

WISE COUNTY
EMERGENCY
OPERATIONS
PLAN

MAY 2021

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Executive Summary

The Wise County Emergency Operations Plan (EOP) has been revised as required by the Commonwealth of Virginia Emergency Services and Disaster Laws of 2000, as amended, § 44-146.13 to § 44-146.29:2. A local planning team was developed to provide input and gather information to complete the revision of this plan.

The revised plan is an accurate and appropriate reflection of how the County will address natural and man-made disasters and events as they develop. The revised plan is based on current resources available at the local level.

The plan has been re-formatted to conform to the recommendations of the Virginia Department of Emergency Management, the National Response Framework (NRF), the National Incident Management System (NIMS), and the Incident Command System (ICS).

The EOP consists of a basic plan followed by the Emergency Support Functions (ESFs), Support Annexes.

The Basic Plan establishes the legal and organizational basis for emergency operations in Wise County to effectively respond to and recover from all-hazards and emergency situations.

The Emergency Support Functions group resources and capabilities into functional areas to serve as the primary mechanisms for providing assistance at the operational level. The ESF structure results in improved effectiveness and efficiency in mitigation, preparedness, response, and recovery operations.

The Support Annexes describes the framework through which local departments and agencies, the private sector, volunteer organizations, and nongovernmental organizations coordinate and execute the common functional processes and administrative requirements necessary to ensure efficient incident management. The actions described in the Support Annexes are not limited to particular types of events, but are overarching in nature and applicable to nearly every type of incident. In addition, they may support several ESFs.

In addition to the Executive Summary, included in the Basic Plan is a Board Resolution. The purpose of this resolution is two fold. First, it serves as the format for formal adoption of the County of Wise Emergency Operations Plan. Second, it charges and authorizes the Director or his/her designee with the responsibility of maintaining this plan over the next four (4) years, when it will once again come before this Board for formal adoption.

I. Introduction

Wise County is vulnerable to a variety of hazards such as flash flooding, major river flooding, winter storms, high winds, tornadoes, wildfires and resource shortages. To respond effectively to any emergency of a size or complexity beyond routine response systems, it is critical that all Wise County public officials, departments and agencies, non-governmental emergency organizations and the public understand their roles and responsibilities. These non-routine responsibilities begin as the incident is recognized and response ensues, and become particularly important as command organizes beyond the initial reactive phase of first responders.

A planned-for and coordinated response on the part of state and local officials in support of in-the-field emergency responders can save lives, protect property, and more quickly restore essential services. The foundation for this coordinated response is established through the Wise County Emergency Operations Plan (EOP). The *"Commonwealth of Virginia Emergency Services and Disaster Laws of 2000"*, as amended (Code of Virginia, § 44-146.13 to 44-146.29:2) requires that state and local governments develop and maintain current Emergency Operations Plans (EOP) in order to be prepared for such events.

The Wise County Emergency Operations Plan (EOP) consists of a basic plan followed by the Emergency Support Functions, Support Annexes, and finally Incident Annexes.

Plan Preface

The following items are included in the Wise County EOP:

- Table of contents
- Promulgation statement
- Executive Summary
- Record of changes
- Distribution list
- Basic Plan
- Emergency Support Functions
- Support Annexes
- Incident Annexes

Purpose and Scope

The purpose of the Basic Plan is to establish the legal and organizational basis for operations in Wise County to effectively respond to and recover from all-hazards disasters and/or emergency situations. It assigns broad responsibilities to local government agencies and support organizations for disaster mitigation, preparedness, response, and recovery operations. These responsibilities are generally extensions of normal, day-to-day functions involving the same personnel and material resources.

The EOP employs a multi-agency operational structure based upon the principles of the National Incident Management System (NIMS) / Incident Command System (ICS) to manage, coordinate and direct resources committed to an incident. Wise County is a practitioner of NIMS and is committed to insuring that required trainings are provided to all persons with direct responsibility for implementing the plan and critical functions within the plan. Supporting plans for all-hazards disasters set forth the concepts and procedures whereby Wise County can effectively apply available resources to insure that casualties and property damage will be minimized and those essential services will be restored as soon as possible following an emergency or disaster situation.

The Emergency Operations Plan (EOP) identifies a range of disasters that could possibly occur in or near this locality. The EOP works to anticipate the needs that the jurisdiction might experience during

an incident and provides guidance across county departments, agencies, and response organizations by describing an overall emergency response system:

- How county departments/agencies will be organized during response to an event, including command authorities.
- Critical actions and interfaces during response and recovery.
- How the interaction between the jurisdiction and regional, state, and federal authorities is managed.
- How the interaction between the jurisdiction and its private partner organizations (hospitals, non-governmental emergency organizations and others) is managed during emergencies; and
- How to handle and manage needs with the resources available.

The EOP is applicable to all local agencies that may be requested to provide support. The plan has taken into consideration the local comprehensive plans adopted by Wise County and the incorporated towns.

II. Planning Situation and Assumptions

Situation

The plan recognizes that Wise County is a remote, rural area, with a population of approximately 37,383, based on 2020 U.S. Census population estimate, down almost 9.8 % from the 2010 census data. The following demographics are included in the population estimate:

WISE COUNTY DEMOGRAPHIC DATA	
Demographic	Percentages/Numbers
Number of Households	17,916
Persons per Household	2.37
Median Household Income, 2004	\$38,888
Persons under 5 years old	4.6%
Persons under 18 years old	19.1%
Person 65 years old and over	19.2%
Persons with a disability, age 5 and older	20.5%
Persons below poverty, 2004	20.4%
Persons of Caucasian Race	92.5%
Persons of African-American Race	5.8%
Persons of Hispanic or Latino Race	1.2%
Persons of Other Race	.3%

Table No. 1 – Demographic Data

Wise County encompasses approximately 404 square miles of land area. The county is traversed east-west by U.S. Rt. 58, north-south by U.S. 23. The six incorporated towns include Appalachia, Big Stone Gap, Coeburn, Pound, St. Paul, Wise, and the City of Norton. Wise County is bordered by mostly mountainous terrain

The plan takes into account the increasing risks related to man made hazards, identified through hazardous materials reporting required by the Superfund Amendments and Reauthorization Act of 1986 (SARA). The plan further takes into account, through a review of the *Pre-Hazard Mitigation Plan for Lenowisco Planning District* the risk levels related to identified hazards and the past and on-going mitigations to address those risks. Hazards that represent a Planning District risk are addressed in the 2020 LENOWISCO Hazard Mitigation Plan Update. This section only addresses the hazards and their associated impacts that are relevant and unique to the municipality. The chief natural hazards occurring in Wise County include flooding, severe snow and ice storms, high winds, and risk of wildfire. Flooding affects mostly roads and highways and there is no FEMA record of repetitive loss properties. Substantial parts of Wise are subject to wildfire risk. Seven dams are listed in the Virginia Department of Conservation and Recreation Dam Safety Database for Wise County. Wise County also has an undefined risk of potential for landslides, especially in the northern part of the county. The table below indicates the probability of the incidents identified above. Both natural and man-made hazards identified below pose a potential for loss of life, property, agriculture, and infrastructure. These chief hazards are addressed in the Hazard Incident Annexes of the EOP.

TABLE: Probability Ranking for Wise County		
Hazard Event	Probability (High, Medium, Low)	Probability Factor
Communicable Disease	Medium	2
Drought	Low	1
Earthquake	Low	1
Flooding	High	3
Dam Failure	Low	1
Karst/Subsidence	Medium	2
Landslide	Medium	2
Non-Rotational Winds	High	3
Tornado	Low	1
Wildfire	Low	1
Winter Storm	Medium	2

Table No. 2 – Hazard Probability

Hazard indices and vulnerability assessments for moderate and significant risk events were developed for Wise County. The hazard indices evaluated the extent to which the buildings were at risk from a particular hazard. The vulnerability assessments estimated the potential impacts if a particular area was affected by a specific hazard. These assessments are described in the Lenowisco Hazard Mitigation Plan Update 2020.

Capability Assessments indicate the strength and knowledge of the personnel in emergency procedures, the importance of the installed and tested emergency alert system throughout the County, and reinforce the need to continue efforts to integrate response with local and state response plans. The Local Capability Assessment for Readiness (LCAR) is a process used to determine community capabilities and limits in order to prepare for and respond to the defined hazards. The LCAR is updated annually, as required by the “*Commonwealth of Virginia Emergency Services and Disaster Laws of 2000*”, as amended. A copy of the full report may be obtained by contacting the County Administrator or Emergency Management Coordinator.

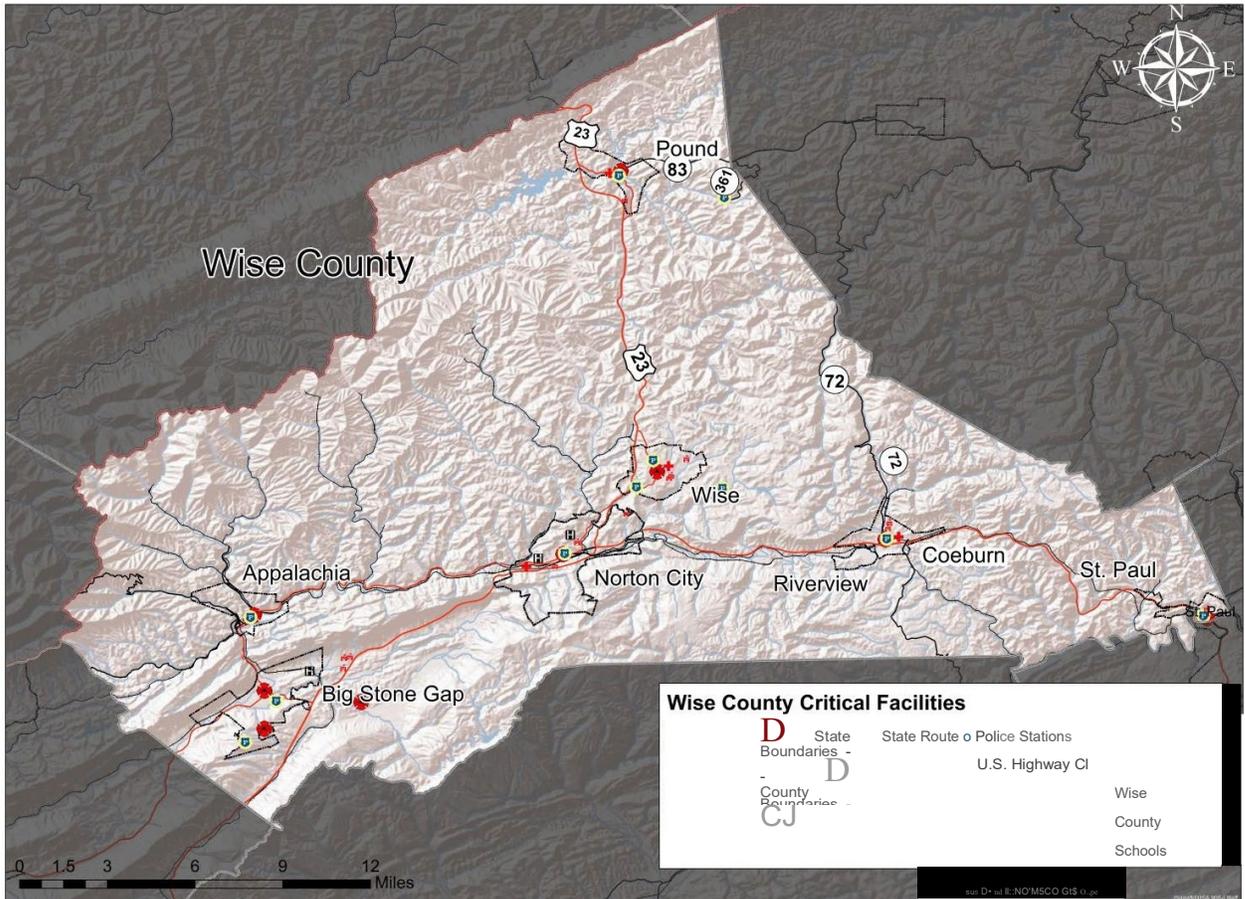
Assumptions

Wise County’s Emergency Operations Plan is based on an all-hazards principle that most emergency response functions are similar regardless of the hazard.

- The Emergency Management Coordinator will mobilize resources and personnel as required by the situation to save lives, protect property, restore critical infrastructure, insure continuity of government, and facilitate recovery of individuals, families, businesses, and the environment.
- Incidents are managed at the local level.
- Wise County will use the Virginia Department of Emergency Management to make mutual aid request for assistance (RFA) when county resources have been depleted.
- Wise County uses the National Incident Management System (NIMS) and the Incident Command System (ICS).
- Special facilities (schools, nursing homes, adult day care and child care facilities) are required to develop emergency plans, and the Emergency Management Coordinator may request the facility to furnish a copy for review as applicable by the *Code of Virginia*.
- Regulated facilities (Superfund Amendments and Re-authorization Act sites posing a specific hazard will develop, coordinate, and furnish emergency plans and procedures to local, county and state departments and agencies as applicable and required by codes, laws, regulations or requirements.

