



Town of Summerfield

Continuity of Operations Plan (C.O.O.P.)

Adopted 12/11/12

Effective 12/11/12

Revised 9/9/14, 12/8/15

I. EXECUTIVE SUMMARY

A Continuity of Operations Plan, or COOP, is an important part of emergency planning and provides a way for organizations to ensure that they are able to continue providing essential functions in the event of a variety of different emergencies that could interrupt the normal operating environment.

It is expected and necessary for the Town of Summerfield to respond quickly in the event of an emergency or threat resulting from a variety of causes such as those that are human, natural, or technological in nature in concert with other agencies. It is for these reasons that the Town of Summerfield has created and adopted this COOP. This plan not only identifies essential functions but also outlines what would need to be done in the three phases of operation – Activation and Relocation, Alternate Facilities Operations, and Reconstitution. This plan also incorporates the following elements that are associated with continuity planning:

- ∞ Delegations of authorities that would be needed in an emergency situation;
- ∞ Essential Functions and Non-Essential Functions;
- ∞ Vital equipment, systems, files, and records that would be needed in an emergency;
- ∞ Any alternate facilities that could be used for operations.

The Primary and Secondary COOP Program Managers are listed in the table below with specific contact information included. The Program Managers will coordinate continuity of operations and are responsible for managing all activities to continue essential functions during a situation that disrupts the normal operating environment.

| COOP Program Manager Information | | |
|----------------------------------|--|--|
| | Name and Position | Contact information |
| Primary COOP PM | Name: Mark Brown Position: Mayor | Home address: 6212 Horseshoe Dr. Summerfield, NC 27358 Cell: 336-681-6730 (quickest contact) Email: mbrown@summerfieldgov.com |
| Secondary COOP PM | Name: Scott Whitaker Position: Town Manager | Work address: 4117 Oak Ridge Rd., Summerfield, NC 27358 Work: 336-643-8655 Home address: 7914 Grey Fox Rd., Oak Ridge, NC 27310 Home: 336-298-4118 Cell: 336-520-7469 (quickest contact) Email: swhitaker@summerfieldgov.com |

II. INTRODUCTION

- A. **Purpose:** A COOP has several general purposes. These include avoiding or minimizing disruptions to essential services, protecting essential records and equipment, and defining the resources and planning that are needed to achieve the minimum COOP capabilities. This plan was created to help establish guidelines that enable the organization to continue to carry out its essential functions in any and all circumstances that may arise. While the nature and severity of a disrupting event cannot be predicted, this plan will help ensure that the impact on operations, personnel, and facilities are minimized.
- B. **Applicability and Scope:** This plan is able to address all types of hazards and be effective regardless of the severity of the emergency. It was also created to allow for the continuation of essential functions despite the interruptions that may affect the normal operating environment and to also enable the plan to be implemented with little to no warning. Finally, this plan can be used to help identify what resources are required for the COOP to be more effectively and quickly implemented when needed.
- C. **Delegations of Authority:** Delegations of authority outline, by position, the people who have the power to act on behalf of the Town during times of emergency. For the purposes of this plan, the mayor is the main authority for the Town. In his absence, the persons listed in the table below are authorized to act in his place.

| Position | Name | Contact Information |
|----------------------------|-------------------|--|
| Town Manager | Scott Whitaker | Work address: 4117 Oak Ridge Rd., Summerfield, NC 27358 Work: 336-643-8655 Home address: 7914 Grey Fox Rd., Oak Ridge, NC 27310 Home: 336-298-4118 Cell: 336-520-7469 (quickest contact) Email: swhitaker@summerfieldgov.com |
| Mayor Pro Tem | Dena Barnes | Address: 2709 Pleasant Ridge Rd. Summerfield, NC 27358 Home: 336-643-5972 Cell: 336-312-4643 Email: dbarnes@summerfieldgov.com |
| Town Clerk | Valarie Halvorsen | Home address: 438 Muirs Chapel Rd. Greensboro, NC 27410 Home: 336-315-3984 Cell: 336-681-8506 Email: clerk@summerfieldgov.com |
| Parks & Recreation Manager | Jeff Goard | Address: 1133 Harris St. Eden, NC 27288 Cell: 336-552-3997 Email: jgoard@summerfieldgov.com |

