



*State of North Carolina*  
*Department of Correction*  
*Division of Prisons*

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**POLICY & PROCEDURES**

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Chapter: A  
Section: .1000  
Title: **State Emergency  
Response Team (SERT)**  
Issue Date: 07/20/10  
Supersedes: 10/12/07

**.1001 PURPOSE**

This policy defines the State Emergency Response Team and the role of the Division of Prisons in responding to emergencies that require involvement by the Division of Emergency Management.

**.1002 DEFINITIONS**

- (a) State Emergency Response Team (SERT) – A team of designated representatives of each department, agency, commission or office of State Government that is charged with Emergency Management responsibilities.
- (b) Division of Emergency Management – A Division in the Department of Crime Control and Public Safety to which authority has been granted to direct emergency operation as a result of assistance requested from local emergency agencies or as a result of intervention ordered by the Governor.
- (c) **State** Emergency Operations Center (EOC) – A Control Room (Operations Center) located in the basement of the Department of Administration Building in which the State Emergency Response Team coordinates activities to assist in resolving emergency situations.
- (d) **DOC Emergency Operations Center (EOC) – A Control Room (Operations Center) located in the first floor conference room of the Randall Building in which the NC Division of Prisons SERT members coordinates activities and assets for resolving state emergencies and Division of Prisons emergencies.**
- (e) Emergency Management Act – N.C. Gen. Stat. 166-A1 to 53 (1977) – A General Statute of 1977 “to set forth the authority and responsibility of the Governor, State agencies, and local governments in preparation of, preparation for, response to and recovery from natural or man-made disasters or hostile military or paramilitary action and to:
  - (1) Reduce vulnerability of people and property of this State to damage, injury, and loss of life and property;
  - (2) Prepare for prompt and efficient rescue, care and treatment of affected persons;
  - (3) Provide for the rapid and orderly rehabilitation of persons and restoration of property; and

- (4) Provide for cooperation and coordination of activities relating to emergency and disaster mitigation, preparedness, response and recovery among agencies and officials of this State and with similar agencies and officials of other states, with local and federal governments, with interstate organizations and with other private and quasi-official organizations.
- (f) Emergency Management Program – Executive Order No. 73(4-27-88) – An executive order of the Governor on April 27, 1988 ordering:
- (1) In the event the Governor, in the exercise of his constitutional and statutory responsibilities, shall deem it necessary to utilize the services of more than one subunit of State Government to provide protection to the people from natural or man-made disasters or emergencies, including but not limited to wars, insurrections, riots, civil disturbances, or accidents, the Secretary of Crime Control and Public Safety under the direction of the Governor, shall serve as the chief coordinating officer for the State between the respective subunits so utilized, as provided in N.C.G.S. 143B-476.
  - (2) Whenever the Secretary of Crime Control and Public Safety exercises the authority provided in Section 1, he shall be authorized to utilize and allocate all available State resources as are reasonably necessary to cope with the emergency or disaster.
  - (3) Every department of State Government is required to report to the Secretary of Crime Control and Public Safety by the fastest means practicable, all natural or man-made disasters or emergencies, including but not limited to wars, insurrections, riots, civil disturbances, or accidents which appear likely to require the utilization of the services or more than one subunit of State Government.
  - (4) The Secretary of Crime Control and Public Safety is authorized to delegate the authority to utilize and allocate all available State resources as may be necessary to carry out the intent of this order.
  - (5) The heads of the departments of State Government and other agencies are granted the authority and charged with the responsibility to develop supporting plans and procedures.
  - (6) The Secretary of Crime Control and Public Safety is authorized to update and periodically revise plans and supporting plans.
  - (7) The head of each department that is charged with Emergency Management responsibilities shall designate personnel from said department to perform liaison with all other components of State Government on matters pertaining to Emergency Management activities.

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- (8) The heads of State Government departments assigned Emergency Management functions shall prepare procedures to procure from governmental and private sources all materials, manpower, equipment, supplies, and services which would be needed to carry out these assigned functions. Each agency of State Government shall cooperate with all other agencies of State Government to assure the availability of resources in an emergency.
- (f) Department of Correction SERT Representatives – Division of Prisons staff designated to represent and act on behalf of the Department of Correction as requested by the Division of Emergency Management.
- (g) North Carolina General Statute 147-33.89 and Executive Order 102 require all state agencies develop a disaster recovery plan known as COOP or Continuity of Operations Plan. This plan is to ensure that during a catastrophic emergency that the NC Department of Correction/Division of Prisons can deliver essential state services. The plan will include the following:
- (1) Identification and Listing of Essential Functions – Those functions that enable the NC Division of Prisons to provide vital services, maintain safety of the general public and department personnel as well as maintaining a safe, functioning infrastructure.
  - (2) Delegations of Authority – specify the activities that may be performed by those who are authorized to act on the behalf of the Director of Prisons or other key officials.
  - (3) Orders of Succession – provides for the orderly, predetermined assumption of senior agency offices in the event that any of these officials are unable or unavailable to execute their legal activities.
  - (4) Alternate Facilities – provide alternate location(s) that can be utilized to carry out the NC Division of Prisons essential functions in the event that the primary facility cannot be utilized during the continuity situation.
  - (5) Interoperable Communications – Secondary forms of communications that the NC Division of Prisons will utilize in the event of a catastrophic event. Examples are VIPER Radios, cellular telephones, satellite phones and departmental two-way radios.
  - (6) Vital Records – records that are essential to the operation of the NC Division of Prisons. Examples are inmate criminal, court and medical records, employee personnel files, employee times sheets, policy manuals, etc.
  - (7) Human Capital Management – the utilization of NC Division of Prisons personnel during a continuity situation.