Tab 1 to Planning Situation and Assumptions

MAP OF WISE COUNTY



III. Roles and Responsibilities

The Commonwealth of Virginia Emergency Services and Disaster Law of 2000, as amended, provides that emergency services organizations and operations are structured around existing constitutional government. Section 44-146.19 of this *Code* establishes the powers and duties of political subdivisions.

Wise County's Emergency Management program involves local government officials, local government agencies, private sector and non-profit organizations. Their roles are summarized in the following discussions.

Elected Officials

Members of the Wise County Board of Supervisors and Town Councils are responsible for:

- Protecting the lives and property of citizens;
- Understanding and implementing laws and regulations that support emergency management and response;
- Establishing the local emergency management program;
- Appointing the local Emergency Management Coordinator; and
- Adopting and promulgating the Emergency Operations Plan (EOP).

Local Chief Executive Officer

The County Administrator is tasked with Emergency Management. The County administrator and the Town Managers, serving as the jurisdiction's chief executives, are responsible for the public safety and welfare of the people of Wise County. The Director of Emergency Management/Town Manager is responsible for:

- Coordinating local resources to address the incident;
- Establishing a curfew;
- Directing evacuations;
- In coordination with the District Health Director, ordering a quarantine;
- Providing leadership; and
- Communicating information to the public.

The above must be coordinated with the Wise County Sheriff's Office and other local law enforcement agencies.

Director of Emergency Management

The Director of Emergency Management shall be a member of the Board of Supervisors.

The Director is responsible for:

- Determining the need to evacuate endangered areas;
- Exercising direction and control from the EOC during disaster operations; and
- Overall responsibility for maintaining and updating the plan.

Coordinator of Emergency Management

The Coordinator of Emergency Management is appointed by the local governing body. The Coordinator has the day-to-day responsibility for overseeing emergency management programs and activities, including:

- Assessing the availability and readiness of local resources most likely required during an incident.
- Developing mutual aid agreements, along with the County Attorney, to support the response to an incident, when not using the Virginia Department of Emergency Management's RFA system.
- Coordinating damage assessments, along with Building and Zoning during an incident;

- Advising and informing local officials about emergency management activities during an incident;
- Developing and executing public awareness and education programs;
- Conducting exercises to test plans and systems and obtain lessons learned;
- Involving the private sector and nongovernmental organizations in planning, training, and exercises;
- Developing and maintaining the Emergency Operations Plan (EOP), ensuring the plan takes into account the needs of the jurisdiction, including persons, property, structures, individuals with special needs, and household pets;
- Assuming certain duties in the absence of the director of emergency management; and
- Ensuring that the EOP is reviewed, revised and adopted every four years.
- Maintain current notification rosters
- Designate a representative to staff the official emergency control center
- Establish procedures for reporting emergency information to the EOC
- Develop mutual aid agreements with like agencies in adjacent localities; or access VEOC's request for assistance e-mail and
- Provide ongoing training to maintain emergency response capabilities.

When an emergency threatens, available time will be used to implement increased readiness measures as listed in each emergency support function annex to this plan. The Coordinator of Emergency Management will assure that all actions are completed as scheduled.

Local Government Agencies

Local department and agency heads collaborate with the emergency management coordinator during development of the EOP and provide key response resources. Participation in the planning process ensures that specific capabilities (e.g., firefighting, law enforcement, emergency medical services, public works, and public health) are integrated into the EOP. These department and agency heads develop, plan, and train to internal policies and procedures to meet response and recovery needs safely. They also participate in interagency training and exercises to develop and maintain their capabilities. Local departments and agencies participate in the Emergency Support Function (ESF) structure as coordinators, primary response agencies, and/or support agencies as required to support incident management activities, such as:

- Develop and maintain detailed plans and standard operating procedures (SOPs);
- Identify sources of emergency supplies, equipment and transportation;
- Negotiate and maintain mutual aid agreements which are identified in the plan;
- Maintain records of disaster related expenditures and appropriate documentation;
- Protect and preserve records essential for the continuity of government; and
- Establish and maintain list of succession of key emergency personnel.

Emergency Support Functions (ESFs)

An ESF is a grouping of government and certain private-sector capabilities into an organizational structure to provide support, resources, program implementation, and emergency services that are most likely to be needed during incidents. Operating agencies and local departments participate in the Emergency Support Functions (ESF) structure as coordinators, primary response agencies, and/or support agencies and/or as required to support incident management activities. Wise County identifies the primary agencies on the basis of authorities, resources, and capabilities. Support agencies are assigned based on the resources and capabilities in a given functional area. (See Appendix 1 – Matrix of Responsibilities) Additional discussion on roles and responsibilities of ESF coordinators, primary agencies, and support agencies can be found in the introduction to the ESF Annexes. Note that not all incidents result in the activation of the ESFs. It is possible an incident may be addressed without activating the ESFs. The ESFs are responsible for:

- Developing and maintaining detailed plans and Standard Operating Procedures (SOPs) to support their functional requirements;
- Identifying sources of emergency supplies, equipment and transportation;

- Maintaining accurate records of disaster-related expenditure and documentation;
- Protecting and preserving records essential for continuity of government; and
- Establishing a line of successions for key emergency personnel.

Nongovernmental and Volunteer Organizations

Nongovernmental organizations collaborate with first responders, governments at all levels, and other agencies and organizations providing relief services to sustain life, reduce physical and emotional distress, and promote recovery of disaster victims when assistance is not available from other sources. These resources when available will be integrated into County operations, and will be incorporated into an ESF to support critical functions as best suited by their skill set.

Local Disaster Recovery Task Forces also provide for individuals, families, and businesses who have applied for available state and federal assistance but who may still have unmet needs.

Private Sector

Private sector organizations play a key role before, during, and after an incident. They must provide for the welfare and protection of their employees in the workplace. The Emergency Management Coordinator must work with businesses that provide water, power, communications, transportation, medical care, security, and numerous other services upon which both response and recovery are dependent. Primary and support agencies coordinate with the private sector to effectively share information, form courses of action, and incorporate available resources to prevent, prepare for, respond to, and recover from disasters.

The roles, responsibilities and participation of the private sector during disaster vary based on the nature of the organization and the type and impact of the disaster. The four distinct roles of the private sector organizations are summarized below.

Type of Organization	Role
Impacted Organization or Infrastructure	Private sector organizations may be affected by direct or indirect consequences of the incident, including privately owned critical infrastructure, key resources, and those main private sector organizations that are significant to local economic recovery. Examples of privately owned infrastructure include transportation, telecommunications, private utilities, financial institutions, and hospitals.
Response Resource	Private sector organizations provide response resources (donated or compensated) during an incident—including specialized teams, equipment, and advanced technologies—through local public-private emergency plans, mutual aid agreements, or incident specific requests from local government, Virginia EOC, and private sector volunteered initiatives.
Regulated and/or Responsible Party	Owners/operators of certain regulated facilities or hazardous operations may bear responsibilities under the law for preparing for and preventing incidents from occurring, and responding to an incident once it occurs.
Local Emergency Organization Member	Private sector organizations may serve as an active partner in local emergency preparedness and response organizations and activities, such as membership on the Local Emergency Planning Committee.

Table No. 3 – Private Sector Roles

Private sector organizations support emergency management by sharing information with the local government, identifying risks, performing vulnerability assessments, developing emergency response and business continuity plans, enhancing their overall readiness, implementing appropriate prevention and protection programs, and donating or otherwise providing goods and services through contractual arrangement or government purchases to assist in response and recovery activities. Private sector organizations are encouraged to develop and maintain capabilities to respond and to manage a complete spectrum of incidents and emergencies. Wise County maintains ongoing interaction with the critical infrastructure and key resources and industries to provide coordination of mitigation, preparedness, response and recovery activities. Private sector representatives should be included in planning and exercises.

Citizen involvement

Strong partnerships with citizen groups and organizations provide support for incident management mitigation, preparedness, response, recovery, and mitigation. The Citizen Corps brings these groups together and focuses efforts of individuals through education, training, and volunteer services to help make communities safer, stronger, and better prepared to address all-hazards incidents. The Citizen Corps works through a national network of state and local Citizen Corp Councils, which bring together leaders from law enforcement, fire, emergency medical, and other emergency management volunteer organizations, local elected officials, the private sector, and other community stakeholders.

The Citizen Corps Council implements the Community Emergency Response Teams (CERT), Medical Reserve Corps (MRC), Neighborhood Watch, Volunteers in Police Service, and the affiliate programs and provides opportunities for special skills and interests. These programs develop targeted outreach for special needs groups and organize special projects and community events. One example is the training of the Deaf and Hard of Hearing Community, which has trained almost 40 citizens in Wise County, along with citizens from Kentucky, other regions in Virginia, and Tennessee.

The Lenowisco Health District has over 200 Medical Reserve Corps volunteers available to assist with emergency preparedness, response and recovery activities. The LHD serves the counties of Lee, Wise, Scott, and the City of Norton. MRC members include health care professionals and community members. MRC volunteers are activated by the Medical Director of the Lenowisco Health District. MRC volunteers receive annual training and participate in local and regional exercises.

Individuals and Households

Although not formally a part of emergency management operations, individuals and households play an important role in the overall emergency management strategy. Community members can contribute by:

- Reducing hazards in and around their homes, such as raising utilities above flood level;
- Preparing an emergency supply kit and household emergency plan, including supplies for household pets and service animals;
- Monitoring emergency communications carefully to reduce their risk of injury, keep emergency routes open, and reduce demands on landline and cellular communication;
- Volunteering with an established organization to become part of the emergency management system and ensure that their efforts are directed where they are needed most; and
- Enrolling in emergency response training courses to educate them to take initial response actions required to take care of themselves and their households.

IV. Concept of Operations

General

This section describes the local coordinating structures, processes, and protocols employed to manage incidents. These coordinating structures and processes are designed to enable execution of the responsibilities of local government through the appropriate departments and agencies, and to integrate State, Federal, nongovernmental organizations and private sector efforts into a comprehensive approach to incident management.

1. The Commonwealth of Virginia Emergency Services and Disaster Law of 2000, as amended, provides that emergency services organizations and operations will be structured around existing constitutional government. Wise County's organization for emergency operations consists of existing government departments, non-governmental, and private sector emergency response organizations.
2. The Director of Emergency Management is a designated Board of Supervisors Member. The day-to-day activities of the emergency preparedness program have been delegated to the Emergency Management Coordinator. The Director, in conjunction with the County Administrator, and County Attorney and the Emergency Management Coordinator, will direct and control emergency operations in time of emergency and issue directives to other services and organizations concerning disaster preparedness. The Sheriff's, in conjunction with the Public Information Officer of the EOC, will be responsible for emergency public information.
3. The Emergency Management Coordinator and deputies are appointed by the Board of Supervisors per Virginia code 44-146-19.
4. The Coordinator of Emergency Management, assisted by department heads, will develop and maintain a primary Emergency Operations Center (EOC) from which to direct operations in time of emergency. The primary EOC is located in the Justice Center. The alternate EOC is located in the conference room of the Wise County Administrator's Office.
5. The day-to-day activities of the emergency management program, for which the Coordinator of Emergency Management is responsible, include developing and maintaining an Emergency Operations Plan, and other responsibilities as outlined in local and state regulation.
6. The Director of Emergency Management or, in their absence, County Administrator or County Attorney, or Emergency Management Coordinator will determine the need to evacuate large areas and will issue orders for evacuation or other protective action as needed. Local law enforcement will implement evacuation and provide security for the evacuated area. In the event of a hazardous materials incident, the local Fire Chief or his representative on the scene should implement immediate protective action to include evacuation as appropriate; the EOC in turn will notify Virginia Department of Emergency (VDEM) to notify the Region 4 Hazmat Officer. If necessary, the Wise County Hazmat Team will be activated.
7. Succession to the Director of Emergency management will be the County Administrator, and the County Attorney.
8. The heads of operating agencies will maintain plans and procedures in order to be prepared to effectively accomplish their assigned responsibilities.
9. The Coordinator of Emergency Management will assure compatibility between the locality's Emergency Operations Plan and the plans and procedures of key facilities and private organizations within the county as appropriate.

In the event an incident exceeds local emergency response capabilities, outside assistance is available, either through nearby jurisdictions and volunteer emergency organizations or, through the Virginia Emergency Operations Center (VEOC). A local emergency must be declared and local resources must be fully committed before state and federal assistance is requested.

Concurrent Implementation of Other Plans

The Local Emergency Operations Plan (EOP) is the core plan for managing incidents and details the local coordinating structures and processes used during incidents. Other supplemental agency and interagency plans provide details on the authorities, response protocols, and technical guidance for responding to and managing specific contingency situations (such as hazardous materials spills, wild land fires, etc.). In many cases these local agencies manage incidents under these plans using their authorities. These supplemental agency or interagency plans may be implemented concurrently with the EOP, but are subordinated to the overarching core coordinating structures, processes, and protocols detailed in the EOP.

