

**CABARRUS COUNTY EMERGENCY OPERATIONS PLAN  
ANNEX P  
DONATED GOODS MANAGEMENT**

**Primary Agencies**

- Tax Administration

**Support Agencies**

- Cabarrus Arena and Events Center
- Public Information Officer
- Transportation Department
- Emergency Management
- Human Services
- Red Cross
- Salvation Army
- United Way
- Urban Ministries

**I. PURPOSE**

This annex describes the management of goods and services that are donated for relief of County residents in the aftermath of an emergency situation. This includes the collection of donated goods from the residents of Cabarrus County (County) for relief in other affected areas outside of the County.

**II. SITUATION AND ASSUMPTIONS**

**A. Situation**

1. Historically, persons not directly affected by emergencies are eager to render aid to victims through donations of money, goods, and services.
2. Lack of an organized system of management for the receipt, identification, organization, and distribution of donated goods and services results in confusion and loss of resources.
3. It is essential the public receive timely information on the location(s) of donations sites as well as the type(s) and amount(s) of items needed.
4. At the national level, several organizations have established telephone numbers to provide information on disaster relief. These organizations include the Federal Emergency Management Agency (FEMA), the American Red Cross (ARC), and the Salvation Army. The North Carolina Division of Emergency Management (NCDEM) also establishes a donations information center, if necessary.

5. The management and administration of the donated goods program requires suitable facilities, materials handling equipment, and trained personnel. The Cabarrus County Emergency Management Coordinator and emergency management staff coordinate the distribution of donated goods to respond to identified needs.
6. When citizens of the County wish to assist the victims of emergencies elsewhere, the County government coordinates the collection, packaging, and shipment of goods to a distribution point in the affected area.

#### B. Assumptions

1. Existing supplies and service capabilities may be insufficient to meet local needs during an emergency situation.
2. Suitable covered storage space and materials handling equipment is available for the reception, sorting, and storage of incoming donated goods.
3. Personnel to handle, store, and issue donated resources is available.
4. Local transportation resources are available to ship the donated goods to other locations.
5. There will be a surplus of some donated goods that will require disposal.
6. Charitable and religious organizations will offer their assistance in managing and operating distribution centers.
7. Citizens and businesses in the County will elect to donate money and goods to disaster victims elsewhere and will seek guidance on methods of participation.
8. Some donors will seek to bypass the distribution system established by the County.

### **III. CONCEPT OF OPERATIONS**

#### A. General

1. The goal in donations management is to control donated goods and services to ensure items reach the people most in need in a timely manner and in sufficient quantities.
2. The Emergency Management Coordinator, County government key leaders, and non-government volunteer organizations must assess requirements promptly and request donations to meet those requirements as needed.
3. The Emergency Operations Center (EOC) notifies the State EOC that the County is accepting donated goods and services along with the location of the County Receiving and Distribution Point (CRDP).
4. The CRDP is the main reception and distribution point for supplies provided to the County during emergency response and recovery operations.

5. The desire to assist those in need can result in a surplus of goods or a supply of unnecessary items. If the public information effort cannot discourage the continued donation of unneeded items, they are directed to a holding area away from the area of the emergency for sorting and storage.

#### B. Receipt of Donated Goods

1. The Tax Administration Department is the lead agency for the reception and distribution of donated goods and services.
2. Upon activation of the CRDP, the Tax Administration Department sends a representative to the County EOC and is assigned to the Resource Group. These representatives must be prepared for continuous operations and will not be available for duty at the CRDP.
3. The County Manager details additional County government personnel not assigned emergency response tasks with their department to assist in this mission.
4. The magnitude and severity of the emergency dictates the amount of space and personnel required for the reception and distribution process.
5. The Emergency Management Department coordinates with other relief agencies to avoid duplication of efforts.
6. The Emergency Management Coordinator establishes a central reception and sorting center for donated goods at the CRDP. Ideally, this facility is not in the area affected by the emergency. The Emergency Management Coordinator selects separate locations convenient to the affected area(s) as forward distribution centers.
7. The Public Information Officer coordinates the release of information regarding the locations of distribution and reception sites, the goods and services requested, assembly points for volunteers, and other pertinent matters. An aggressive public information effort expedites the distribution of goods to victims and limits the influx of unneeded goods.
8. The CRDP is a covered facility of sufficient size to store the donated items.
9. The Emergency Management Coordinator provides materials handling equipment, such as pallet jacks and forklifts, to the CRDP. The Emergency Management Coordinator prepares for expansion of the site with additional equipment suitable for outdoor storage use, such as pallets, tarpaulins, and tie-downs. If necessary, the Emergency Management Coordinator requests a CRDP management team from NCDEM to assist operations at the CRDP.
10. The staff of the CRDP will sort, package, and store all donated goods to facilitate efficient distribution.

11. The CRDP staff disposes of surplus donated goods in a manner consistent with the donor's apparent intent. The Emergency Management Coordinator approves the final disposal of donated goods when the CRDP closes. Those items not retained for County use may be made available to the NCDEM.
12. NCDEM maintains a central warehouse stocked with some emergency supplies available for immediate shipment and uses this facility for organization and storage for donated supplies.

C. Designated donations

1. A designated donation is a donation made to a specific organization or a donation requested by an organization.
2. The Public Information Officer (PIO) directs public inquiries concerning designated donations to an organization to that specific organization.
3. The organization accepting/receiving the donation follows its own policies and procedures for handling the details of the donation. The donation then belongs to that organization which is responsible for the distribution of those items.