- D. Situation and Assumptions:** The County is vulnerable to a number of different types of hazards. Any could cause a disruption in the normal operating environment which could trigger a COOP activation. Essentially, there are two situations that can result from any of hazard that would cause a COOP activation. The first includes a loss of critical infrastructure and/or the primary work location; the second includes the loss of staff necessary to carry out the organization’s essential functions.

The plan was created with the assumption that situations may occasionally occur that interrupt the normal operating environment which would necessitate the need for this COOP. These situations could include but are not limited to hazards discussed in the county’s Hazard Identification and Risk Assessment. As a result, this plan has been created using the all-hazards approach.

III. AUTHORITIES & REFERENCES

- A. Daily Operations:** This section outlines or lists the different documents and policies that grant the Town the power to do what is expected on a day-to-day basis.

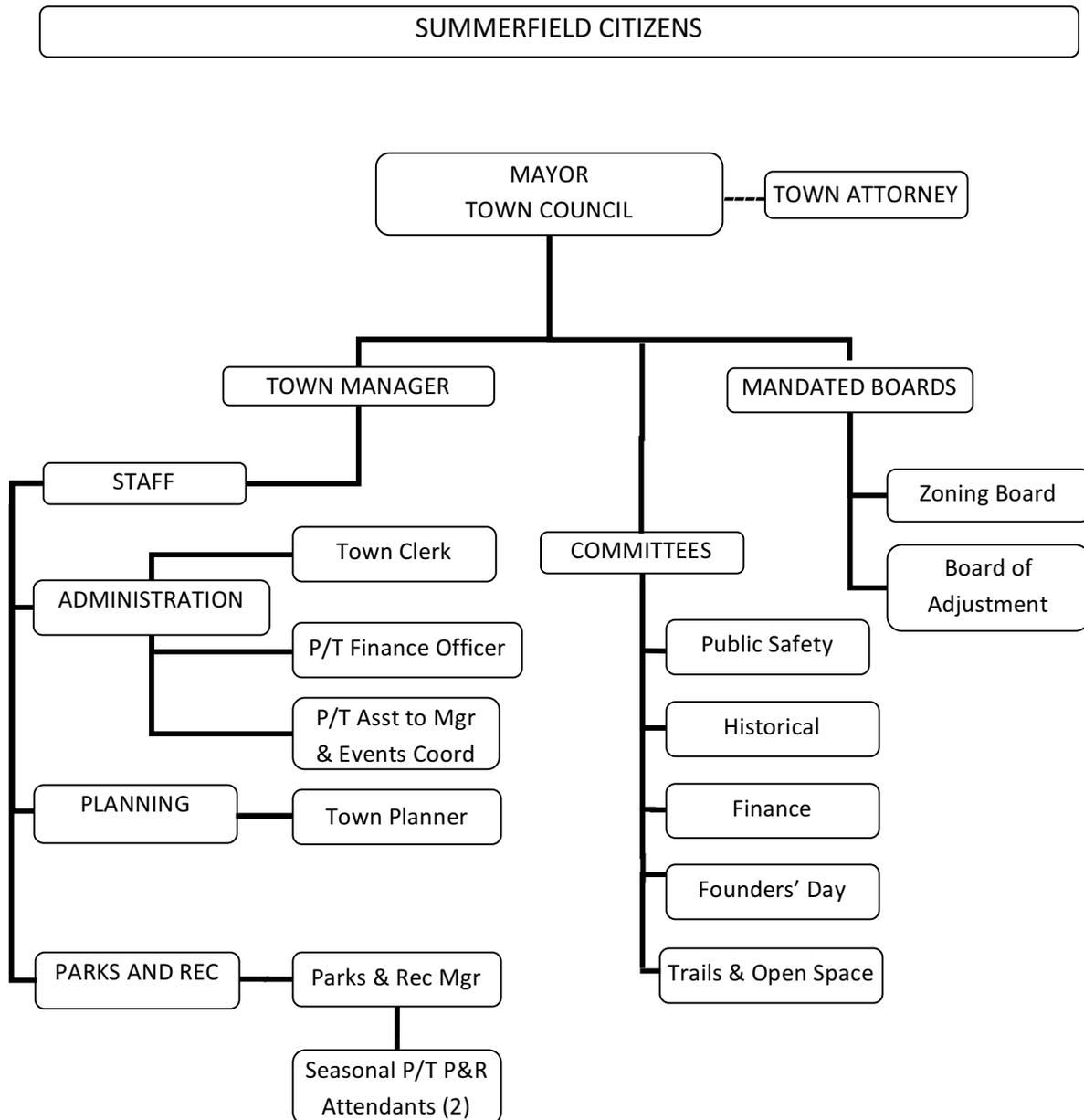
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|---|
| Documents |
| NC General Statutes; Town Charter; Policies; Procedures; Ordinances; Resolutions; Minutes; Contracts |
| Location(s) |
| All documents are located in multiple locations and several formats: <u>Town Hall: paper documents; Suntrust Bank safe-deposit box: CDs/disks; NC State Archives: minutes through June 2015 on microfilm; Town Clerk’s home: CDs/disks; COR365 off-site storage: both paper documents and CDs.</u> |