Organizational Structure

In accordance with the National Incident Management System (NIMS) process, resource and policy issues are addressed at the lowest possible organizational level. If issues cannot be resolved at that level, they are forwarded up to the next level. Reflecting the NIMS construct and in alignment with the National Response Framework (NRF), the EOP includes the following command and coordination structures:

- Incident Command Posts, on-scene using the Incident Command System;
- Area Command (if needed);
- Emergency Operations Centers;
- Emergency Support Functions;
- Joint Field Office (JFO), which is responsible for coordinating Federal assistance supporting incident management activities locally;
- Local Department of Emergency Management;
- Director of Emergency Management;
- Coordinator of Emergency Management; and
- Incident Commander

Emergency Operations Center (EOC)

When the local Emergency Operations Center (EOC) is activated, the emergency management coordinator will coordinate with the incident commander to ensure a consistent response:

- EOC follows the Incident Command System (ICS) structure and
- The Emergency Support Functions (ESFs) are aligned with ICS staff.

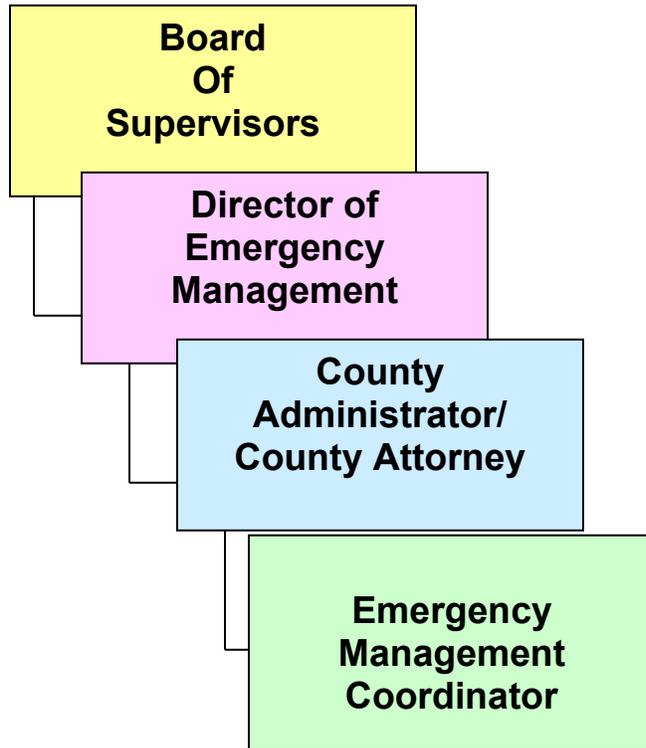
The Incident Command System ensures:

- Manageable span of control (3 to 7 staff; optimum is 5);
- Personnel accountability (each person reports to only one person in the chain of command); and
- Functional positions staffed only when needed (responsibilities for any positions that are not staffed remain with the next higher filled position)

Joint Field Office (JFO)

The Joint Field Office (JFO) is responsible for coordinating Federal assistance supporting incident management activities locally. Activities at the JFO primarily focus on recovery operations; however, a JFO may be operating simultaneously with a local EOC during response operations. The diagram on Page 20 represents the JFO Organizational Structure. Additional details on the programs and services coordinated from the JFO are available in Emergency Support Function #14 Annex.

**WISE COUNTY EMERGENCY MANAGEMENT
ORGANIZATIONAL STRUCTURE**



Sequence of Action

This section describes incident management actions ranging from initial threat notification, to early coordination efforts to assess and disrupt the threat, to preparatory activation of the ESF structure, to deployment of resources in support of incident response and recovery operations. These actions do not necessarily occur in sequential order; many may be undertaken concurrently in response to single or multiple threats or incidents.

Non-emergency/Normal Operations

These are actions that are implemented during non-emergency or disaster periods that will prepare Wise County for potential emergency response if necessary:

- Public information and educational materials will be provided to the public via municipal newsletters, brochures, publications in telephone directories, municipal web-sites and other media;
- Develop, review and exercise emergency operations plans and standard operating procedures;
- Assure the viability and accuracy of emergency contact lists, resource lists and emergency contracts; and
- Conduct response and incident management training.

Pre-Incident Actions

These are actions that are implemented if the Emergency Management Coordinator receives notice of a potential emergency from the federal Homeland Security Advisory System, National Weather Service watches and warnings or other reliable sources.

Some issues to consider at this point in the incident are:

- Communication alert & warning;
- Brief the local governing body, as time permits without endangering the citizens, of the impending situation;
- Public health and safety;
- Responder health and safety;
- Property protection;
- Possible partial activation of the EOC;
- Alert emergency response personnel and develop a staffing pattern;
- Coordinate with external agencies (i.e. Health Department, American Red Cross, etc.); and
- Determine any protective action measures that need to be implemented in preparation for the situation.

Response Actions

These actions are taken to preserve life, property, the environment, and the social, economic, and political structure of the community. Some issues to consider at this point in the incident are:

- Law enforcement;
- Protection of responder health and safety;
- Fire;
- Emergency medical services;
- Evacuations;
- Dissemination of public information;
- Actions to minimize additional damage;
- Urban search and rescue;

- Public health and medical services;
- Distribution of emergency supplies;
- Debris clearance;
- Protection and restoration of critical infrastructure;
- Daily functions of the government that do not contribute directly to the emergency operation may be suspended for the duration of the emergency response;
- Efforts and resources may be redirected to accomplish an emergency task;
- Implement evacuation orders as needed;
- Open and staff emergency shelters as needed; and
- Submit Situation Reports to the Virginia Emergency Operations Center (VEOC).

Once immediate response missions and life-saving activities conclude, the emphasis shifts from response to recovery operations, and if applicable, hazard mitigation.

Recovery Actions

These actions occur after the initial response has been implemented. These actions should assist individuals and communities return to normal as much as feasible. During the recovery period, some of the issues that will need to be addressed are:

- Preliminary damage assessment—within 72 hours if impact, complete and submit an Initial Damage Assessment (IDA) to the VEOC;
- Assess local infrastructure and determine viability for re-entry of residents;
- Begin immediate repairs to electric, water, and sewer lines and pumping stations;
- Assess long-term recovery needs
- Begin cleanup and restoration of public facilities, businesses, and residences;
- Re-establishment of habitats and prevention of subsequent damage to natural resources; and
- Protection of cultural or archeological sites during other recovery operations.

A Joint Field Office (JFO) may open to assist those impacted by the disaster if the event is declared a Federal Disaster. The JFO is the central coordination point among Federal, State and Local agencies and voluntary organizations for delivering recovery assistance programs.

Mitigation Actions

These actions are completed to reduce or eliminate long-term risk to people and property from hazards and their side effects. During the mitigation process, these issues will need to be addressed:

- Review the All-Hazard Mitigation Plan and update as necessary any mitigation actions that could be of assistance in preventing similar impacts for a future disaster.
- Work with the Virginia Department of Emergency Management Mitigation Program to develop mitigation grant projects to assist in the most at risk areas.
- Grant programs for loss reduction measures (if available);
- Delivery of loss reduction building-science expertise;
- Coordination of Federal Flood Insurance operations and integration of mitigation with other program efforts;
- Conducting flood recovery mapping to permit expedited and accurate implementation of both recovery and mitigation programs;
- Predictive modeling to protect critical assets;
- Early documentation of losses avoided due to previous hazard mitigation measures; and
- Community education and outreach necessary to foster loss reduction.
- Implement mitigation measures in the rebuilding of infrastructure damaged in the event

Declaration of a Local Emergency

The Board of Supervisors shall declare by resolution an emergency to exist whenever the **threat** or **actual occurrence** of a disaster is or threatens to be of sufficient severity and magnitude to require significant expenditure and a coordinated response in order to prevent or alleviate damage, loss, hardship or suffering. A local emergency may be declared by the Director of Emergency Management with the consent of the local governing board. If the governing body can not convene due to the disaster or other exigent circumstances, the director or in his absence the County Administrator or County Attorney shall declare the existence of an emergency, subject to the confirmation by the governing board within 14 days of the declaration.

The VDEM/VEOC will be notified of the declared emergency and WEB EOC will be updated accordingly.

V. Finance and Administration

Wise County's Finance Department ensures the necessary management controls, budget authorities, and accounting procedures are in place to provide the necessary funding in a timely manner to conduct emergency operations, document expenditures, and maximize state and federal assistance following the disaster.

The Director of Emergency Management or the County Administrator or County Attorney must notify the Finance Director or designee that a local emergency or disaster has been declared in accordance with the provisions set forth in *Section 44-146.21 of the Virginia Emergency Services and Disaster Law of 2000, as amended*.

Concept of Operations

- A. In an emergency situation as defined by the Emergency Operations Plan (EOP), the Finance Director or designee will be responsible for expediting the process of purchasing necessary capital items. Verbal approval will replace the usual written budget change request process; however, the budget change requests must be documented at a later time. The Director of Emergency Management or designee must request verbal approval of funding.
- B. The Finance Director or designee would permit over-spending in particular line items (e.g. overtime, materials, and supplies) under emergency circumstances as defined in the EOP. A year-end adjustment can be made if required.
- C. The Finance Department will staff the Emergency Operations Center's Finance and Administration Section during emergency operations. This section will work with the Emergency Support Functions (ESF) to facilitate needed purchases.
- D. The Director of Emergency Management or designee must define disaster related expenditures for the Finance Section and the appropriate length of time these disaster-related expenditures will be incurred. All disaster related expenditures must be documented in order to be eligible for post-disaster reimbursement from the Commonwealth of Virginia or Federal government. The Finance Department will implement record keeping of all incurred expenses throughout the emergency/disaster period. This office will also assist in compilation of information for the "Report of Disaster-Related Expenditures" as required.
- E. The Finance Department will work with ESF #7 - Resource Management – to track resource needs, purchases, equipment, and personnel, utilizing electronic software to the extent possible.
- F. Employees must complete times sheets, to include overtime hours worked, during disaster response and recovery operations. Copies of employee time sheets must be signed by their immediate supervisor or the Emergency Management Coordinator, as appropriate.
- G. The County Administrator may re-assign local government employees, as needed, to maintain continuity of government during disaster response and recovery operations.
- H. Wise County has mutual aid agreements in place with local volunteer and non-governmental agencies for use of facilities, food, equipment, etc. during disaster response and recovery operations. Wise County also participates in the Statewide Mutual Aid (SMA) Agreement, which provides for requesting goods, services, personnel, and equipment through the Virginia Emergency Operations Center. Mutual Aid Agreements are referenced in ESF #7 and are also contained in the Continuity of Operations Plan (COOP).

Actions

- Develop, maintain, and disseminate budget and management procedures to ensure the prompt and efficient disbursement and accounting of funds to conduct emergency operations, as well as support and maximize claims of financial assistance from state and federal governments;
- Provide training to familiarize staff with state and federal disaster assistance requirements and forms;
- Instruct all departments to maintain a continuous inventory of supplies on hand at all times;
- Prepare to make emergency purchases of goods and services;
- Inform departments of the procedures to be followed in documenting and reporting disaster related expenditures;
- Implement emergency budget and financial management procedures to expedite the necessary purchases of goods and services to effectively address the situation;
- Track and compile accurate cost records from data submitted by departments and ESFs;
- Prepare and submit disaster assistance applications for reimbursement;
- Assist in the preparation and submission of government insurance claims;
- Work with the County Treasurer to ensure reimbursements are received and reconciled; and
- Update and revise, as necessary, human resource policies and procedures.

VI. Plan Maintenance

Coordination

The Emergency Management Coordinator will update the Emergency Operations Plan annually. The Coordinator will coordinate with each emergency resource organization and assure the development and maintenance of an appropriate emergency response capability.

The planning team may include Coordinator of Emergency Management, Law Enforcement, Public Works, representatives from internal agencies such as Finance, Human Resources, etc. External group representatives may include Emergency Medical Services (EMS), Fire, Law Enforcement, Hospitals, Red Cross, Health Department, and others as appropriate.

Wise County will conduct a comprehensive plan review and revision of its EOP every four years, followed by adoption from the Board of Supervisors to ensure the plan remains current.

Such review shall also be certified in writing to the Virginia Department of Emergency Management (VDEM).

It is the responsibility of the Coordinator to assure the plan is tested and exercised on a scheduled basis.

VII. Exercise and Training

Trained and knowledgeable personnel are essential for the prompt and proper execution of the Wise County Emergency Operations Plan (EOP). The Director of Emergency Management will ensure all response personnel have a thorough understanding of their assigned responsibilities in a disaster or emergency situation, as well as how their role and responsibilities interface with the other response components of the Wise County EOP. All personnel will be provided with the necessary training to execute those responsibilities in an effective and responsible manner.

The Emergency Management Coordinator is responsible for the development, administration, and maintenance of a comprehensive training and exercise program customized to the needs of Wise County. This program will be designed to attain an acceptable level of emergency preparedness for Wise County. Two such exercises have already taken place.

Training will be based on federal and state guidance. Instructors may be selected from Wise County government officials and staff, state and federal governments, private industry, the military, and volunteer groups trained in emergency management. All training and exercises conducted in Wise County will be documented. Training needs will be identified and records maintained for all personnel assigned emergency response duties in a disaster.

The Emergency Management Coordinator will develop, plan, and conduct tabletop, functional and/or full scale exercises annually. These exercises will be designed to not only test the Wise County EOP, but to train all appropriate officials and personnel, and to improve the overall emergency response organization and capability of Wise County. Quasi-public and volunteer groups and/or agencies will be encouraged to participate. Exercises will be conducted in accordance with the Homeland Security Exercise and Evaluation Program (HSEEP). Wise County may also participate in regional HSEEP exercises, as appropriate.