D. Unsolicited/undesigned goods

1. Unsolicited/undesigned goods are those donations not requested by an agency that has arrived at the CRDP or other collection points.
2. The EOC and the CRDP staff make every effort to designate every shipment to a specific agency or organization to reduce the waste of time and storage space.
3. As a last resort, the Emergency Management Coordinator directs unsolicited or undesigned shipments to the CRDP.
4. The CRDP staff unloads, sorts, and stores unsolicited donations that cannot immediately be sent to a using organization.

E. Transportation

1. The donor transports goods to the receiving organization or the CRDP. The Emergency Management Coordinator may provide transportation for any donation items critical to recovery efforts.
2. The Emergency Management Coordinator provides transportation of donated goods from the CRDP to the forward distribution points. This effort employs all available County and municipal government vehicles. State and federal assets are used as available.

F. Voluntary Services

1. Persons may wish to volunteer their personal time and services to assist in the response to the emergency.
2. Volunteers are managed by the ARC in coordination with emergency management. All volunteers are vetted and credentialed before being assigned.
3. The PIO establishes a telephone bank to receive inquiries from the public. The operators encourage individuals interested in volunteering services to affiliate with a recognized private voluntary non-government organization (American Red Cross, Salvation Army, etc.) or other organized group of their choice, such as church groups.
4. The Emergency Management Coordinator and County government department leaders identify potential volunteers who have specific technical skills needed during response operations.
5. The Tax Administration Department registers volunteers from the general public. The Tax Administration Director provides daily registration updates to the EOC and coordinates to provide volunteers to the agencies seeking particular skills.
6. The ARC coordinates the housing and feeding of public volunteers. Those government department and agencies employing volunteers provide a headcount to the ARC representative at the EOC each day to assist support planning.

#### **IV. DIRECTION AND CONTROL**

- A. The Tax Administration Department directs and controls Donations Management.
- B. The Emergency Management Coordinator approves all shipments and deployments of volunteer labor or services.

#### **V. CONTINUITY OF GOVERNMENT**

- A. Staffing assignments for positions in the EOC allow for continuous operations.
- B. Selection and assignment of personnel is the responsibility of the agencies represented.
- C. Once assigned to the EOC, the Emergency Management Coordinator (EOC Manager) supervises these personnel.
- D. In the event that the primary EOC is not functional, the Emergency Management Coordinator activates an alternate EOC and notifies the Board of Commissioners of this change. Transportation is provided to any County Commissioners who cannot reach the EOC locations.
- E. Orders of Succession:
  1. Tax Administration Director

2. Tax Administration Deputy Director
  3. Emergency Management Coordinator
- F. Orders of succession for departments and agencies supporting donated goods management are in accordance with the established procedure for those departments and agencies.

**APPENDIX 1 TO ANNEX P  
COUNTY RECEIVING AND DISTRIBUTION POINT**

**I. PURPOSE**

This appendix describes the basic organization of the County Receiving and Distribution Point (CRDP).

**II. SITUATION AND ASSUMPTIONS**

**A. Situation**

1. During emergency response and recovery operations, Cabarrus County (County) may expend supplies and other assets available.
2. To sustain the recovery and response efforts, the County may seek assistance from other counties and municipalities, the State of North Carolina, and the federal government.
3. Additionally, private citizens and nongovernment organizations may offer assistance in the form of donations of needed supplies.
4. The Cabarrus County Emergency Management Department establishes a facility to receive, store, and account for the resources obtained from sources outside of the County government. All incoming supplies are sent to this location. This facility is the central point for receiving and then distributing supplies to throughout the County as directed by the Emergency Management Coordinator.

**B. Assumptions**

1. The County expends all available resources during response operations requests assistance from the state and other sources.
2. There are suitable locations within the County to establish a CRDP.
3. Cabarrus County Government is able to obtain the use of these facilities.
4. Cabarrus County Government has sufficient personnel available to operate the CRDP during continuous operations and can provide material handling equipment and operators to assist CRDP operations.
5. The North Carolina Division of Emergency Management (NCDEM) can supply trained staff to assist with and train County personnel on CRDP organization and operations.

### **III. CONCEPT OF OPERATIONS**

A. Cabarrus County Government has access to several County properties that can be used a CRDP.

1. The Cabarrus Arena and Events Center is the primary site for the CRDP.
2. The General Services Warehouse is the secondary CRDP site.

B. Organization

1. The Events Center building functions as both the CRDP and the Donated Goods Management Area. The building can be divided into two sections.
2. The forward section is used to receive and sort donated goods.
3. The rear section is used for receiving and distribution operations.
4. There is sufficient covered space and parking to conduct multiple CRDP missions simultaneously. The rear section of the Events Center has a loading dock that permits two standard tractor-trailers to be offloaded simultaneously.
5. The facility has the capability to support the necessary lighting, communications and data connections needed and is supported by an 80kW generator.
6. The facility has ample space for a landing zone (LZ) for UH60 aircraft in the Fair midway and at another satellite parking area.
7. The existing lighting system should provide ample light for night operations at the LZ, if power is available.
8. The location of CRDP Landing Zone is 35deg23.405 N 080deg29.961W



### C. Equipment

1. The County maintains one of the two General Services forklifts at the facility and the other vehicle is located at the GSA facility nearby. The second forklift could be moved to the CRDP if needed. The GSA facility and the Event Center have several pallet jacks.
2. At least one additional forklift (with operator), six pallet jacks, and other material handling equipment is necessary for rapid offloading of supply vehicles at the loading dock and movement of the supplies through the facility. The CRDP will need additional containers for bulk supplies and donated goods in order to prepare smaller loads for movement to issue points within the County.
3. The Tax Administration Department uses its existing department computers for management of goods at the site.
4. Information Technology Services provides telephones and ensures that both telephone and data lines are operational in the Events Center.
5. If available, the Emergency Management Department provides the CRDP staff with a portable 800MHz radio.
6. The Arena and Events Center provides communications equipment if no other department equipment is available.