- B. Emergency Operations:** This outlines and lists, at minimum, the documents and/or policies that grant the power to do what it is expected and necessary/required to do during emergencies.

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| Emergency Operations Documents and Policies |
| The Town of Summerfield falls under Guilford County’s Emergency Operations Plan and COOP; Guilford County Emergency Management has its own divisional COOP but also falls under the Guilford County Department of Emergency Services’ COOP. In addition, the Town has an agreement with the North Carolina Department of Crime Control and Public Safety – the North Carolina Statewide Emergency Management Mutual Aid and Assistance Agreement – which provides for the “furnishing and exchanging of supplies, equipment, facilities, personnel and services” and “reciprocal emergency management aid and assistance” between all agreeable entities. |

IV. ORGANIZATION

- A. **Town Functions:** The Town of Summerfield is a limited-services local government, operating under the Council-Manager form of government. The organizational chart below illustrates the structure.



Major positions and roles are outlined below (excludes part-time Assistant to Manager/Events Coordinator and two seasonal, part-time P&R Attendant positions).

| Service | Position and Role |
|--------------------|---|
| Governance | <p>Mayor and Town Council: Elected by the citizens, they are responsible for the legislative functions and are tasked with providing leadership and setting policy. In concert with the Town Manager and staff, legislative duties include the implementation of policies, procedures, ordinances and resolutions that direct the business of government. In the event the Mayor is temporarily incapacitated or unavailable, the Mayor Pro Tempore is tasked with assuming the duties of the Mayor, which include signatory authority for Town documents.</p> |
| Management | <p>Town Manager: Under supervision of the Summerfield Town Council, carries the full responsibility as the administrative head of the Town government. The manager performs a complex variety of professional administrative work including implementing directives of Council, appointing and directing any and all officers and employees of the Town, including management and supervisory staff, but excluding the Town Attorney.</p> |
| Administration | <p>Town Clerk: Under supervision of the Manager, performs a complex variety of professional administrative work assisting the Town Manager, Council, and Mayor in handling multiple duties; maintains the official municipal records of the Town; performs all duties as required by law; performs related work as required.</p> |
| Finance & Budget | <p>Finance Officer: Under supervision of the Manager, is responsible for financial, accounting, administrative, and personnel services in order to meet legislative requirements included in the NC General Statutes, Local Government Budget and Fiscal Control Act, Town Charter, and Town Policies and Procedures, and supports municipal operations. Responsibilities include preparing financial statements, maintaining cash controls, preparing payroll and personnel administration, maintaining accounts payable and receivable, and assisting with budget preparation.</p> |
| Planning | <p>Town Planner: Under supervision of the Manager, performs professional planning and technical work in the coordination of projects from the public and private sectors for the Planning Department. Work involves reviewing residential and non-residential applications, permits, subdivision plats, development plans, and zoning interpretations; Geographical Information System (GIS) database and mapping; and providing technical assistance to the public relative to interpreting and explaining planning and zoning matters.</p> |
| Parks & Recreation | <p>Parks & Recreation Manager: Under supervision of the Manager, performs professional maintenance, supervision, construction, and programming related to town parks/facilities/properties. Requires supervisory technical work and administrative leadership in planning, organizing, directing, and evaluating programs, services, and capital investments of P&R. The position is both hands-on/physical and administrative with broad and diverse duties. Involves the development, administration, and execution of a comprehensive, year-round park maintenance and facility operations plan. The ability to deal professionally and effectively with citizens, community groups, volunteers, and agencies is necessary.</p> |