The Emergency Management Coordinator will maintain the training and exercise schedule and assure that the appropriate resources are available to complete these activities.

Following each exercise or actual event, a hot-wash and After Action Review (AAR) will take place. Strengths and areas for improvement will be identified, addressed and incorporated into an update of the EOP.

Appendix 1 – Glossary of Key Terms

Amateur Radio Emergency Services

A public service organization of licensed amateur radio operators who have voluntarily registered their qualifications and equipment to provide emergency communications for public service events as needed

American Red Cross

A humanitarian organization led by volunteers, that provides relief to victims of disasters and helps prevent, prepare for, and respond to emergencies. It does this through services that are consistent with its Congressional Charter and the Principles of the International Red Cross Movement.

Command Section

One of the five functional areas of the Incident Command System. The function of command is to direct, control, or order resources, including people and equipment, to the best possible advantage.

Command Post

That location at which primary Command functions are executed; usually collocated with the Incident Base. Also referred to as the Incident Command Post.

Comprehensive Resource Management

Maximizes the use of available resources, consolidates like resources and reduces the communications load on the Incident Command Operation.

Coordination

The process of systemically analyzing a situation, developing relevant information, and informing appropriate personnel of viable alternatives for selection of the most effective combination of available resources to meet specific objectives.

Emergency

Any occurrence, or threat, whether natural or man-made, which results or may result in substantial injury or harm to the population or substantial damage to or loss of property or natural resources and may involve governmental action beyond that authorized or contemplated by existing law because governmental inaction for the period required to amend the law to meet the exigency would work immediate and irrevocable harm upon the citizens or the environment of the Commonwealth or clearly defined portion or portions thereof.

Decontamination

The process of making people, objects, or areas safe by absorbing, destroying, neutralizing, making harmless, or removing the Hazardous Materials/HAZMAT.

Emergency/Disaster/Incident

An event that demands a crisis response beyond the scope of any single line agency or service and that presents a threat to a community or larger area. An emergency is usually an event that can be controlled within the scope of local capabilities; a major emergency or disaster usually requires resources beyond what is available locally.

Emergency Alert System

A network of broadcast stations interconnecting facilities authorized by the Federal Communications Commission (FCC) to operate in a controlled manner to warn and inform the public of needed protective actions in the event of a disaster or emergency situation.

Emergency Operations Center

A facility from which government directs and controls its emergency operations; where information about the status of the emergency situation is officially collected, assimilated, and reported on; where coordination among response agencies takes place; and from which outside assistance is officially requested.

Emergency Operations Plan

A document which provides for a preplanned and coordinated response in the event of an emergency or disaster situation.

Emergency Management

The preparation for and the carrying out of functions (other than functions for which military forces are primarily responsible) to prevent, minimize, and repair injury and damage resulting from natural or manmade disasters. These functions include fire-fighting, police, medical and health, rescue, warning, engineering, communications, evacuation, resource management, plant protection, restoration of public utility services, and other functions related to preserving the public health, safety, and welfare.

Emergency Support Function

A functional area of response activity established to facilitate the delivery of Federal assistance required during the immediate response phase of a disaster to save lives, protect property and public health and maintain public safety.

Exercise

An activity designed to promote emergency preparedness; test or evaluate emergency operations plans, procedures, or facilities; train personnel in emergency response duties, and demonstrate operational capability. There are three specific types of exercises: tabletop, functional, and full scale.

Evacuation

Assisting people to move from the path or threat of a disaster to an area of relative safety.

Federal Disaster Assistance

Aid to disaster victims and/or state and local governments by federal agencies under provisions of the Robert T. Stafford Relief and Emergency Assistance Act of (PL 93-288).

Geographic Information System

A computer system capable of assembling, storing, manipulating, and displaying geographically referenced information, i.e.-data identified according to their locations.

Hazardous Materials

Substances or materials which may pose unreasonable risks to health, safety, property, or the environment when used, transported, stored or disposed of, which may include materials which are solid, liquid, or gas. Hazardous materials may include toxic substances, flammable and ignitable materials, explosives, or corrosive materials, and radioactive materials.

Hazardous Materials Emergency Response Plan

The plan was developed in response to the requirements of Section 303 (a) of the Emergency Planning and Community Right-to-Know Act (Title III) of Superfund Amendments and Reauthorization Act of 1986. It is intended to be a tool for our community's use in recognizing the risks of a hazardous materials release, in evaluating our preparedness for such an event, and in planning our response and recovery actions. This plan is separate from the county's Emergency Operations Plan.

Homeland Security Exercise and Evaluation Program

The Homeland Security Exercise and Evaluation Program (HSEEP) is a capabilities and performance-based exercise program that provides a standardized methodology and terminology for exercise design, development, conduct, evaluation, and improvement planning. The HSEEP constitutes a national standard for all exercises. The HSEEP is maintained by the Federal Emergency Management Agency's National Preparedness Directorate, Department of Homeland Security.

Incident Command System

A model for disaster response that uses common terminology, modular organization, integrated communications, unified command structure, action planning, manageable span or control, pre-designed facilities, and comprehensive resource management. In ICS there are five functional elements: Command, Operations, Logistics, Planning and Finance/Administration.

Incident Commander

The individual responsible for the management of all incident operations.

Initial Damage Assessment Report

A report that provides information regarding overall damage to public and private property, thereby providing a basis for emergency declaration and/or disaster assistance.

Integrated Communications Plan

This plan coordinates the use of available communications means and establishes frequency assignments for certain functions.

Local Emergency

The condition declared by the local governing body when, in its judgment, the threat or actual occurrence of a disaster is or threatens to be of sufficient severity and magnitude to warrant coordinated local government action to prevent, or alleviate loss of life, property damage, or hardship. Only the Governor, upon petition of a local governing body, may declare a local emergency arising wholly or substantially out of a resource shortage when he deems the situation to be of sufficient magnitude to warrant coordinated local government action to prevent or alleviate the hardship or suffering threatened or caused thereby.

Local Emergency Planning Committee

Appointed representatives of local government, private industry, business, environmental groups, and emergency response organizations responsible for ensuring that the hazardous materials planning requirements of the Superfund Amendments and Reauthorization Act of 1986 (SARA Title III) are complied with.

Mitigation

Activities that actually eliminate or reduce the chance occurrence or the effects of a disaster. Examples of mitigation measures include, but are not limited to, the development of zoning laws and land use ordinances, State building code provisions, regulations and licensing for handling and storage of hazardous materials, and the inspection and enforcement of such ordinances, codes and regulations.

Mobile Crisis Unit

A field response team staffed and operated by mental health professionals specially trained in crisis intervention. The Mobile Crisis Unit is available to provide on-scene crisis intervention to incident victims and to follow up work with victims and formal Critical Incident Stress Debriefings for service providers after the incident has been brought under control.

Mutual Aid Agreement

A written agreement between agencies and/or jurisdictions in which they agree to assist one another, upon request, by furnishing personnel and/or equipment in an emergency situation.

National Response Framework

Is a guide to how the Nation conducts all-hazard response. It is built upon scalable, flexible and adaptable coordinating structures to align key roles and responsibilities across the nation.

National Weather Service

The federal agency which provides localized weather information to the population, and during a weather-related emergency, to state and local emergency management officials.

Preparedness

The development of plans to ensure the most effective, efficient response to a disaster or emergency. Preparedness activities are designed to help save lives and minimize damage by preparing people to respond appropriately when an emergency is imminent. Preparedness also includes establishing training, exercises and resources necessary to achieve readiness for all hazards, including Weapons of Mass destruction incidents.

Presidential Declaration

A presidential declaration frees up various sources of assistance from the Federal government based on the nature of the request from the governor.

Primary Agency

While several County departments will be performing varied and critical tasks during a disaster, in most cases only one agency will be considered the 'primary agency.' The primary agency shall be responsible for detailed planning, testing, and evaluation of their respective emergency support function. The Department Director of the primary agency shall serve as the principle advisor to the County Executive during the response and recovery phase. In addition, the Department Director or the primary agency must assure that essential operations of his/her agency will continue, unless otherwise directed by the County Executive or his/her designee.

Regional Information Coordination Center

The center facilitates communications and coordination among local, state, and federal government authorities to ensure an effective and timely response to regional emergencies and incidents, including coordination of decision-making regarding events such as closings, early release of employees, evacuation, transportation decisions, health response, etc.

Situation Report

A form which, when completed at the end of each day of local Emergency Operations Center operations, will provide the County with an official daily summary of the status of an emergency and of the local emergency response. A copy should be submitted to the State EOC via fax or submitted through the Virginia Department of Emergency Management website.

Span of Control

As defined in the Incident Command System, Span of Control is the number of subordinates one supervisor can manage effectively. Guidelines for the desirable span of control recommend three to seven persons. The optimal number of subordinates is five for one supervisor.

State of Emergency

The condition declared by the Governor when, in his judgment, a threatened or actual disaster in any part of the State is of sufficient severity and magnitude to warrant disaster assistance by the State to supplement local efforts to prevent or alleviate loss of life and property damage.

Superfund Amendments and Reauthorization Act of 1986

Established Federal regulations for the handling of hazardous materials.

Unified Command

Shared responsibility for overall incident management as a result of a multi-jurisdictional or multi-agency incident. In the event of conflicting priorities or goals, or where resources are scarce, there must be a clear line of authority for decision-making. Agencies contribute to unified command by determining overall goals and objectives, jointly planning for tactical activities, conducting integrated tactical operations and maximizing the use of all assigned resources.

Weapons of Mass Destruction

Any explosive, incendiary, or poison gas, bomb, grenade, rocket having a propellant charge of more than 4 ounces, or a missile having an explosive incendiary charge of more than 0.25 ounce, or mine or device similar to the above; poison gas; weapon involving a disease organism; or weapon that is designed to release radiation or radioactivity at a level dangerous to human life. (Source: 18 USC 2332a as referenced in 18 USC 921).

Appendix 2 – List of Acronyms

APHIS	Animal and Plant Health Inspection Service
CERT	Community Emergency Response Team
CFO	Chief Financial Officer
CR	Community Relations
DSCO	Deputy State Coordinating Officer
DHS	Department of Homeland Security
DRC	Disaster Recovery Center
DMME	Department of Mines, Minerals, and Energy
DRM	Disaster Recovery Manager
EAS	Emergency Alert System
EOC	Emergency Operations Center
ESF	Emergency Support Function
EPA	Environmental Protection Agency
ERT-A	Emergency Response Team – Advance Element
FBI	Federal Bureau of Investigation
FCO	Federal Coordinating Officer
FEMA	Federal Emergency Management Agency
HSEEP	Homeland Security Exercise and Evaluation Program
ICS	Incident Command System
JIC	Joint Information Center
JFO	Joint Field Office
MACC	Multi-agency Command Center
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
NAWAS	National Warning System
NCR	National Capital Region
NGO	Nongovernmental Organization
NIMS	National Incident Management System
NOAA	National Oceanic and Atmospheric Administration
NRC	Nuclear Regulatory Commission
NRF	National Response Framework
NWS	National Weather Service
PDA	Preliminary Damage Assessment
PIO	Public Information Officer
POC	Point of Contact
RACES	Radio Amateur Civil Emergency Services

SAR	Search and Rescue
SCC	State Corporation Commission
SOP	Standard Operating Procedures
USACE	U.S. Army Corps of Engineers
USCG	U.S. Coast Guard
USDA	U.S. Department of Agriculture
VOAD	Voluntary Organizations Active in Disaster
WAWAS	Washington Area Warning System
WMD	Weapons of Mass Destruction

Appendix 3 – Authorities and References

Federal

1. The Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended
2. The Homeland Security Act of 2002
3. National Response Framework, FEMA January 2008
4. Local and Tribal NIMS Integration: Integrating the National Incident Management System into Local and Tribal Emergency Operations Plans and Standard Operating Procedures, V. 1, Department of Homeland Security
5. Developing and Maintaining Emergency Operations Plans, CPG 101 V.2, Federal Emergency Management Agency

State

1. Commonwealth of Virginia Emergency Management and Disaster Law of 2000, Title 44-146.28 Code of Virginia, as amended.
2. The Commonwealth of Virginia Emergency Operations Plan, 2019

Local

1. Lenowisco Regional Pre-Hazard Mitigation Plan, 2021
2. Wise County Comprehensive Plan

Appendix 4 – Matrix of Responsibilities

Agency	ESF # 1 Transportation	ESF # 2 Communications	ESF # 3 Public Works	ESF # 4 Fire Fighting	ESF # 5 Emergency Management	ESF # 6 Mass Care	ESF # 7 Resource Support	ESF # 8 Health & Medical	ESF # 9 Search & Rescue	ESF # 10 Hazardous Materials	ESF # 11 Agriculture & Natural Resources	ESF # 12 Energy	ESF # 13 Public Safety	ESF # 14 Long-Term Recovery	ESF # 15 External Affairs	ESF # 16 – Military Affairs	ESF # 17 – Volunteers & Donations
Emergency Management	P	P	S	S	P	P	P	S	S	S		S	S	P	S	S	S
Fire			S	P	S	S			P	P			S		S		
EMS/ Public Health			S	S	S	S		P	P	S	S		S		S		
Law Enforcement	S	S	S	S	S	S	P	S	P	S	S	S	P		P	S	
Public Works	S		P	S	S	S		S		S		S					
Building Inspection			P		S							S		S			
Planning and Zoning			S		S									S			
Parks and Rec.			S														
American Red Cross					S	P								S			
Information Technology		P			S												
Social Services					S	P					S			S			
Logistics					S												
Finance					S												
Transportation	P		S			S	S						S				
Schools	S	S				S									S		
CSB						S								S			
Water Authority			S									S					
County/Town Attorney			S		S									S			
Public Affairs		S				S								S			S
VVOAD						S					S			S	P		S
Local Recovery Task Force														S			S
Extension Service						S					P						
Hospital E-911		P				S	P						S				
Animal Control						S					P						
District Three	S					S											
Private Sector	S					S											
Amateur Radio		S															
Utility Providers		S	P			S						P					
Virginia DEQ			S							P	S						
VA DOF				S													
Rooftop of VA						S	P				S			P			P
VDEM							S			P							
Civil Air Patrol									S								
VDACS											S						
VA DGIF											S						
VVMA											S						
VANG							S										P

P = Primary

S = Support

Appendix 5 – Succession of Authority

Continuity of emergency operations is critical to the successful execution of emergency operations. Therefore, the following lines of succession are specified in anticipation of any contingency, which might result in the unavailability of the ranking member of the administrative hierarchy. The decision-making authority for each organization or service function is listed in the table below by position in decreasing order.