#### D. Staffing

1. The County Manager diverts County employees from the Tax Administration Department to operate the CRDP and donated goods area. However, none of these personnel is trained to operate the available forklifts. The County has several operators at the Event Center and at GSA, but not in the numbers to conduct continuous operations.
2. A CRDP overhead team from NCDEM is needed upon activation to organize the site and transition the County personnel to operate the facility. A trained manager and additional forklift operators are critical to operations. Sufficient personnel are required in order to conduct continuous operations at the facility.
3. Upon activation of the CRDP, designated personnel from the Tax Administration Department and the Arena and Events Center staff report to the CRDP site and establish communications with the Cabarrus County Emergency Operations Center (EOC). These workers then organize the site and prepare to receive incoming supplies and donated goods. The department personnel are organized into at least two shifts and prepare for continuous operations until the site is closed. The staff for the CRDP is organized as follows:
  - a. Management Section (3): CRDP Manager, Assistant Manager, Communications/Administrative Assistant
  - b. Incoming Supply Team (10): Team Leader, Forklift Operator, Accountability Technicians (2), Laborers (6)
  - c. Donated Goods Team (11): Team Leader, Accountability Clerks (2), Laborers (8; 4 receiving goods, 4 sorting goods)
  - d. Distribution Team (11): Team Leader, Forklift Operator, Dispatcher, Accountability Clerks (2), Laborers (6)
4. The Sheriff's Department provides continuous security for the CRDP and is prepared to increase the level of security as needed.

#### E. Alternate CRDP Site

1. Should the Events Center be damaged or inaccessible, an alternate CRDP is activated at the General Services Warehouse.
2. Additional locations are considered for the alternate CRDP site if those locations are more suitable for operations. The Emergency Management Coordinator determines the final locations for the alternate CRDP, the donated goods collection point, and any other distribution points.
3. All staffing, communications and security missions remain the same for the alternate CRDP location.

#### **IV. DIRECTION AND CONTROL**

- A. The Emergency Management Coordinator activates the CRDP and notifies the NCDEM of the location and time of opening.
- B. The Tax Administration Department Director manages the CRDP.
- C. The EOC notifies the Director to move his personnel to the CRDP site, establish communications, and prepare the site for operations. The Director provides status reports twice daily to the EOC and requests all assistance from the EOC.
- D. The Team Leaders are responsible for their personnel and their assigned missions. They keep the Department Director informed of their operational status and requests for assistance.
- E. If NCDEM provides a CRDP operations team to assist the County, the Tax Administration Department Director is still responsible for the operations of the facility. The Tax Administration Department Director incorporates the state personnel into the management section and coordinates their operations at the site.

#### **V. CONTINUITY OF GOVERNMENT**

- A. Staffing assignments for positions in the EOC allow for continuous operations.
- B. Selection and assignment of personnel is the responsibility of the agencies represented.
- C. Once assigned to the EOC, the Emergency Management Coordinator (EOC Manager) supervises these personnel.
- D. In the event that the primary EOC is not functional, the Emergency Management Coordinator activates an alternate EOC and notifies the Board of Commissioners of this change. Transportation is provided to any County Commissioners who cannot reach the EOC locations.
- E. Orders of Succession:
  - 1. Tax Administration Department Director
  - 2. Deputy Tax Administration Department Director
  - 3. Manager, Cabarrus Arena and Events Center
- F. Orders of succession for departments and agencies supporting the County receiving and distribution point are in accordance with the established procedure for those departments and agencies.

**APPENDIX 2 TO ANNEX P  
COMMODITY DISTRIBUTION STANDARD OPERATING GUIDELINES**

**SUMMARY**

The Commodity Distribution Standard Operating Guidelines (SOG) establish a comprehensive framework of policy and guidance for Cabarrus County (County), municipal, and other public and private nonprofit organizations for disaster relief commodity distribution operations. The SOG details capabilities, authorities, and responsibilities. This SOG is designed for worst-case scenarios, including catastrophic events.

The Commodity Distribution SOG describes a system for effective use of state and local government resources as well as private sector resources necessary to effectively distribute relief supplies. It is intended in all instances to be consistent with the National Incident Management System (NIMS) and the National Response Framework (NRF).

North Carolina General Statute § 166A establishes the authority and responsibilities of the Governor, state agencies, and local government for emergency management in North Carolina. Cabarrus County Ordinance Chapter 22, Article II establishes the authority and responsibilities for emergency management within Cabarrus County. The Cabarrus County Emergency Management Coordinator is responsible to the County Manager for all emergency management activities.

The Commodity Distribution SOG establishes the duties and responsibilities for County departments and agencies, municipal governments, and nongovernment and volunteer organizations that assist with emergency response operations in the County.

Attachment A covers points of distribution (POD) site organization and operations.

Attachment B lists the basic resources needed for each POD site

Attachment C lists the POD sites in Cabarrus County.

This SOG supports the tasks assigned in Annex P: Donated Goods Management to the Cabarrus County Emergency Operations Plan, February 2014.

