	Emergency Medical Services
ENN	Emergency Notification Network
EOA	Emergency Operation Area
EOC	Emergency Operating Center
EOP	Emergency Operations Plan
EPCRA	Emergency Planning Community Right-to-Know Act
EPZ	Emergency Planning Zone
FEMA	Federal Emergency Management Agency
FERC	Federal Energy Regulatory Commission
GCEM	Greenville County Emergency Management
HAZMAT	Hazardous Materials
HSPD	Homeland Security Presidential Directive
IAP	Incident Action Plan
IC	Incident Command/Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
IPAWS	Integrated Public Alert and Warning System
IRIS	Internet Routed Information System
JIC	Joint Information Center
LGR	Local Government Radio
MEOC	Municipal Emergency Operations Center
MPSSZ	Middleton Place-Summerville Seismic Zone
MS	Medical Services
NAWAS	National Warning System
NFIP	National Flood Insurance Program
NIMS	National Incident Management System
NIPP	National Infrastructure Protection Plan
NOAA	National Oceanic and Atmospheric Administration
NRF	National Response Framework

APPENDIX G ACRONYMS

NUREG	U.S. Nuclear Regulatory Commission technical report designation
NWS	National Weather Service
OPCON	Operation Condition
PAG	Protective Action Guide
PIO	Public Information Officer
PPD	Presidential Decision Directive
RACES	Radio Amateur Civil Emergency Services
SARS	Superfund Amendments and Reauthorization Act
SCDES	South Carolina Department of Environmental Services
SCEMD	South Carolina Emergency Management Department
SCFC	South Carolina Forestry Commission
SITREP	Situation Report
SOG	Standard Operating Guide
SOP	Standard Operating Procedures
TRI	Toxic Release Inventory
USC	United States Code
USGS	United States Geological Survey
VA	Veterans Assistance
WEA	Wireless Emergency Alert
WMD	Weapons of Mass Destruction