<u>Organization/Service Function</u>	<u>Authority in Line of Succession</u>
Direction of Emergency Management	<ol style="list-style-type: none"> 1. Board of Supervisor Member 2. County Administrator 3. County Attorney 4. Finance Administrator
Emergency Management Coordination	<ol style="list-style-type: none"> 1. Emergency Management Coordinator 2. Deputy Emergency Management Coordinator
Emergency Public Information	<ol style="list-style-type: none"> 1. Public Information Officer (PIO) 2. Emergency Management Coordinator 3. Sheriff Office PIO
Sheriff's Office	<ol style="list-style-type: none"> 1. Sheriff 2. Major 3. Captain
Fire Department	<ol style="list-style-type: none"> 1. Fire Chief 2. Assistant Chief 3. Captain
Emergency Medical Services (EMS/Rescue)	<ol style="list-style-type: none"> 1. Captain 2. First Lieutenant 3. Second Lieutenant
School Division	<ol style="list-style-type: none"> 1. Division Superintendent 2. Director of Secondary Education 3. Director of Business/Finance
Building Inspections	<ol style="list-style-type: none"> 1. Building Official 2. Building Inspector 3. Technical Specialist
Public Works/Utilities	<ol style="list-style-type: none"> 1. Director 2. Assistant Director
Health Department	<ol style="list-style-type: none"> 1. District Health Director 2. Emergency Planner/Epidemiologist 3. Business Manager
VPI Extension Service	<ol style="list-style-type: none"> 1. Unit Director 2. Extension Agent 3. Senior Secretary
Social Services	<ol style="list-style-type: none"> 1. Executive Director 2. Assistant Director

Table 5 – Succession of Authority

Appendix 6 – Emergency Operations Plan Distribution List

Director of Emergency Management
County Administrator/City Manager
Coordinator of Emergency Management
Sheriff's Office
Fire Departments
Rescue Squads
Utilities
County Treasurer
Director of Building Inspections
Director of Parks and Recreation
Real Estate Assessor (Chief)
Director of Social Services
Unit Director - Extension Service
Health Department
County Attorney
Communications Center
Board of Supervisors/ Town Council
Public School System
Public Information Office
Virginia Department of Transportation
Damage Assessment Team
Animal Control Office
Local Hospitals
Virginia State Police

Appendix 7 – NIMS Resolution

Declaration of Adoption National Incident Management System

BE IT RESOLVED by the Wise County Department of Emergency Management as follows:

WHEREAS, at the request of the President, the Department of Homeland Security has developed the National Incident Management System (NIMS) for the purpose of unifying and coordinating all emergency responders' efforts during disasters; and

WHEREAS, the Department of Homeland Security has directed all Federal, State, Territorial, Tribal, and local entities involved in emergency response to adopt NIMS; and

WHEREAS, the Governor of the Commonwealth of Virginia has similarly endorsed NIMS by proclaiming it the official basis for management of incident response in Virginia; and

WHEREAS, the NIMS will enable responders at all levels to work together more effectively and efficiently to manage domestic incidents no matter what the cause, size or complexity, including catastrophic acts of terrorism and natural disaster; and

WHEREAS, Wise County Department of Emergency Management currently uses the Incident Command System (ICS) as referred to in NIMS; and

WHEREAS, Wise County Department of Emergency Management recognizes the need for a single Incident Management System to be used by all local agencies and disciplines;

BE IT THEREFORE RESOLVED, that Wise County Department of Emergency Management (DEM) adopts the National Incident Management System. That this system will be used at all incidents and drills, taught in all DEM training courses, and reflected in all DEM emergency mitigation, preparedness, response and recovery plans and programs.

Adopted by the Wise County Board of Supervisors and effective on the date of adoption.

Chairman, Board of Supervisors/City Council

ATTEST:

Clerk, Wise County Board of Supervisors

Adopted this ____ day of _____ 20__

Appendix 8 – Resolution of Adoption of EOP

Resolution Emergency Operations Plan

WHEREAS the Board of Supervisors of Wise County, Virginia recognizes the need to prepare for, respond to, and recover from natural and manmade disasters; and

WHEREAS Wise County has a responsibility to provide for the safety and well being of its citizens and visitors; and

WHEREAS Wise County has established and appointed a Director and Coordinator of Emergency Management.

NOW, THEREFORE, BE IT RESOLVED by the Board of Supervisors of Wise County, Virginia, this Emergency Operations Plan as revised is officially adopted, and

IT IS FUTHER RESOLVED AND ORDERED that the Director of Emergency Management, or his/her designee, are tasked and authorized to maintain and revise as necessary this document over the next four (4) year period or until such time be ordered to come before this board.

Chairman, County Board of Supervisors
Mayor, City Council

ATTEST:

Clerk
County Board of Supervisors

Adopted this ____ day of _____ 20____

Appendix 9 – Local Declaration of Emergency

Consent to Director of Emergency Management’s DECLARATION OF EMERGENCY

WHEREAS, the Wise County Board of Supervisors does hereby find:

1. That due to _____, Wise County is facing dangerous conditions;
2. That due to _____, conditions of extreme peril to life and property necessitates the proclamation of the existence of an emergency;
3. The Director of Emergency Management has declared a local emergency.

NOW THEREFORE, IT IS HEREBY PROCLAIMED that the Wise County Board of Supervisors consents to the declaration of emergency by the Director of Emergency Management and the emergency now exists throughout Wise County; and

IT IS FURTHER PROCLAIMED AND ORDERED that the Wise County Emergency Operations Plan is now in effect.

Wise County Board of Supervisors

ATTEST:

Clerk, Wise County Board of Supervisors

Adopted this ____ day of _____, 20____

Wise County Board of Supervisors



Office of County Administrator

COURTHOUSE

WISE, VIRGINIA 24293

TELEPHONE 276-328-2321
FAX 276-328-9780

P.O. BOX 570
206 E. MAIN STREET

RESOLUTION
EMERGENCY OPERATIONS PLAN

WHEREAS, The Board of Supervisors of Wise County, Virginia recognizes the need to prepare for, respond to, and recover from natural and manmade disasters; and

WHEREAS, Wise County has a responsibility to provide for the safety and well-being of its citizens and visitors; and

WHEREAS, Wise County has established and appointed a Director and Coordinator of Emergency Management.

NOW, THEREFORE, BE IT RESOLVED, by the Board of Supervisors of Wise County, Virginia, that this Emergency Operations Plan as revised is officially adopted; and

BE IT FURTHER RESOLVED AND ORDERED, that the Director of Emergency Management, or his/her designee, are tasked and authorized to maintain and revise as necessary this document over the next four (4) year period or until such time be ordered to come before this Board.

ADOPTED this the 13th day of May 2021.

ATTEST:

WISE COUNTY BOARD OF SUPERVISORS



Michael W. Hatfield, Clerk



J. H. Rivers, Chairman

Emergency Support Function # 1 – Transportation

ESF Coordinator

Wise County Emergency Management

Primary Agencies

Wise County Emergency Management
Virginia Department of Transportation (VDOT)
Wise County School Administration

Secondary/Support Agencies

Wise County Sheriff's Office
Wise County Public Works
Town Police Departments
Town Public Works Departments
Wise County Public Schools
Mountain Empire Older Citizens Transit (MEOC)
University of Virginia at Wise
Mountain Empire Community College

Introduction

Purpose:

Transportation assists local, federal, and state government entities and voluntary organizations requiring transportation capacity to perform response missions following a disaster or emergency. Emergency Support Function #1 will also serve as a coordination point between response operations and restoration of the transportation infrastructure.

Scope:

ESF #1 will:

- Coordinate evacuation transportation as its first priority during disaster operations;
- Prioritize and allocate all local government transportation resources;
- Facilitate movement of the public in coordination with other transportation agencies;
- Facilitate damage assessments to establish priorities and determine needs of available transportation resources
- Maintain ingress/egress;
- Provide traffic control;
- Communicate and coordinate with Virginia Department of Transportation; and
- Coordinate with surrounding localities and private organizations to ensure that potential resources are available during disaster operations.

Policies:

Local transportation planning will use the most effective means of transportation to carry out the necessary duties during an incident, including, but not limited to:

- Use of available transportation resources to respond to an incident;
- Provide traffic control;
- Facilitate the prompt deployment of resources;
- Recognize state and federal policies, regulations, and priorities used to control movement of relief personnel, equipment, and supplies;

- Develop and maintain priorities for various incidents through an interagency process led by Wise County and the Virginia Department of Transportation.
- Request additional resources

Concept of Operations

General:

The Emergency Operations Plan (EOP) provides guidance for managing the use of transportation services and request for relief and recovery resources.

Access routes should remain clear to permit a sustained flow of emergency relief.

All requests for transportation support will be submitted to the Wise County Emergency Operations Center (EOC) for coordination, validation, and/or action in accordance with this Emergency Support Function.

Organization:

Wise County, in conjunction with the Virginia Department of Transportation (VDOT), is responsible for transportation infrastructure of Wise County. Wise County and VDOT are responsible for coordinating resources needed to restore and maintain transportation routes necessary to protect lives and property during an emergency or disaster.

VDOT, in conjunction with support agencies, will assess the condition of highways, bridges, signals, rail and bus transit and other components of the transportation infrastructure and where appropriate:

- Provide information on road closures, alternate routes, infrastructure damage, debris removal;
- Close infrastructure determined to be unsafe;
- Post signage and barricades; and
- Maintain and restore critical transportation routes, facilities, and services.

Responsibilities:

- Develop, maintain, and update plans and procedures for use during an emergency or disaster;
- The personnel will stay up to date with education and training that is required for a safe and efficient response to an incident;
- Alert Wise County, and local primary agency representative of possible incident, and begin preparations for mobilization of resources;
- Keep record of all expenses through the duration of the emergency;
- Follow emergency procedures and policies for conducting evacuations as defined in the EOP Evacuation Annex.
- Include procedures for traffic control;
- Identify pre-designated pick-up sites, if any; and
- Identify viable transportation routes, to, from and within the emergency or disaster area.
- The primary agencies will maintain a list of resources and contact list and add to all ESFs.

**Tab 1 to Emergency Support Function #1
Transportation Resources**

Resource	Organization	Address	Contact	Phone Number(s)
Traffic Cones	VDOT			328-9331
Confined Space Monitor	VDOT/Fire Department			328-9331 or 911
Earthmoving Equipment	VDOT			328-9331
Heavy Equipment	Wise County Dept. of Public Works			328-2321
	VDOT			
Buses				
	Wise County Schools			328-8017
Wrecker Services	Mountain Empire Older Citizens			
	Check With Wise Central			328-3756
Local Government Vehicles	Wise County Dept. of Public Works			328-2321

Table 1.1 – Transportation Resources

Emergency Support Function # 2 – Communications

ESF Coordinator

Wise County EOC Coordinator

Primary Agencies

Wise County Emergency Management
Wise County E-911
Information Technology Department

Secondary/Support Agencies

Wise County Sheriff's Office
Town Police Departments
Amateur Radio
Verizon Telephone Company
VA/KY Communications

Introduction

Purpose:

Communications supports public safety and other county agencies by maintaining continuity of information and telecommunication equipment and other technical resources. ESF #2 uses available communication resources to respond to an incident by:

- Alerting and warning the community of a threatened or actual emergency;
- Continuing to communicate with the community through a variety of media to inform of protective actions; and
- Provide guidance, when appropriate, to help save lives and protect property;

This ESF describes the locality's emergency communications/notification and warning system. The locality will coordinate with the Virginia Emergency Operations Center (VEOC) should additional assistance and resources be required.

Scope:

ESF # 2 works to accurately and efficiently transfer information during an incident. ESF #2 also:

- Informs the community of a threatened or actual emergency;
- Ensures Wise County has the ability to notify the community of a disaster or emergency;
- Provides for the technology associated with the representation, transfer, interpretation, and processing of data among people, places, and machine; and
- Supports Wise County with the restoration, emission or reception of signs, signals, writing images, and sounds or intelligence of any nature by wire, radio, optical, or other electromagnetic systems.