**CABARRUS COUNTY  
COMMODITY DISTRIBUTION  
STANDARD OPERATING GUIDELINES**

**I. INTRODUCTION**

- A. Purpose.** The purpose of the Commodity Distribution Standard Operating Guidelines (SOGs) is to establish guidelines for systematic, coordinated, and effective distribution of disaster relief commodities in time of need.
- B. Scope.** The SOG applies to all Cabarrus County (County) government departments and agencies as well as municipal governments that are tasked to provide assistance in a disaster or emergency situation. The SOG describes the fundamental policies, strategies, and general concept of operations to be used in commodity distribution.
- C. Organization.** This SOG consists of the following:
1. The SOG describes the purpose, scope, situation, policies, and concept of operations for commodity distribution in an emergency or disaster.
  2. Attachment A contains information on the organization and operation of points of distribution (POD) in Cabarrus County.
  3. Attachment B contains a list of personnel and resources necessary to establish and operate a POD.
  4. Attachment C contains a list of POD locations in Cabarrus County.

**II. SITUATION AND ASSUMPTIONS**

**A. Situation**

1. The principal highway transportation routes with the County are as follows:
  - a. Interstate Highway I-85 runs northeast-southwest through northwest section of the County.
  - b. US Highway 29 runs north-southwest through the central section of the County.
  - c. US Highway 601 runs north-south through the central section of the County. North Carolina (NC) Highway 200 branches off US 601 through the southeastern corner of the County.
  - d. NC Highway 73 runs east-west through the central part of the County.
  - e. NC Highway 49 runs northeast-southwest through the eastern half of the County.

- f. NC Highway 24/27 runs east-west through the southern side of the County.
  - g. NC Highway 52 runs northwest-southeast through the northeastern corner of the County.
  - h. Kannapolis Parkway: passes Kannapolis to the west and links up with George Lyles Parkway in Concord at I-85.
  - i. NC Highway 3 begins in Concord, runs north to Kannapolis, then west-northwest out of the County towards Mooresville.
2. Railroads operating in the County are as follows:
- a. The North Carolina Railroad (NCR) runs north to south through the middle of Cabarrus County. This dual-track railroad passes through the municipalities of Kannapolis, Concord, and Harrisburg. Norfolk Southern Railway has contracted with the NCR for rights to haul freight on this line. The NCR operates periodic passenger service, which stops in Kannapolis.
  - b. The Aberdeen Carolina and Western Railroad operates the east-west rail line through the southern corner of the County, passing through the community of Midland. This line carries short-haul freight traffic.
  - c. CSX operates the rail line that runs through the northeast corner of the County. This line carries freight traffic along the Highway 52 corridor.
3. The Concord Regional Airport, a general aviation facility, is located on Aviation Boulevard in the western section of the County. It is immediately west and parallel to I-85. The facility has two runways, one 7400 feet and the other 7000 feet long. There are also several small private airfields in Cabarrus County.
4. Very few of the highways or railroad lines are affected by flooding in the County. Interstate 85, US Highways 29 and 601, and NC Highways 49 and 73 remain clear. Flooding does affect some other state roads in the County, but these flooded areas can be normally bypassed on other routes.

## **B. Assumptions**

- 1. For planning purposes, Cabarrus County is responsible for delivering relief supplies to its citizens. This task is not the responsibility of the State of North Carolina or the Federal Emergency Management Agency. During small incidents, the State will only send those commodities that the County requests. During large incidents or incidents that continue over a long period of time, the Cabarrus County Emergency Management and the North Carolina Division of Emergency Management coordinates the distribution of supplies as needed. If requested by Cabarrus County, the State of North Carolina provides a logistics liaison team to assist the County in monitoring commodity usage so that minimal resources remain at the end of the emergency period.

2. To effectively distribute commodities, PODs are established near the affected areas of the County based on the situation and the number of personnel that need assistance. In a countywide emergency response, the County initially activates one POD to support each municipality, and may add additional sites if the personnel and equipment needed are available.
3. Cabarrus County Emergency Management uses a planning figure of twenty percent (20%) of the population to determine the numbers of residents that will need assistance.

### **III. CONCEPT OF OPERATIONS**

**A. General.** Distribution of disaster relief supplies is the responsibility of Cabarrus County Government. All County departments and agencies provide resources to assist in commodity distribution.

1. When a small incident or event occurs within the County, the Emergency Management Coordinator will decide to open the County Receiving and Distribution Point (CRDP) for supply distribution. If opened, commodities are distributed from this central point to locations around the County using County or municipal transportation and personnel. Details on the location and operation of this site are found in the Cabarrus County Emergency Operations SOG (see Appendix 1, CRDP, to Annex P, Donated Goods Management).
2. When a large-scale emergency occurs, the Emergency Management Coordinator opens the CRDP for single point distribution or to forward supplies to the POD sites. The Emergency Management Coordinator identifies those areas within the County that will require a POD to be established. The Emergency Management Coordinator notifies the State via WebEOC that the CRDP and POD sites are activated. Relief supplies coming into the County are delivered to the CRDP and then moved to the appropriate distribution point. Direct deliveries of supplies to a distribution point occur only at the request of the Emergency Management Coordinator or his representative.
3. There are three types of PODs: Type I, Type II, Type III. Types I and II are designed for larger populations and require a large number of personnel to operate and a large amount of equipment to support these operations. These are not normally employed in Cabarrus County unless the state or federal government can provide the personnel and equipment to conduct the larger POD operations. The County utilizes the Type III POD organization as the standard type. There is an untyped POD, which is a small, temporary distribution site. The County employs this organization only as an exception to policy.
4. POD Locations
  - a. The County has selected locations for POD sites within the County. The sites selected are easy to access and convenient for County residents (see Attachment C).
  - b. The Cabarrus Health Alliance does not collocate or establish a medical point of dispensing at or near a commodity POD unless the selected site can facilitate both

commodity distribution and mass prophylaxis dispensing. At the present time, the designated POD sites do not support this combination.

