



*State of North Carolina
Department of Public Safety
Prisons*

Chapter: A
Section: .1000
Title: **State Emergency
Response Team (SERT)**
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POLICY AND PROCEDURE

References	5 th Edition Standards for Adult Correctional Institutions
Related ACA Standards	5-ACI-3B-07
North Carolina General Statute	143B-602 , 166A-19.1

.1001 PURPOSE

This policy defines the State Emergency Response Team and the role of the Prisons in responding to emergencies that require involvement by the DPS 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) DPS Emergency Management – An agency under DPS 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 Joint Force Headquarters in which the State Emergency Response Team coordinates activities to assist in resolving emergency situations.
- (d) Prisons Emergency Operations Center (EOC) – A Control Room (Operations Center) located in the first-floor conference room of the Randall Building in which the NC Prisons SERT members coordinates activities and assets for resolving state emergencies and Prisons emergencies.
- (e) Emergency Management Act – NCGS 166A-19.1 – 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
- (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 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 NCGS 143B-602.
 - (2) Whenever the Secretary of 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 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 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 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.
- (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.
- (g) Department of Public Safety SERT Representatives – Prisons staff designated to represent and act on behalf of the Department of Public Safety as requested by the DPS Emergency Management.
- (h) NC DPS Prisons will maintain COOP or Continuity of Operations Plan to ensure that during a catastrophic emergency that the NC Department of Public Safety/Prisons can deliver essential state services. This plan shall be reviewed and updated annually. This plan is to ensure that during a catastrophic emergency that the NC Department of Public Safety/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 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 Commissioner 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 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 Prisons will utilize in the event of a catastrophic event. Examples are VIPER Radios, cellular telephones, satellite phones, and departmental two-way radios (5-ACI-3B-07).***

- (6) Vital Records – records that are essential to the operation of the NC Prisons. Examples are offender criminal, court, and medical records, employee personnel files, employee times sheets, policy manuals, etc.
- (7) Human Capital Management – the utilization of NC 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 Prisons. The primary method for training and exercises for the NC Prisons will be through table top exercises.
- (9) Devolution – the capability of the NC Prisons to transfer statutory authority and responsibility for essential functions from Prisons Administration to the Region offices and institutions in the event of a catastrophic emergency.
- (10) Reconstitution – the process by which the NC Prisons will return to normal operating conditions after the cessation of a COOP event.

.1003 POLICY

It is the policy of the 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 Chief of Emergency Preparedness will be responsible for assuring that a current list of SERT representatives is provided to the DPS Emergency Management. Each SERT representative will have to log in each time they enter the EOC.
- (b) The Chief of Emergency Preparedness for Prisons will be the initial contact and responder for the Department. Should the Chief of Emergency Preparedness not be available, SERT will contact the next Prisons' 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; however, SERT representatives may be requested to be present based on the needs of the EOC.
- (d) The SERT representatives have the authority to act in behalf of the Prisons in resolving emergency situations 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 offenders during emergencies.

- (f) It is the responsibility of the Chief of Emergency Preparedness to notify the Commissioner of Prisons as soon as practical after receiving emergency related information, request for resources and upon being activated by SERT.
- (g) Should the emergency be of extended duration the Chief of Emergency Preparedness should set up a roster for 24-hour coverage in the Prisons Emergency Operations Center. The Chief of Emergency Preparedness will notify the SERT members of the need for 24-hour operation of the Prisons 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, the Chief of Emergency Preparedness ensure that a SERT member is dispatched to the State Emergency Operations Center (EOC) until the emergency is resolved or 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 Warden is responsible for providing this information to the Chief of Emergency Preparedness 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 (24 hr. Operations Center)	919-733-3300
EM Logistics Chief	919-825-2264

.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 Commissioner and DPS Emergency Management.

.1006 SERT REPRESENTATIVES

The staff designated and authorized as the SERT representatives for DPS-Prisons are the Commissioner of Prisons, Assistant Commissioner of Prisons, Director of Operations, Director of Rehabilitative Services, Chief of Emergency Preparedness, Chief of Security, Assistant Chief of Security, Security Accountability Managers (District, Career Program, Security), Operations Manager I, Security Accountability Section Security Specialists, Security Accountability Section Lieutenant, Sergeant, Manager of Classification and Technical Support, Manager for Population Management. In the event of an extended SERT activation, the Commissioner of Prisons or designee may designate additional staff to post the Emergency Operations Center for the duration of the emergency.



Commissioner of Prisons

July 26, 2022

Date

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