Policies:

The following policies are reviewed and revised as necessary:

- The Emergency Communications Center (WISE CENTRAL DISPATCH) operates 24 hours a day, 7 days a week and serves as the 911 center.
- WISE CENTRAL DISPATCH is accessible to authorized personnel only;
- WISE CENTRAL DISPATCH will initiate notification of appropriate personnel.
- During an emergency, the primary EOC location will have the capability to become operational in a short time, by bringing in laptop and/or desktop computers, status boards, communications equipment (i.e. portable radios, additional phone/fax lines, amateur radio communicators/equipment, cell phones, etc.) and general office

- equipment. Should primary communications through the Wise County E-911 center be disrupted, calls will be re-routed through the City of Norton's 911 Center.
- Communication, Alert and Warning will be provided to the public via the Emergency Alert System (EAS) shall be issued by the Wise County EOC or the Wise County Sheriff's Office, as specified under Title 44-146 of the Virginia Code. Other systems will be used as available.

Concept of Operations

General:

Wise County's Emergency Communication Center (WISE CENTRAL DISPATCH) is the point of contact for receipt of all warnings and notifications of actual or impending emergencies or disasters. The dispatcher on duty will notify other key personnel, chiefs and department heads as required by the type of report and Standard Operating Procedures (SOP).

Wise Central Dispatch is accessible to authorized personnel only. Wise Central Dispatch is most often the first point of contact for the general public.

Wise Central Dispatch should only access the Emergency Alert System (EAS) with the authorization of the EOC, unless it deals only with a law enforcement issue, such as an escaped prisoner. Should they access the EAS with authorization from the EOC, the script should be written by the PIO, Emergency Coordinator, or the Director of the EOC. **NOTE** use of all available forms of warning and notification will still not provide sufficient warning to the general public and special needs population.

The telephone companies will ensure that communications essential to emergency services are maintained. During a major disaster, additional telephone lines may be installed in the Emergency Operations Center (EOC) to coordinate emergency operations. At least one phone with a special publicized number will be reserved for "rumor control" to handle citizen inquiries. The Coordinator of Emergency Management will coordinate with the telephone company to provide these services.

Amateur radio operators may provide emergency backup radio communications between the county's Emergency Operations Center (EOC) and the Virginia Emergency Operations Center (VEOC), should normal communications be disrupted. They may also provide communications with some in-field operators. The name of their coordinator is one file with Wise Central Dispatch.

It is important that while communicating, standard or common terminology is used so multiple agencies are better able to interact and understand each other. This is a NIMS requirement. No 10 signals should be use, regardless if there is an emergency or not.

Should an evacuation become necessary, warning and evacuation instructions will be disseminated via radio, television, use of mobile public address systems, and, if necessary, door-to-door within the affected community.

Emergency Public Information regarding potential secondary hazards (i.e. landslides from flooding) and protective actions, such as shelter-in-place, and other information as determined by the event, will also be disseminated via radio and television.

Organization:

Wise County emergency communications are heavily dependent of the commercial telephone network. The telephone system is vulnerable to the effects of emergencies and disasters and to

possible system overload due to increased usage. Technical failure or damage loss of telecommunications equipment could hamper communications or the ability to communicate with emergency personnel and the public throughout the locality. Mutual aid repeaters in contiguous jurisdictions may not be available or may not be able to provide sufficient coverage or channel loading to compensate for technical failure or damage to telecommunications resources in the locality during an emergency.

Amateur radio operators and other non-governmental volunteer groups used to assist with emergency radio communications support will be under the authority of the Director of Emergency Management or the Coordinator of Emergency Management, or the private contractor VA/KY Communications. The amateur radio and other non-governmental volunteer operators will be required to actively participate in regular training and exercises established by the Office of Emergency Management and the Information communications contractor.

Actions/Responsibilities:

- Initiate notification and warning of appropriate personnel, utilizing landline telephones, voice or data—2 way radio, and wireless telecommunications devices, as required.
- Develop and maintain primary and alternate communications system for contact with local jurisdictions, state agencies, non-governmental and private sector agencies required for mission support.
- Emergency Services vehicles equipped with public address system may be used to warn the general public.
- The Coordinator of Emergency Management or designee must authorize the use of the Emergency Alert System.
- Emergency warning may originate at the federal, state, or local level of government. Timely warning required dissemination to the public by all available means:
 - Emergency Communications Center
 - Emergency Alert System
 - Local radio and television stations
 - NOAA Weather Radio—National Weather Service
 - Mobile public address system (bullhorns or loudspeakers)
 - Telephone
 - General broadcast over all available radio frequencies
 - Newspapers
 - Amateur Radio volunteers
- Ensure the ability to provide continued service as the Public Safety Answering Point (PSAP) for incoming emergency calls.
- Ensure communication lines and equipment essential to emergency services are maintained by the appropriate vendor.
- Provide additional staffing in the EOC to assist with communications functions.
- Develop and maintain an emergency communications program and plan.
- Develop and maintain a list of bilingual personnel (on file in Wise Central Dispatch).
- Provide telephone service providers with a restoration priority list for telephone service prior to and/or following a major disaster.
- Maintain records of cost and expenditures and forward them to the Finance Section Chief.

Tab 1 to Emergency Support Function #2
EMERGENCY NOTIFICATION PROCEDURES

Until the EOC is activated, the Communications Center of Wise County E-911 will notify the following officials upon receipt of a severe weather warning, other impending emergency, or when directed by an on-scene incident commander:

Official
Director of Emergency Management
Coordinator of Emergency Management
Chief Deputy/Public Information Officer
Director of Social Services

Table 2.1 – Emergency Notification Procedures

Once operational, the local Emergency Operations Center will receive messages directly from the VEOC. It is then the responsibility of the Communications Center of the locality to monitor message traffic and ensure that messages reach the Director of Emergency Management or his designee.

A full listing of contact numbers is maintained in the Communications Center.

Emergency Support Function # 3 – Public Works

ESF Coordinator

Building Inspector or designee

Primary Agencies

Wise County Department of Public Works
Town of Appalachia Department of Public Works
Town of Big Stone Gap Department of Public Works
Town of Coeburn Department of Public Works
Town of Pound Department of Public Works
Town of St. Paul Department of Public Works
Town of Wise Department of Public Works
Appalachian Power Company
Comcast
Kentucky Utilities/Old Dominion Power
Verizon

Secondary/Support Agencies

Emergency Management
County Attorney
Fire and EMS
Law Enforcement
Town Departments of Planning and Zoning
Town Departments of Parks and Recreation
Water Authorities
American Red Cross
Department of Conservation and Recreation (DCR)
Department of Mines, Minerals, and Energy (DMME)
Virginia Department of Transportation (VDOT)
Virginia Department of Environmental Quality (VDEQ)
Virginia Department of Health (VDH)

Introduction

ESF #3 addresses the public works infrastructure within Wise County following an emergency or disaster. Functions such as maintenance, inspections, buildings and grounds, debris removal, and facilities management will be addressed in this ESF. ESF # 3 coordinates with the Damage Assessment Team, as described in the Damage Assessment Support Annex.

Purpose:

The purpose of ESF #3 is to:

- Assess the overall damage to the community after a disaster; and
- Assist with the recovery.

Scope:

The scope of work includes the following, but is not limited to:

- Pre-incident assessment and mitigation, if necessary;
- Assess extent of damage;
- Repair and maintenance;

- Debris removal;
- Provide maintenance of the buildings and grounds and engineering-related support; and
- Clear roadways.

Policies:

- Personnel will stay up to date with procedures through training and education;
- The Department of Public Works will develop work priorities in conjunction with other agencies when necessary;
- Local authorities may obtain required waivers and clearances related to ESF #3 support; and
- Acquiring outside assistance with repairs to the facility that are beyond the capability of the community.

Concept of Operations

General:

Following a disaster, Wise County Officials will:

- Determine if buildings are safe or need to be closed. Refer to Damage Assessment Annex included in EOP;
- Coordinate with other ESFs if there is damage to utilities or water or plumbing system;
- Clear debris. Refer to Debris Management Annex included in EOP
- Coordinate with law enforcement to secure damaged buildings adjacent areas that may be unsafe;
- Coordinate with state and federal preliminary damage assessment teams; and
- Coordinate with insurance companies.

Organization:

Following an emergency or disaster ESF #3 will coordinate the following functions, in conjunction with appropriate local, state, and federal government agencies and non-governmental agencies:

- Assessing damaged facilities;
- Inspections for structural, electrical, gas, plumbing and mechanical damages;
- Determine what type of assistance will be needed;
- Facilitation of the building permit process;
- Debris removal;
- Manage contracts with private firms;
- Coordinate with VDH on environmental and public health hazards; and
- Coordinate with VDOT for road clearance.

Actions/Responsibilities

- Alert personnel to report to the Emergency Operations Center (EOC);
- Review plans;
- Begin keeping record of expenses and continue for the duration of the emergency;
- Prepare to make an initial damage assessment (IDA);
- Activate the necessary equipment and resources to address the emergency;
- Assist in assessing the degree of damage of the community
- Assist in coordinating response and recovery;
- Prioritize debris removal;
- Inspect buildings for structural damage;

- Post appropriate signage to close buildings; and
- Ensure all repairs comply with current building codes, land-use regulations, and the county’s comprehensive plan, unless exempted.

Tab 1 to Emergency Support Function #3
Local Utility Providers
 (Water, Electric, Natural Gas, Sewer, Sanitation)

Dispatch maintains after hours numbers for utility providers in Central Dispatch

Provider	Address	Phone Number(s)	Contact Person	Service
Town of Appalachia		276-565-3900	Town Manager	Water, Sewer,
Town of Big Stone Gap		276-523-0115	Town Manager	Water, Sewer
Town of Coeburn		276-395-3323	Town Manager	Water, Sewer
Town of Pound		276-796-5747	Town Manager	Water, Sewer
Town of Wise		276-328-6013	Town Manager	Water, Sewer
Appalachian Power Company		1-800-956-4237	Crew Chief	Electricity
Kentucky Utilities/ Old Dominion Power		1-800-981-0600	Crew Chief	Electricity
Public Service Authority		276-679-1263	Director	Water
Wise County		276-328-2321	County Administrator	Solid Waste Disposal
Verizon		1-800-837-4966	Crew Chief	Telephone
Comcast		770-559-7600	Dispatch	Cable, Internet, & Telephone

Table 3.1 – Utility Providers

Highway 58 – West (cont.)				
Heavy Equipment – Highway 58 – East				

Table 3.2 – Public Works Resources

BUILDING POSTING GUIDE

1. All buildings within the area, regardless of damage are to be POSTED by the squad members at the site.
2. One of the following three posters is to be used
 - A. "SAFE FOR OCCUPANCY" GREEN POSTER
No damage to structural elements.
No damage to utilities.
There is only minor damage to walls or roof affecting weather resistance.
Generally 10% or less damage.
 - B. "LIMITED ENTRY" YELLOW POSTER
There is structural damage to a portion of the building.
The building needs utility or weather resistance repairs.
The building may be occupied safely.
Generally greater than 10% and less than 50% damage.
 - C. "THIS BUILDING IS UNSAFE" RED POSTER
There is major structural damage.
No occupancy is allowed.
May or may not need to be demolished.
Generally more than 50% damage.
3. If there is immediate danger to life from failure or collapse, the squad leader should inspect and, as appropriate sign or have Building Official sign demolition order or call the appropriate entities to shore-up structure.

Emergency Support Function #4 - Firefighting

ESF Coordinator

Firefighter's Association Designee

Primary Agencies

Fire Departments

Secondary/Support Agencies

Virginia Department of Forestry (VDOF)
Emergency Medical Service (EMS)

Introduction

Purpose:

Directs and controls operations regarding fire prevention, fire detection, fire suppression, rescue, and hazardous materials incidents; as well as to assist with warning and alerting, communications, evacuation, and other operations as required during an emergency.

Scope:

ESF #4 manages and coordinates firefighting activities including the detection and suppression of fires, and provides personnel, equipment, and supplies to support to the agencies involved in the firefighting operations.

Policies:

- Priority is given to, the public, community, firefighter safety and protecting property (in that order).
- For efficient and effective fire suppression, mutual aid may be required from various local firefighting agencies to aid in the community's emergency response team. This requires the use of the Incident Command System together with compatible equipment and communications.
- Personnel will stay up to date with procedures through education and training.

Concept of Operations

General:

The coordinator will contact the Fire Department if resources are needed to handle the situation, and be prepared to have the Fire Department assume primary operational control in fire prevention strategies, fire suppression, and hazardous material incidents. (See the Hazardous Material Emergency Response Plan.) Fire department personnel who are not otherwise engaged in emergency response operations may assist in warning and alerting the public, evacuation, and communications as is necessary and appropriate during an emergency situation.

When the Emergency Support Function is activated all requests for firefighting support will, in most cases, be submitted to the 9-1-1 Center for coordination, validation, and/or action.

The director of Emergency Management and/or designee will determine the need to evacuate and issue orders for evacuation or other protective action as needed. The incident commander may order an immediate evacuation prior to requesting or obtaining approval, if in his/her judgment this action is

necessary in order to safeguard lives and property. Warning and instructions will be communicated through the appropriate means. The Emergency Management Coordinator will be notified as soon as possible after the immediate evacuation to assist with resource needs.