- c. There could be a need for an agricultural POD with specific supplies to support the farming operations in the County. This is in addition to the PODs provided for the County residents. Any agricultural POD will not be established or collocated near a commodity POD. The County Extension Office coordinates the location and conducts the operations of this POD with the Cabarrus County Emergency Operations Center (EOC). The County does not normally provide personnel or equipment support for the operation of this site.

## 5. Personnel Resources

- a. Due to the temporary nature of the POD requirement, personnel to operate the sites are determined when the need is identified. Those County departments and agencies not directly involved in response and recovery operations provide personnel and equipment to operate the PODs. These personnel will assist in collecting the necessary equipment for the site, moving that equipment to the site, and establishing the POD in accordance with the guidance in Attachment A.
- b. Non-government or volunteer agencies may be called on to operate a POD or provide personnel to support County-operated PODs. Additionally, spontaneous public volunteers may be permitted to participate in POD operations with the approval of the Emergency Management Coordinator. All of these individuals must follow the rules and procedures established for the PODs and obey the instructions of the POD Site Manager.

## 6. POD Operations

Based on the personnel and equipment available for Type III POD operations, the County activates and operates the PODs in the following manner:

- a. **Notification.** At the request of the Emergency Management Coordinator, the Cabarrus County Warning Point shall notify designated POD staff that the distribution point will be activated. The Emergency Management Coordinator notifies the State via WebEOC which CRDP and POD sites are activated and operational. The Emergency Management Coordinator provides the POD Managers the following information:
  - Location of the POD
  - Time and date POD will open
  - Type and quantities of commodities that will be delivered
  - Estimated date and time of the first supply shipment

- Amount and location of site support equipment
- b. Activation.** Within four hours of notification, POD staff report to their distribution point with all necessary equipment. The Distribution Site Manager notifies the EOC when the POD site is operational.
- c. Operations**
- 1) The CRDP and POD sites operate 24-hours a day until demobilized. POD sites are open to County residents between the hours of 0800 and 1700 hours, but these times may be increased if the demand requires it. Resupply is requested to arrive after 1700 hours daily, but this may occur around the clock to maintain adequate stocks at the POD. Separate travel lanes are created solely for resupply vehicles. Security is maintained at all times at all sites.
  - 2) The Points of Distribution normally provide the following items to the POD “customers”, which are those County residents needing assistance:
    - Two meals ready-to-eat (MRE) per person per day
    - One gallon of water per person per day
    - One tarp per household if the house has been damaged
    - One bag of ice per household per day if a member in the household has medications requiring refrigeration
  - 3) The POD Manager conducts daily inventory reports of existing supplies and the projected requirements for the following day. This information is provided to the EOC staff no later than 1700 hours each day of operation. The POD Manager also reports on the status of the personnel and equipment at the site with this inventory report.
  - 4) PODs are not established in those areas where commercial businesses are open and can supply needed items to the public. The Emergency Management Coordinator adjusts supply requirements based on estimated population densities of the impacted area at the time of activation.
- d. Demobilization.** Upon notification of demobilization, distribution to the County residents will cease. Those citizens currently in line will receive supplies. Inventory counts are taken and reported back to the EOC. The Emergency Management Department staff then make arrangements for the handling of remaining supplies. Once these commodities are picked up at the site, staff clean up and clear the site. The Emergency Management Coordinator demobilizes the POD staff once the site is cleared. The staff remains on site until released.

#### **IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES**

**A. Organization.** The departments within County government have emergency functions in addition to their normal duties. The County Manager and Department Directors may assign various tasks to County employees to support County response and recovery operations. This could include the establishment and operation of PODs. Listed below are the specific duties and responsibilities for selected County government personnel and for other government activities and nongovernmental organizations that participate in POD operations

**B. Legal Immunities and Liabilities.** Several provisions in North Carolina General Statute § 166A and Cabarrus County Ordinance Chapter 22, Article II, Section 22-34 provide for the protection of individuals involved in training for and conducting emergency operations. Questions pertaining to these matters should be referred to the Cabarrus County Attorney.

#### **C. Responsibilities**

##### **1. Emergency Management Coordinator**

- a. The Emergency Management Coordinator determines if there is a requirement to open PODs. While there are eight designated POD locations in Cabarrus County, not every location may be opened.
- b. The Emergency Management Coordinator alerts all departments and agencies in the County that are part of the POD activation and provides them with the information needed to activate the site.
- c. The Emergency Management Coordinator directs the EOC staff in determining the initial quantities of commodities required; notifies North Carolina Division of Emergency Management (NCEM) of this information and provides daily updates and requests to NCEM based on reports from the POD Managers.
- d. The Emergency Management Coordinator determines when the PODs are no longer needed and deactivates them as required.

##### **2. Emergency Operations Center Staff**

- a. Alert all County departments and agencies that POD sites will be opened and how these organizations will support POD operations.
- b. Determine the quantities of commodities that are required and request these supplies from the NCEM. The EOC staff routinely use WebEOC to pass on these requests. While the PODs are in operations, The EOC staff notifies NCEM of requirements each day.
- c. Locate the necessary supplies and equipment needed to operate the PODs and move these items to the POD sites.

- d. The EOC staff track POD operations and supply shipments into and within the County. The staff track commodity burn rates and compile daily reports on POD site expenditures and resupply requirements.