- B. Essential Functions:** This section includes a list of essential functions, which are all the activities that need to be continued at all times, regardless of the situation. As the Town of Summerfield operates as a limited services government, many services are provided by other organizations. Below is a list of essential functions and service providers.

| Service | Provider |
|--------------------------|--|
| Emergency Management | <p>Guilford County Department of Emergency Services, Emergency Management Division, acts as the designated coordinating agency to prepare for, respond to, recover from, and mitigate potential emergencies and disasters in Guilford County, under the general supervision of the County Manager.</p> <p>Guilford County Emergency Management Address: 1002 Meadowood St., Greensboro, NC 27409 Phone: 336-641-2278 Email: emergencymanagement@guilford-es.com</p> |
| Emergency Shelter | <p>The American Red Cross, Guilford County Emergency Services, and Guilford County Board of Commissioners Chair have authorization to declare states of emergency and open shelters. Summerfield’s shelters are located at Summerfield United Methodist Church, 2334 Scalesville Road, and the alternate/additional shelter is at Center United Methodist Church, 6142 Lake Brandt Road.</p> <p>American Red Cross Address: 1501 Yanceyville St., Greensboro, NC 27405 Phone: 336-333-2111 Contact: Susan Smith (extension 6938)</p> |
| Emergency Communications | <p>Activated by Guilford County Emergency Management, Guilford County Amateur Radio Emergency Service (ARES) provides communication when traditional modes of communication such as telephone systems are not operational.</p> <p>Guilford County ARES Phone: 336-549-4140 Contact: Jim Waynick, Emergency Coordinator</p> |
| Law Enforcement | <p>Guilford County Sheriff’s Department Address: 7506 Summerfield Rd. – District One office Summerfield, NC 27358 Phone: 336-641-2300, Main office: 336-641-3694 Contact: Lt. C.F. Sibert Email: csibert@co.guilford.nc.us</p> |
| Fire Services | <p>Summerfield Fire Department (Guilford County) Address: 7400 Summerfield Rd., Summerfield, NC 27358 Phone: 336-643-4341 Contact: Chief Chris Johnson Email: cjohnson@summerfieldfire.com</p> |
| Utilities | <p>Duke Energy: www.duke-energy.com, 800-777-9898 Piedmont Natural Gas: www.piedmontng.com, 800-752-7504 Republic Waste: www.republicservices.com, 336-299-0815 Time-Warner Cable: www.timewarnercable.com, 866-874-2389 Guilford County Environmental Health (wells): 336-641-7777 Guilford County Environmental Health (septic): 336-641-7613</p> |