- (8) Provisions for Testing, Training and Exercises – establishing a set of guidelines for COOP testing and exercises by the NC Division of Prisons. The primary method for training and exercises for the NC Division of Prisons will be through table top exercises.
- (9) Devolution – the capability of the NC Division of Prisons to transfer statutory authority and responsibility for essential functions from Division of Prisons Administration to the Region offices and institutions in the event of a catastrophic emergency.
- (10) Reconstitution – the process by which the NC Division of Prisons will return to normal operating conditions after the cessation of a COOP event.

### **.1003 POLICY**

It is the policy of the Division of Prisons to provide full cooperation and assistance to SERT in the resolution of declared emergencies in the State of North Carolina.

### **.1004 PROCEDURES**

- (a) The **Emergency Preparedness Coordinator** will be responsible for assuring that a current list of SERT representatives is provided to the Division of Emergency Management. **Each SERT representative will have to log in each time they enter the EOC.**
- (b) The **Emergency Preparedness Coordinator** for the Division of Prisons will be the initial contact and responder for the Department. Should the Chief of Security not be available, SERT will contact the next DOP person on the SERT representative list until a contact is made.
- (c) When a SERT representative is contacted by the Emergency Operations Center an immediate response will be made to determine if assistance is needed. **Most calls may not require the presence of the representative in the State EOC while Category 4 and 5 storms will require a presence there.**
- (d) The SERT representatives have the authority to act in behalf of the Division of Prisons in resolving emergency situation in which SERT is involved. Any Division employee contacted by a SERT representative is to cooperate fully in meeting the needs of the emergency.
- (e) The SERT representative may be asked to identify, procure, and make available resources to be utilized in resolving the emergency. Resources may include but are not limited to food, clothing, transportation and manpower. Precautions should be taken to protect the public and avoid criticism in the use of inmates during emergencies.

- (f) It is the responsibility of the SERT representative to notify the Director of Prisons and the Division of Prisons Duty Officer as soon as practical after receiving emergency related information, request for resources and upon being activated by SERT. Should the Chief of Security not be the first responder he should be contacted as soon as practical by the Division Duty Officer.
- (g) Should the emergency be of extended duration the Emergency Preparedness Coordinator should set up a roster for 24 hour coverage in the DOP Emergency Operations Center. The Emergency Preparedness Coordinator will notify both the Chief of Security and the Division Duty Officer of the need for 24 hour operation of the DOP Emergency Operations Center (EOC). Should the presence of a SERT representative in the EOC at all times be requested due to the severity of the emergency then the Emergency Preparedness Coordinator shall contact the Chief of Security and the Division Duty Officer to ensure that a SERT member is dispatched to the State Emergency Operations Center (EOC) until the emergency is resolved or Division of Prisons presence is no longer necessary.
- (h) When supplying resources to SERT each facility is responsible for keeping an inventory of resources used and the cost involved. Resources include but are not limited to supplies, vehicle mileage, and staff man-hours. The Superintendent is responsible for providing this information to the Chief of Security as soon as practical following the end of the emergency situation.
- (i) During major emergency situations when a facility receives a local request for emergency assistance, the requesting agency should be advised to make the request through Emergency Management. This should not be construed to hinder in any way the normal cooperation and mutual assistance between agencies. Officials may be reached twenty-four (24) hours a day at the following phone numbers:

EM Main	919-733-3300
EM Logistics	919-733-4477
EM Paul Latham	919-733-3767

**.1005 DOCUMENTATION**

- (a) The SERT representative will maintain a log of all activities and information that comes to his attention. This is to include all contacts, telephone calls, information and/or instructions from the EOC.
- (b) All resource requests should be documented utilizing WebEOC site. Directions and passwords for utilizing this site will be maintained by the Emergency Preparedness Coordinator.

- (c) All logs, reports, requests and list of resources will be turned over to the **Emergency Preparedness Coordinator** who will be responsible for submitting a report to the Director and to the Division of Emergency Management.

**.1006 SERT REPRESENTATIVES**

The staff designated and authorized as the SERT representatives for the Department of Correction and the Division of Prisons are the Director of Prisons, Deputy Director of Prisons, Chief of Security, Assistant Chief of Security, Security Specialist - Emergency Preparedness Coordinator, Security Specialist – Security Threat Groups, Security Specialist – Highway Road Squad Program, Security Specialist – Specialized Team Coordinator, Chief of Executive Services, Security Services Region Operations Manager for Intelligence, Executive Services Operations Manager for Training, Security Services Sergeant for Site Security, Security Services Administrative Assistant for Intelligence, Chief of Auxiliary Services, Manager of Classification and Technical Support, and Program Director III for Population Management. In the event of an extended SERT activation, the Director of Prisons or designee may designate additional staff to post the Emergency Operations Center for the duration of the emergency.

  
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Director of Prisons      Date

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