Organization:

The Fire and EMS Departments will implement evacuations and the Police Department will assist and provide security for the evacuated area. In the event of a hazardous materials incident, the Incident Commander should implement immediate protective actions to include evacuation as appropriate.

Actions

- Develop and maintain plans and procedures to provide fire and rescue services in time of emergency;
- Document expenses and continue for the duration of the emergency;
- Check firefighting and communications equipment;
- Fire Service representatives should report to the Local Emergency Operations Center to assist with operations;
- Fire department personnel may be asked to assist with warning and alerting, evacuating, communications, and emergency medical transport;
- Follow established procedures in responding to fires and hazardous materials incidents and in providing rescue services; and
- Request mutual aid from neighboring jurisdictions.

Responsibilities

- Fire prevention and suppression;
- Emergency medical treatment;
- Hazardous materials incident response and training;
- Radiological monitoring and decontamination;
- Assist with evacuation;
- Search and rescue;
- Assist in initial warning and alerting;
- Provide qualified representative to assist in the EOC;
- Requests assistance from supporting agencies when needed;
- Arranges direct liaison with fire chiefs in the area;
- Implements Mutual Aid agreements that are already in place;
- Assist with clean-up operations; and
- Assist with inspection of damaged facilities, if applicable.

Tab 1 to Emergency Support Function #4
Fire Department Resources

Department	Address	Phone Number(s)	Contact Person	Number Firefighters	Equipment
Appalachia					
Big Stone Gap					
Coeburn					
Pound					
St. Paul					
Wise					
Valley					

Table 4.1 – Fire Department Resources

Emergency Support Function #5 – Emergency Management

Primary Agency

Emergency Management

Secondary/Support Agencies

Fire
Police
Department of Information and Technology
Department of Planning and Zoning
Department of Public Works
Red Cross
County Attorney
County Administrator
Finance
Logistics

Introduction

Purpose:

Emergency Support Function (ESF) #5 - Emergency Management directs, controls, and coordinates emergency operations from the County's Emergency Operation Center utilizing an incident command system. ESF #5 must ensure the implementation of actions as called for in this plan, coordinate emergency information to the public through ESF #2 Communications and ESF #15 External Affairs, and coordinate with the Virginia State Emergency Operation Center should outside assistance be required.

Scope:

ESF #5 serves as the support for all local departments and agencies across the spectrum of incident management from prevention to response and recovery. ESF #5 facilitates information flow in the pre-incident prevention phase in order to place assets on alert or to pre-position assets for quick response. During the post-incident response phase, ESF #5 activities include those functions that are critical to support and facilitate multi-agency planning and coordination. This includes alert and notification, deployment and staffing of emergency response teams, incident action planning, coordination of operations, logistics and material, direction and control, information management, facilitation of requests for assistance, resource acquisition and management (to include allocation and tracking), worker safety and health, facilities management, financial management, and other support as required.

Policies:

- Emergency Support Function #5 provides an overall locality wide multi-agency command system implemented to manage operations during a disaster.
- The Incident Command System can be used in any size or type of disaster to control response personnel, facilities, and equipment.
- The Incident Command System principles include use of common terminology, modular organization, integrated communications, unified command structure, coordinated action planning, manageable span of control, pre-designated facilities, and comprehensive resource management.
- ESF #5 staff supports the implementation of mutual aid agreements to ensure seamless resource response.
- Departments and agencies participate in the incident action planning process, which is coordinated by ESF #5.

Activation of the Emergency Operations Center (EOC)

- The Emergency Management Coordinator, in consultation with the Director of Emergency Management may activate the EOC if the following conditions exist:
 - There is an imminent threat to public safety or health on a large scale;
 - An extensive multiagency/jurisdiction response and coordination will be required to resolve or recover from the emergency or disaster event;
 - The disaster affects multiple political subdivisions within counties or cities that rely on the same resources to resolve major emergency events; and/or
 - The local emergency ordinances are implemented to control the major emergency or disaster event.
- Availability of staff and operational needs may allow or require positions to be combined, or positions to not be filled (responsibilities held by the next higher position)

Concept of Operations

General:

The Coordinator of Emergency Services will assure the development and maintenance of SOPs on the part of each major emergency support service. Generally, each service should maintain current notification rosters, designate and staff an official emergency operations center, designate an EOC representative, establish procedures for reporting appropriate emergency information, develop mutual aid agreements with like services in adjacent localities, and provide ongoing training to maintain emergency response capabilities. Emergency Management officials and agencies assigned responsibilities by this plan should be aware of the hazards that have the greatest potential for a local disaster and are most likely to occur. This information can be found in the Basic Plan section II.

When an emergency threatens, available time will be used to implement increased readiness measures. The Coordinator of Emergency Management will assure that all actions are completed as scheduled.

The EOC support staff will include a recorder, message clerk, and other support personnel as required in order to relieve the decision-making group of handling messages, maintaining logs, placing maps, etc. Procedures for these support operations should be established and maintained. An EOC wall map should be prepared and be readily accessible.

The Planning Section will produce situation reports, which will be distributed to the EOC staff, on-scene incident command staff, and the VEOC. The staff of the EOC will support short term and long term planning activities. Plans will be short and concise. The EOC staff will record the activities planned and track their progress. The response priorities for the next operational period will be addressed in the Incident Action Plan (IAP).

Organization:

Emergency operations will be directed and controlled from the Emergency Operations Center (EOC). The EOC staff will consist of the Director, Coordinator, and Deputy Coordinator of Emergency Management, and key agency/department leads or their designated representatives. The list should include information on both elected and designated positions; other positions may be outlined in state or local statutes. EOC support personnel to assist with communications, internal logistics, finance, external affairs and administration will also be designated. The Director of Emergency Management will be available for decision-making as required. The Director of Emergency Management is also responsible for coordinating the development and implementation of hazard mitigation plans. The chiefs of regulatory agencies or designees are responsible for enforcing compliance with rules, codes, regulations, and ordinances.

The Incident Commander will utilize the Incident Command System. Depending on the nature and scope of the incident it may be handled solely by the Incident Commander, or it may require coordination with the Emergency Operations Center. In major disasters there may be more than one incident command post. The Incident Commander will generally be a representative from the Primary Agency.

The regulatory agencies and governing bodies play an important role as they must pass and implement the rules, regulations, codes, and ordinances, which would reduce the impact of a disaster. Local government agencies and volunteer emergency response organizations assigned disaster response duties are responsible for maintaining plans and procedures. These agencies are also responsible for ensuring that they are capable of performing these duties in the time of an emergency. In addition, these agencies are responsible for bringing any areas where new/revised codes, regulations, and ordinances may mitigate a particular hazard to the attention of the Chief Executive and the County Board of Supervisors/City Council, in coordination with the Coordinator for Emergency Management.

The Coordinator of Emergency Management will assure that all actions are completed as scheduled. The Chief Executive may close facilities, programs, and activities in order that employees who are not designated “emergency service personnel” are not unnecessarily placed in harms way.

The Coordinator of Emergency Management will coordinate training for this emergency support function and conduct exercises involving the EOC.

Actions

- Develop and maintain a capability for emergency operations and reflect it in the Emergency Operations Plan.
 - a. Make individual assignments of duties and responsibilities to staff the EOC and implement emergency operations;
 - b. Maintain a notification roster of EOC personnel and their alternates;
 - c. Establish a system and procedure for notifying EOC personnel;
 - d. Identify adequate facilities and resources to conduct emergency operations at the EOC;
 - e. Coordinate Emergency Management mutual aid agreements dealing with adjunct jurisdictions and relief organizations, such as the American Red Cross;
 - f. Develop plans and procedures for providing timely information and guidance to the public in time of emergency through ESF #2 and ESF #15.
 - g. Identify and maintain a list of essential services and facilities, which must continue to operate and may need to be protected;
 - h. Test and exercise plans and procedures; and
 - i. Conduct community outreach/mitigation programs.
- Ensure compatibility between this plan and the emergency plans and procedures of key facilities and private organizations within the locality;
- Develop accounting and record keeping procedures for expenses incurred during an emergency;
- Define and encourage hazard mitigation activities, which will reduce the probability of the occurrence of disaster and/or reduce its effects
- Provide periodic staff briefings as required;
- Provide logistical support to on scene emergency response personnel;
- Maintain essential emergency communications through the established communications network;
- Provide reports and requests for assistance to the Virginia EOC through WebEOC;
- Compile and initial damage assessment report and send to the Virginia EOC through WebEOC;
- Coordinate requests for non-mutual aid assistance.

Responsibilities

- Activates and convenes local emergency assets and capabilities;
- Coordinates with law enforcement and emergency management organizations;
- Coordinates short and long term planning activities;
- Maintains continuity of government;
- Directs and controls emergency operations;
- Submits state required reports and records;
- Conducts initial warning and alerting; and
- Provides emergency public information.

Tab 1 to Emergency Support Function #5

**EMERGENCY MANAGEMENT ORGANIZATION AND
TELEPHONE LISTING**

<u>Position</u>	<u>Name</u>	<u>Work Phone</u>	<u>Home Phone</u>
<u>Please call 276-328-3756 or 276-328-8439 to contact any of the below individuals</u>			
Emergency Services Director	Bob Adkins	-	-
Deputy Director	Mike Hatfield		
	Karen Mullins		-
Emergency Services Coordinator	Jessica Swinney	-	-
Deputy Coordinator	Cody Blankenbeckler		
	Justin Tolbert	-	-
Police	Town Chiefs	-	-
Sheriff	Grant Kilgore	-	-
Fire and Rescue	Captains and Chiefs	-	-
Utility Director		-	-
County Public Service Authority	Cody McElroy	-	-
Executive Director			
General Services Communications and Maintenance	Cody Blankenbeckler	-	-
District Health Director	Dr. Karen Shelton	-	-
Director of Facilities & Operations	TBD	-	-
Director of Social Services	Susan Mullins	-	-
County Attorney	Karen Mullins	-	-
Public Information Officer	Karen Mullins	-	-

SEE TELEPHONE CONTACT LIST OR CALL WISE CENTRAL 276-328-3756

Tab 2 to Emergency Support Function #5

PRIMARY EOC STAFFING

Skeletal Staffing

Coordinator of Emergency Management
Deputy Coordinator of Emergency Management
Police Chief or Designated Person
Message Clerk
Phone Operator

Full Staffing

Coordinator of Emergency Management
Deputy Coordinator of Emergency Management
Director of Emergency Management
Police Department
Fire and Rescue Chief or Designated Person
Superintendent of Schools or Designated Person
Health Department Representative
Social Services Representative
Red Cross
Message Clerks (2)
PIO Officer
Utility Director or Designated Person
Director of General Services or Designated Person
County Attorney Representative

Messengers (2)

Status Board/Map Assistants (2)
Plotter Security
Phone Operators (2)

Public Information/Rumor Control

Public Information Officer
Phone Operators
Message Clerk
Messenger
Security

ALTERNATE EOC STAFFING
(To be completed during Increased Readiness.)

Emergency Support Function #6 – Mass Care, Housing, Human Resources

ESF Coordinator

Department of Social Services Director or designee

Primary Agencies

EOC

Department of Social Services

American Red Cross

Emergency Management

Secondary/Support Agencies

Department of Criminal Justice Services

Department of Health

Law enforcement (security for shelter or evacuation)

Salvation Army

Virginia Voluntary Organizations Active in Disaster (VVOAD)

Fire

EMS

Public Health

Schools

Housing Authority

Animal Control

Private Sector

Frontier Health (Mental health)

Introduction

ESF #6 Mass Care, Housing, and Human Resources address the non-medical mass care, housing, and human services needs of individuals and/or families impacted by natural and/or technological incidents.

Policies:

- The Director and/or Coordinator of Emergency Management, in consultation with the County Administrator and the Director of Social Services, and/or Shelter Coordinator will determine the need to open a shelter and identify the shelter(s) location. This information will be communicated internally and externally through ESF # 2—Communications and ESF #15 – External Affairs.
- ESF-6 support may vary depending on an assessment of incident impact(s), the magnitude and type of event, and the stage of the response and recovery efforts;
- To support mass care activities and provide services without regard to economic status or racial, religious, political, ethnic, or other affiliation;
- To coordinate with ESFs #1, #3, # 5, #11, #14 and others regarding recovery and mitigation assistance, as appropriate;
- To assign personnel to support ESF-6 functions in accordance with the rules and regulations of their respective parent agencies; and
- To reduce duplication of effort and benefits, to the extent possible. This includes streamlining assistance as appropriate and identifying recovery and mitigation measures to support local planning efforts.

Scope:

ESF# 6 is intended to address non-medical mass care, housing and human service needs for individuals and family members of the community affected by a disaster.