- C. **Non-Essential Functions:** In addition to the organization’s essential functions described above, the organization also has different functions that it does which are not essential and can be interrupted or delayed without adversely affecting the safety and welfare of the community. In a situation where the COOP is activated, these functions and any others not deemed “mission essential” should be deferred until a later time when additional personnel and resources are available.

| Service | Provider |
|--------------------------|---|
| Governing/Administrative | As listed in table under b. Functions of the Town of Summerfield |
| Animal Control | Guilford County Department of Public Health Address: 1203 Maple St., Greensboro, NC 27405 Phone: 336-641-5990 or 641-3075 Scott Greene: 336-641-3566 or 336-451-7336 and Logan Rustan: 336-641-4803 |
| Tax Collection | Guilford County Tax Department Address: 400 W Market St., Greensboro, NC 27401 Phone: 336-641-3363 Jim Roland: Email: jroland@co.guilford.nc.us |

V. CONCEPT OF OPERATIONS

A. Phase 1: Activation, Mobilization, and Relocation:

- i. **Decision Process:** In an event which renders Town Hall inoperable or inaccessible, this COOP would be activated by the Mayor or subsequent person listed in Table II. b. Delegations of Authority.
- ii. **Alert, Notification, and Implementation Process:** Following the COOP activation, the Mayor or his delegate would notify persons listed in section II. b. Delegations of Authority, any other Town staff and Town Council members, and service providers listed in section IV. c. Essential Functions

B. Phase 2: Alternate Facility Operations:

- i. **Vital Equipment and Systems:** In the event that the server and computers in Town Hall are inoperable, access can be gained by contacting the town’s IT contractor, Bill Stone of StonePCworks! Inc. (cell: 336-420-1027 and email: service@stonepcworks.com).

| Vital Equipment and Systems |
|---|
| Computer server and computers (desktops and Manager’s laptop) |
| Server access/ data backups |
| Telephone system, various printers/copiers/scanners |

- ii. **Vital Files, Records, and Databases:** The vital files and records of the Town of Summerfield and their locations are listed in section III. a. Daily Operations, and in the table below. Databases used for Town business include ARC/GIS (Planning Department), QuickBooks (Finance Department), and Outlook (email) are included on the data backup at the Town Clerk’s home. In addition to the data backup, QuickBooks.

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| Documents |
| Town Charter; Policies; Procedures; Ordinances; Resolutions; Minutes; Contracts |
| Location(s) |
| All documents are located in multiple locations and several formats: <u>Town Hall</u> : paper documents; <u>Suntrust Bank safe-deposit box</u> : CDs/disks; <u>NC State Archives</u> : minutes through June 2015 on microfilm; <u>Town Clerk’s home</u> : CDs/disks; <u>COR365 off-site storage</u> : both paper documents and CDs. |

C. Phase 3: Reconstitution:

When the primary facility is deemed available for regular operations, the Primary COOP Program Manager will notify all staff that support both essential and nonessential functions that the COOP will be deactivated and normal operations will resume.

VI. LOGISTICS

- A. **Alternate Locations:** In the event that Town Hall is unavailable or not suitable as a work location, an alternate facility would be needed to conduct the business of the Town. Laptop computers and/or iPads could be used to access Town records and databases listed in the section above. Bill Stone of StonePCWorks! is the current IT contractor for the Town and would assist with IT needs and set-up at an alternate location.

| | Location and Address | Phone Number |
|------------------------------|--|--------------|
| Current Facility | Town Hall, 4117 Oak Ridge Rd | 336-643-8655 |
| Primary Alternate Facility | Summerfield Athletic Park Field House, 5200 US Hwy 220 North | N/A |
| Secondary Alternate Facility | Summerfield Community Park Maintenance Building, 5404 Centerfield Rd | N/A |

The Athletic Park Field House, the primary alternate facility, is wired for telephone and internet service. While not designed for administrative/office uses, the facility has one office with a desk, and folding tables and chairs that could be used for makeshift workspaces.

VII. PLAN MAINTENANCE

The plan will be reviewed and revisions made on an as-needed basis.