



GUILFORD COUNTY
DEPARTMENT OF EMERGENCY SERVICES
EMERGENCY MANAGEMENT DIVISION



Disaster Assistance Employee Program

(DAE)

Program Overview



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Program Overview and Purpose:

During emergencies, there are many roles that need to be filled to effectively coordinate and support the countywide response operation. An effective emergency response for our residents relies on a coordinated approach for the many organizations that provide emergency services in Guilford County. Guilford County coordinates and supports emergency response operations from the Guilford County Emergency Operations Center (EOC) which acts as the hub of activity during major incidents.

The Emergency Operations Center relies on agency representatives and administrative staff to coordinate information, services, and requests for assistance to ensure that our residents receive the most effective services during emergencies. While some County employees already have designated roles during emergencies, the Disaster Assistance Employee program (DAE) has been created to allow employees who are not already assigned to roles during an emergency the opportunity to assist their community through the DAE program.

The DAE program serves as a conduit for employees to receive training, attend regularly scheduled exercises, and participate in the emergency response process by assisting with the operations of the county's EOC. DAE members can contribute by filling many administrative and operational positions in the Emergency Operations Center (listed below) to ensure a coordinated and effective response for the residents of Guilford County.

Program Participation:

Participation in the DAE program is open to all Guilford County Employees. The program is intended for employees who are not already assigned roles during disasters. However some employees who have disaster roles for specific incident types (pandemic flu, building fire, etc.) but may be available for more general disasters such as winter storms, hurricanes, and tornadoes may participate.

In order to participate in the program, an employee must complete a DAE application which includes a location for their Department Head to



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approve their participation. Applications will be reviewed and compared to the available positions in the Emergency Operations Center. If selected, the employee will be notified of their acceptance and the training schedule for the upcoming year.

Training and Exercise Program:

DAE team members will receive initial training which includes an overview of the National Incident Management System (NIMS), the Incident Command System (ICS), WebEOC, and Guilford County EOC Concept of Operations. At the conclusion of the initial training seminars, a disaster exercise will allow DAE members the ability to practice their new skills and become familiar with the EOC operations.

Once members complete their initial training seminars and exercise, refresher trainings will be held each quarter and will include updated operational information, and short exercises to ensure that members stay current on EOC operations. Each fiscal year, a minimum of 24 hours of training (or actual activations) will be required for DAE members to remain active with the DAE program.

Available Positions:

DAE members have the ability to fill many roles in the Emergency Operations Center and throughout the disaster response. Current positions include:

- EOC Planning Coordinators
- EOC Logistics Coordinators
- EOC Switchboard Operators
- WebEOC Coordinators
- EOC Disaster Hotline Operators
- Central Receiving and Distribution Point Managers
- Public Information Coordinators
- Emergency Operations Center Clerks



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Position description statements can be found on the DAE website (www.guilford-es.com) or on the *Guilford County Emergency Operations Center Overhead Team* document.

DAE Activation Process:

The Guilford County Emergency Operations Center is activated based on the procedures outlined in the Guilford County Emergency Operations Plan Annex 3. Guilford County Emergency Management determines the activation levels (4, 3, 2, and 1) and the administrative staff needed to support the ongoing operations.

Once the decision to open the EOC has been made, the Emergency Management Staff will notify the DAE members of the activation and will request individual positions based on their training, experience, and needs of the incident. Notifications will take place through the Guilford County Notification System to the required personnel.

During certain emergencies, the Emergency Operations Center will stay open 24 hours a day and will require DAE staffing continuously. During DAE training, team members will have the ability to request their preferred shift.

Compensation Procedures:

The initial training of DAE members and the quarterly training / exercise events will normally take place during the employees regular work week of 8 – 5, Monday through Friday. No additional compensation will be provided for these scheduled events. Training sessions will be scheduled one to two months in advance to allow the employee time to coordinate the time away from their position with their supervisor.

In the event that the DAE program is activated for an actual event or for a special exercise which requires after hours work, employees will be compensated based on Guilford County policies for additional time worked. Guilford County Emergency Management will maintain records of



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DAE member activation times and will provide copies at the request of the employee's supervisor for verification.

As an incentive, employees who are listed as "Active" (based on continuing education requirements) at the end of the Fiscal Year will receive 8 hours of compensatory time to be used in the following Fiscal Year. Guilford County Emergency Management will maintain training records and submit a listing of eligible personnel to the Human Resources Department on June 30th for those who should receive the compensatory time.

Ongoing Evaluations:

To ensure that Guilford County has an effective and efficient disaster response, at the conclusion of all DAE Activations and exercises, Guilford County Emergency Management will complete a short "activation evaluation" for each DAE member who participated in the operation. This will allow for future training program design and an ongoing process to ensure that DAE members fill positions where they are most qualified.