### **3. Directors of County Departments and Agencies**

- a. Provide personnel and equipment to operate the POD sites.
- b. Provide transportation assets to distribute commodities within the County.

### **4. Sheriff's Department**

- a. Provide 24-hour security for all distribution points within the County.
- b. Assist with traffic control at POD sites during daily operations. Coordinate support of traffic control with municipal police departments.
- c. Develop a communications support SOG for POD site 800 MHz radio communications.

### **5. Communications and Outreach**

- a. Disseminate information on the location and operations of the POD sites. This information must include the dates and times of POD operations and exactly what commodities are available at the PODs.

## **V. SUPPORTING AGENCY RESPONSIBILITIES**

**A. Organization.** The County relies upon other government agencies and nongovernment organizations for support during emergency response operations. Listed below are the specific duties and responsibilities for those nongovernmental organizations that participate in POD operations.

**B. Legal Immunities and Liabilities.** Several provisions in North Carolina General Statute § 166A and Cabarrus County Ordinance Chapter 22, Article II, Section 22-34 provide for the protection of individuals involved in training for and conducting emergency operations. Questions pertaining to these matters should be referred to the Cabarrus County Attorney.

### **C. Responsibilities**

- 1. Superintendent, Cabarrus County Schools
  - a. Be prepared to provide high school facilities to be used as POD sites.
  - b. Provide resources from the County school system to support POD operations. This may include:

- 1) Provide support personnel (school custodians, cafeteria staff, and counselors) as available to assist response and recovery operations.
  - 2) Provide vehicles and drivers to support transportation of commodities within the County.
2. Non-Government and Volunteer Organizations
- a. Use their personnel to operate POD sites.
  - b. Distribute commodities to the County residents with special medical needs that cannot reach the POD sites.
  - c. If needed, use their facilities as temporary untyped POD sites
  - d. Provide amateur radio support for POD sites.

## **VI. SOG DEVELOPMENT AND MAINTENANCE**

- A. Planning.** County, municipal, public, and private organizations share responsibility for safeguarding the public's health and safety. It is essential that commodity distribution activities of all parties be fully integrated to ensure the timely and efficient distribution of the necessary supplies. This SOG allows each organization to have a clear understanding of its role during emergencies and disasters.
- B. Review.** This SOG will be reviewed as necessary, but at least annually. Each County agency is responsible to keep applicable portions of the SOG, together with related annexes accurate and up to date.
- C. Changes and Revisions.** All users are invited to submit recommended changes to this SOG. Changes should be justified and keyed to page and paragraph numbers. Recommended changes should be made in the form of substitute language and forwarded to the Cabarrus County Emergency Management Department, Attn: Emergency Management, 30 Corban Avenue, Concord, NC 28025. Changes to the SOG will be published and distributed as necessary.
- D. Cancellation.** This SOG may be cancelled or superseded by direction of the Board of Commissioners or the County Manager.

**CABARRUS COUNTY COMMODITY DISTRIBUTION  
STANDARD OPERATING GUIDELINES  
ATTACHMENT A  
POD SITE ORGANIZATION AND OPERATIONS**

**I. PURPOSE**

This appendix describes the basic organization and operations for the Cabarrus County (County) points of distribution (POD).

**II. SITUATION AND ASSUMPTIONS**

**A. Situation**

1. During emergency response and recovery operations, Cabarrus County may be required to establish PODs within the County to provide basic supplies to residents. These PODs will be located near the areas most in need and will make available food and water and, if needed, ice and tarpaulins.
2. Those supplies available in County will expended first before requesting assistance. To sustain the recovery and response efforts, the County will seek assistance from other counties and municipalities, the State of North Carolina, and the federal government. Additionally, private citizens and nongovernment organizations may offer assistance in the form of donations of needed supplies.
3. The Cabarrus County Emergency Management Department will need to establish a County Receiving and Distribution Point (CRDP) to receive, store, and account for the resources obtained from sources out of the County. All incoming supplies will be sent to this location. This facility will be the central point for receiving and then distributing supplies to the County PODs.

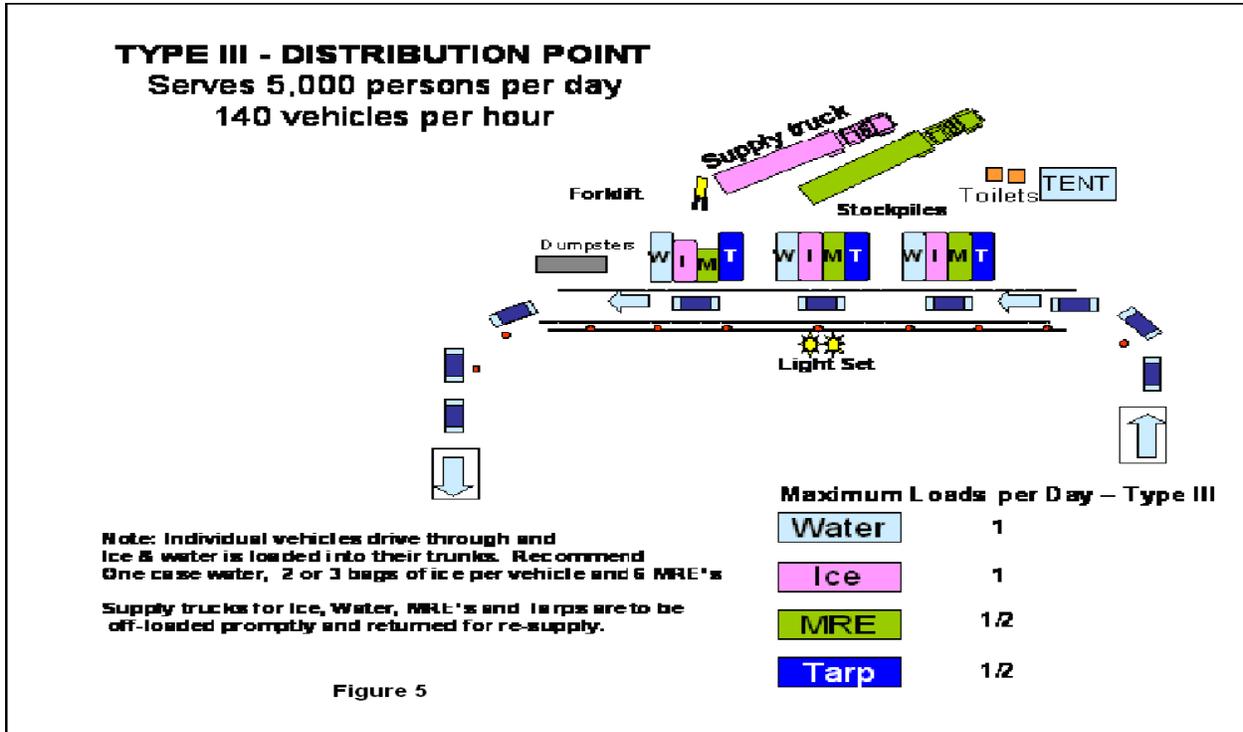
**B. Assumptions**

1. The County will expend all available resources during response operations and will request assistance from the State and other sources.
2. There will be suitable locations within the County to establish PODs, and Cabarrus County Government will be able to obtain the use of these facilities.
3. Cabarrus County Government will have sufficient personnel available to operate the PODs during continuous operations and can provide material handling equipment and operators to assist POD operations.
4. The North Carolina Division of Emergency Management can provide and transport the commodities required to the Cabarrus County.

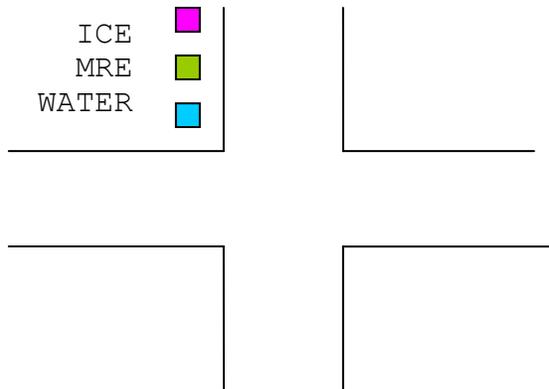
### III. CONCEPT OF OPERATIONS

#### A. Organization of Type III Point of Distribution

1. Cabarrus County will operate a Type III POD. The basic layout of the Type III POD is shown in the drawing below. The actual POD sites will follow this basic SOG, but each operation will be adapted to the sites selected and the personnel available to staff the site.
2. Type III POD Organization



3. Untyped POD Organization. This will be used only for temporary, short term sites.



**B. POD Operations**

1. **Determine Commodity Needs.** The Emergency Management Coordinator will determine what commodities are needed and the initial amount required for the County. This calculation will be on the overall situation, existing census data and estimated population densities.
2. **Determine POD Locations.** The Emergency Management Coordinator will determine which POD sites will be used. This decision is based on the EM Coordinator’s estimate of the situation, which will consider the population affected, the location needed to effectively provide assistance, the access to that site, the ability to support operations efficiently and security issues.
3. **Notification**
  - a. The EM Coordinator will determine which County personnel, volunteer agencies, or nongovernmental organizations are needed to activate and operate a POD.
  - b. The EM Coordinator will direct the EOC staff will notify those personnel and organizations to prepare to activate a POD site. The EOC staff will provide the following information to the individual designated as the Site Manager.
    - Location of the POD
    - Time and date POD will open
    - Type and quantities of commodities that will be delivered

- Estimated date and time of the first supply shipment
  - Amount and location of site support equipment.
- c. If personnel needed for the POD operations do not belong to the Site Manager's organization, the EOC staff will notify those personnel where and when to report and the name of the Site Manager.
  - d. At the request of the Emergency Management Coordinator, the Cabarrus County Warning Point will notify designated POD staff that the distribution point will be activated.
  - e. The Emergency Management Coordinator will notify NCEM using WebEOC and report which POD sites are activated and operational.

#### **4. POD Site Activation**

- a. Within four hours of notification, POD staff will report to their distribution point with all necessary equipment. The Site Manager will notify the EOC when the POD site is operational.

#### **5. Site Operations**

- a. The POD sites will operate 24-hours per day until demobilized. POD sites will be open to the County residents between the hours of 0800 and 1700 hours, but these times may be increased if the demand requires it. Resupply for the site will commence after 1700.
- b. The POD sites will normally provide the following items to those County residents needing assistance:
  - Two meals ready-to-eat (MRE) per person per day
  - One gallon of water per person per day
  - One tarp per household if the house has been damaged
  - One bag of ice per household per day if a member in the household has medications requiring refrigeration
- c. Team members will determine the quantity to be issued based on the customer's statement of the number of people he is supporting. Team members place the water, MREs, and ice in the customer's vehicle. The Site Manager must have the site prepared to service to both drive-up and walk-up customers. For safety reasons, a separate area is needed to deliver supplies to walk-up clients.

- d. The Site Manager will ensure that the customers continue to move directly through the distribution line and traffic flow is not impeded. Adequate space should be reserved to receive an inoperative vehicle or a customer needing medical attention.
- e. While issuing supplies, the POD staff will ensure that no incorrect information on POD operations or recovery activities is passed on to the customers.

## **6. Supply Accountability**

- a. There will be a separate and secure lane established for the vehicles delivering supplies to the site.
- b. At the arrival of the first shipment and for all subsequent shipments, the Site Manager will validate all Bills of Lading for the commodities delivered to the site.
- c. All resupply shipments will be requested to arrive after 1700 hours daily but this may occur around the clock to maintain adequate stocks at the POD.
- d. The Site Manager will inventory the supplies on hand each day prior to opening the POD. The Site Manager will report the amount of each commodity issued daily and request the items and quantity needed for the following day. This information will be provided to the EOC staff no later than 1700 hours each day of operation. The POD Manager will also report on the status of the personnel and equipment at the site with this inventory report.
- e. Security will be maintained at all times at the POD. If additional Law Enforcement support is needed, the Site Manager will contact the EOC for assistance. If there is an emergency at the site, anyone may call 911 for immediate response. The POD staff will not argue with customers, but will refer any problems to the Site Manager for action.
- f. Customers may feel the need to assist at the POD. These personnel can be utilized for tasks at the site should they volunteer and be approved by the EM Coordinator. All of these individuals must follow the rules and procedures established for the PODs and obey the instructions of the POD Site Manager. No people under the age of 18 will be allowed to work at the POD unless a parent or the legal guardian is present and working at that location.

## **7. Demobilization**

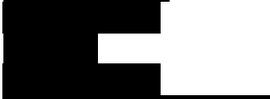
- a. Upon notification of demobilization, distribution to the County residents will cease. The POD staff will finish servicing those customers currently in line.
- b. The staff will take a final inventory of all commodities and report this information to the EOC. Team members will collect all remaining commodities for transport back to the CRDP or another POD.

- c. The Site Manager will coordinate with the Emergency Operations Center for the pick up of the remaining supplies and all site equipment. The Site Manager will collect all documents (inventory sheets, bills of lading, ICS 214, etc.) and return them to the EOC.
- d. The POD staff will ensure that the site is cleared of all debris, trash, pallets, etc. The site will be swept clean or washed down if water is available.
- e. The Site Manager will not release any personnel until final cleaning is complete and the site is cleared.

**CABARRUS COUNTY COMMODITY DISTRIBUTION  
STANDARD OPERATING GUIDELINES  
ATTACHMENT B  
POD RESOURCE LIST**

RESOURCE TYPE FOR TYPE 3 PODs	QTY	SOURCES
Team Leader	1	Tax Administration Department Library System Volunteer Fire Departments
Forklift Operator	2	General Services Cabarrus County Schools Arena and Events Center
Labor – Loading Point	20	Active Living and Parks Tax Administration Department Register of Deeds Library System Volunteer Fire Departments
Labor – Loading Point Back-up	9	Active Living and Parks Tax Administration Department Register of Deeds Library System Volunteer Fire Departments
Labor – Pallet Jacks	1	Active Living and Parks Tax Administration Department Register of Deeds Library System Volunteer Fire Departments
Law Enforcement/Security	3	County Sheriff's Department Concord Police Department Kannapolis Police Department
Community Relations	1	Communications and Outreach Department of Human Services
Forklifts	1	General Services Nations Rent Sunbelt Rentals R.S. Braswell Co.
Pallet Jacks	1	County General Services
Power Light Sets	1	Volunteer Fire Departments Municipal Fire Departments Nations Rent
Toilets	2	Al Lowder, Inc Rowan Septic Tanks
Tents	1	Volunteer Agencies
Dumpsters	1	BFI –CMS Reliable Hauling
Traffic Cones	10	Sheriff's Department Volunteer Fire Departments
County 800MHz Radio	1	County Emergency Management Department. One from each POD as needed

**CABARRUS COUNTY COMMODITY DISTRIBUTION  
STANDARD OPERATING GUIDELINES  
ATTACHMENT C  
POD LOCATIONS IN CABARRUS COUNTY**

SITE #	SITE INFORMATION	SITE REPRESENTATIVE
POD 1	Concord High School 481 Burrage Road Concord, NC 28025 Lat 35° 26' 2.71" N Lon 80° 34' 59" W	
POD 2	J.M. Robinson High School 300 Pitts School Road Concord, NC 28027 Lat 35° 21' 40.20" N Lon 80° 39' 36.38" W	
POD 3	Northwest Cabarrus High School 5130 Northwest Cabarrus Drive Concord, NC 28027 Lat 35° 27' 2.77" N Lon 80° 34' 51.91" W	
POD 4	A.L. Brown High School 415 East 1 <sup>st</sup> Street Kannapolis, NC 28083 Lat 35° 29' 44.84" N Lon 80° 37' 10.97" W	
POD 5	Hickory Ridge High School 7321 Raging Ridge Road Harrisburg, NC 28075 Lat 35° 18' 36.77" N Lon 80° 38' 9.99" W	
POD 6	Mount Pleasant High School 700 Walker Road Mt. Pleasant, NC 28124 Lat 35° 24' 30.65" N Lon 80° 28' 57.84" W	
POD 7	Corning, Inc - Midland 14556 US Highway 601 South Midland, NC, 28107-9245 Lat 35° 13' 1.70" N Lon 80° 31' 12.34" W	
POD 8	Concord Motorsports Park 7940 US Highway 601 South Concord, NC 28025 Lat 35° 18' 30.03" N Lon 80° 31' 9.27" W	