The services and programs may include the following:

- Sheltering
- Food service
- Emergency First Aid
- Counseling
- Family Assistance Center (FAC)
- Reunification Services

Concept of Operations**General:**

The Wise County Department of Social Services is designated the lead agency for ESF # 6 and maintains overview of ESF # 6 activities, resolves conflicts and responds to questions. The Wise County Department of Social Services maintains Standard Operating Procedures for opening and managing a shelter and/or Family Assistance Center (FAC). Wise County has an agreement with The American Red Cross, Bristol Chapter, in partnership with the Department of Social Services to be responsible for reception and care of evacuees including feeding operations. Local law enforcement will provide security at the shelters. Local health department and EMS providers will provide first aid and limited medical care at the shelter center. Local Fire Departments will provide fire protection to the shelters. Wise County Schools may provide transportation of evacuees to the designated shelter location. The Department of Social Services, as the lead for ESF # 6 will ensure coordination with other ESFs for integration of special sheltering needs for non-general populations, including people with special medical needs and pets. The Department of Social Services will also lead the efforts in assisting impacted individuals with any benefits and programs available to them and will coordinate with Frontier Health to provide counseling services as needed. The Wise County Housing Authority will provide support for immediate and long-term housing needs of victims in coordination with ESF # 14 – Long Term Recovery.

Wise County has pre-determined shelter locations in the event of a large disaster requiring an evacuation. Shelter supplies are kept in a separate location, due to the type of evacuation and the vulnerability of the shelter locations. At best, a limited supply of cots, blankets, personal hygiene supplies, etc. are in the shelter kits. Whenever possible, citizens should be encouraged to bring their own supplies, such as medication, special dietary needs, clothing and additional blankets. Additional supplies will be requested through ESF # 7 – Resource Management, if needed. The following services may be offered at these locations:

Sheltering

- An emergency shelter is an immediate short-term accommodation either (1) designated by local officials for persons threatened by or displaced by an incident, or (2) designated by state officials directing a mandatory evacuation across jurisdictional boundaries either before or after an incident.
- Public emergency shelters will provide accommodations for all population groups. Appropriate provisions must be made within the shelter facilities to accommodate people with special medical needs that do not require hospital admission, people without their own transportation, and registered sex offenders.

- Additionally, sheltering for pets and service animals must be included in planning and coordinated with ESF-11.
- For mass evacuations directed by state officials, the Virginia Department of Social Services will coordinate the designation of shelter facilities and the operation of shelters for people who evacuate out of their home jurisdiction

Feeding

- Feeding is provided to disaster victims and emergency workers through a combination of fixed sites, mobile feeding units, and bulk distribution of food. Feeding is based on sound nutritional standards and to the extent possible
- includes meeting the requirements of victims with special dietary needs

Emergency First Aid

- Emergency first aid, consisting of basic first aid and referral to appropriate medical personnel and facilities, is provided at mass care facilities and at designated sites. Provision for services is coordinated with ESF-8. *Refer to ESF-8 for details regarding medical care services.*

Counseling

- Provide counseling through local government services if it appropriate based on the scale of the emergency and the capabilities of the counseling services.
- Events in which there are mass casualties and injuries that exceed local governments resources and capabilities can contact the following agencies:
 - Outside counseling can be provided via Frontier Health, the Department of Criminal Justice's Victims' Services Section, and the Department of Behavioral Health and Developmental Services, Emergency Mental Health Section, and activated via the local government.

Security

- The Wise County Sheriff's Department and Town Police Departments have the responsibility for coordinating security during a disaster.
- Secure evacuated areas.
- Provide security to shelter(s)

Transportation

- Wise County Emergency Management and Wise County School have the responsibility to coordinate transportation during an emergency event.
- Ensure that residents are transported and sheltered safely. *Refer to ESF #1for details regarding Transportation*

Family Assistance Center (FAC)

- The FAC plan should be based on the Commonwealth of Virginia FAC, which is currently under development by the Virginia Department of Social Services (VDSS). The final version will be posted on the VDSS website; VDEM will announce when the information is posted.
- The purpose of the FAC is to provide the seamless delivery of services and the dissemination of information to victims and families following a large scale incident or one in which there are mass casualties, as stated in the Commonwealth of Virginia Emergency Operations Plan, ESF #6 (CoVEOP).
- The scope of services that the FAC may provide include: reunification services, behavioral health care, medical records collection communication services, benefits application entry points, and personal care.
- ESF #6 personnel will report to the incident, coordinate/determine a physical site for FAC operations, and assume oversight and management of the FAC including establishing operational policies, maintaining situational awareness, coordinating needed services and/or resources, identifying gaps and requesting additional resources. The plan should identify by title the individual responsible for this function and identify an alternate.

Reunification Services

- This service collects information regarding individuals residing within the affected area and makes the information available to immediate family members outside the affected area. The system also aids in reunification of family members within the affected area. RedCross.org – safe and well website for shelter residents.

If the services of the Virginia Criminal Injuries Compensation Fund (CICF) are required by the FAC, the State Program should be contacted, who will deploy the appropriate personnel to the FAC. These services will be necessary in cases where there are victims of crime in need of financial or advocacy assistance.

Criminal Injury Compensation Fund

Mary Vail Ware, Director, CICF
Criminal Injuries Compensation Fund (CICF) Department
Virginia Workers' Compensation Commission
1000 DMV Drive
Richmond, VA 23220
CICF Toll Free: 1-800-552-4007
Phone: (804) 367-1018
Email: maryvail.ware@vwc.state.va.gov
804-399-8966 (after hours)

Shannon Freeman (alternate).
800-552-4007 (normal business hours)
804-614-5567 (after hours)

Virginia Department of Criminal Justice Services

Melissa Roberson
Training and Critical Incident Response Coordinator
1100 Bank Street
Richmond, VA 23219
Phone: (804) 840-4276
Fax: (804) 786-3414
Link: <http://www.dcjs.virginia.gov/research/reportemergency/>

“The plan shall include, but not be limited to, responsibilities of all local agencies and shall establish a chain of command, and a provision that the Department of Criminal Justice Services and the Virginia Criminal Injuries Compensation Fund shall be contacted immediately to deploy assistance in the event of an emergency as defined in the emergency response plan when there are victims as defined in § 19.2-11.01. The Department of Criminal Justice Services and the Virginia Criminal Injuries Compensation Fund shall be the lead coordinating agencies for those individuals determined to be victims, and the plan shall also contain current contact information for both agencies.”

**Tab 1 to Emergency Support Function #6
AMERICAN RED CROSS CHAPTERS**

Chapter	Contact Person(s)	Phone	Address
Woods River	Joan Isom	276-236-2891	244 B Line Drive Galax, VA 24333
Mountain Empire	Sharon Dixon	276-645-6650	14298 Lee Highway Bristol, VA 24202
Greater New River	Disaster Services Director	540-639-2140	616 A West Main Street Radford, VA 24141
Montgomery-Floyd	Disaster Services Director	540-443-3606	1000 N. Main St., Suite 100 Blacksburg, VA 24060
Surry County, NC	Tom Dunn Disaster Services Director	336-786-4183 336-374-3000 (Emergency)	844 West Lake Drive Mount Airy, NC 27030

Table 6.1 – American Red Cross Chapters

**Tab 2 to Emergency Support Function #6
Designated Shelter**

AREA	Facility Information	Contact Person(s) and Information	Capacity	Pet Friendly* (Y/N)	Back Up Power (Y/N)
APPALACHIA	Appalachia High School Gym			N	N
BIG STONE GAP	Carnes Gym at Big Stone Gap Town Hall		123	N	N
	Union Primary School		700	N	N
	Union High School		625	N	Y
COEBURN	Coeburn Middle School		350	N	N
POUND	J W Adams Combined School		450	N	N
	Town of Pound, Town Hall			N	Y
SAINT PAUL	St. Paul Elementary School		250	N	N
WISE	Wise Primary School		585	N	N
	Central High School		625	N	Y
	Wise Fire Dept. Building		80	N	Y
OTHERS AS NEEDED					

Table 6.2 – Shelter Locations

* Pet sheltering available via pet shelter trailer housed at Wise County Animal Shelter.

Tab 3 to Emergency Support Function #6 Shelter Registration Form



SHELTER REGISTRATION FORM

Please print all sections

Incident / DR Number & Name	
Shelter Name	
Shelter City, County/Parish, State	

Family Name (Last Name)	Total Family Members Registered
	Total Family Members Sheltered
Pre-Disaster Address (City /State/Zip)	Home Phone
	Cell Phone / Other
Post-Disaster Address (City/State/Zip) <i>(if different)</i>	Identification Verified By <i>(Record type of ID; if none, write none)</i>
Primary Language <i>If primary language is not English, please list any family members who speak English.</i>	Method of Transportation
	If Personal Vehicle—Plate #/State <i>(for security purposes only)</i>

INFORMATION ABOUT INDIVIDUAL FAMILY MEMBERS *(for additional names, use back of page)*

Name (Last, First)	Age	Gender (M/F)	Rm./Cot #	Arrival Date	Departure Date	Departing? <i>Relocation address and phone</i>

Are you required by law to register with any state or local government agency for any reason? Yes No
If Yes, please ask to speak to the shelter manager immediately.

I acknowledge that I have read/been read and understand the Red Cross shelter rules and agree to abide by them.

Signature _____ Date _____

CONFIDENTIALITY STATEMENT

The American Red Cross generally will not share personal information that you have provided to them with others without your agreement. In some circumstances disclosure could be required by law or the Red Cross could determine that disclosure would protect the health or well-being of its clients, others or the community, regardless of your preference.

Below, please initial if you agree to release information to other disaster relief, voluntary or nonprofit organizations and/or governmental agencies providing disaster relief.

I agree to release my information to other disaster relief, voluntary or non-profit organizations _____

I agree to release my information to governmental agencies providing disaster relief _____

By signing here, I acknowledge that I have read the confidentiality statement and understand it.

Signature _____ Date _____

Shelter Worker Signature _____ Date _____

After registration, each family should go through the Shelter Initial Intake Form to determine if further assistance or accommodation is needed.

FOR RED CROSS USE ONLY

COPY DISTRIBUTION 1. Shelter registration on-site file - Mass Care 2. Information Management (Data Entry) 3. Client (if requested)

Shelter registration on-site file - Mass Care
Table 6.3 – Shelter Registration Form 2009

This form should be kept on hand locally in ready-to-go Shelter Manager Kits. It is available from the American Red Cross National Office through local chapters. They recommend keeping 150 forms for every 100 expected shelterees.

Tab 4 to Emergency Support Function #6
Special Needs Population
Requiring Special Care in Times of Emergency

General

A listing of such persons is maintained by the Wise County Department of Social Services. When the Emergency Operations Center (EOC) is operational, this listing will be available from a Department of Social Services staff member staffing ESF # 6. It will be the responsibility of commercial home health care providers, adult care facilities, group living facilities, day care facilities, assisted living facilities, charitable organizations, and the faith-based community to prepare, maintain, and exercise an evacuation plan that is specific to the facility and to keep current rosters of residents that can be faxed or sent electronically to the EOC during a disaster situation. These plans will be on file with the Coordinator of Emergency Management and serve as appendices to this ESF.

Special Transportation Resources

- Wise County Public Schools
- Mountain Empire Older Citizens
- Additional transportation resources are identified in ESF # 1

Emergency Support Function #7 - Resource Support

Primary Agency

Department of Financial Management

Secondary/Support Agencies

EOC

Red Cross

Department of General Services

Department of Public Works

Department of Social Services

Virginia Department of Emergency Management

Virginia Army National Guard-when activated

Introduction

Purpose:

Emergency Support Function #7 will identify, procure, inventory, and distribute critical resources, in coordination with other local and state governments, the federal government, private industry, and volunteer organizations, to effectively respond to and recover from the effects of a disaster.

Scope:

ESF #7 provides support for requirements not specifically identified in other ESFs. Resource support may continue until the disposition of excess and surplus property is completed. The locality will determine what resources are needed and then ESF #7 will collect and distribute those goods by means of a distribution center. Goods that may be needed could include, ice, water, tarps, blankets, clothes, and non-perishable foods. The Wise County Department of Social Services, Wise County Fire and Rescue Squads, and volunteer organizations may be asked to assist with this task. See transportation section to assist in transport of items.

Policies:

- The initial emergency response will be dependent upon local public and private resources;
- Adequate local resources do not exist to cope with a catastrophic incident;
- Identified public and private sector resources will be available when needed for emergency response;
- Necessary personnel and supplies will be available to support emergency resource response;
- **If local resources are depleted, assistance may be requested through the Virginia Emergency Operations Center (EOC);**

- Local departments and agencies will use their own resources and equipment during incidents and will have control over the management of the resources as needed to respond to the situation;
- The Coordinator of Emergency Management and the Chief Financial Administrator will initiate the commitment of resources from outside government with operational control being exercised by the on-site commander of the service requiring that resource; and
- All resource expenditures will be reported

Concept of Operations

General:

The Department of General Services will identify sites and facilities that will be used to receive, process, and distribute equipment, supplies and other properties that will be sent to the disaster area. The necessary equipment, staff, communications, and security support to these facilities and sites will be provided by local, state, federal governments, volunteer organizations, and private security as required. This process must be closely coordinated with state and federal emergency management officials, local governments in the region, and the media.

The General Services Department will be responsible for securing and providing the necessary resource material and expertise in their respective areas, through public as well as private means, to efficiently and effectively perform their duties in the event of an emergency. Mutual aid agreements will be developed and maintained with adjacent jurisdictions, private industry, quasi-public groups, and volunteer groups, as appropriate, to facilitate the acquisition of emergency resources and assistance.

The Director and Coordinator of Emergency Services, in coordination with the Chief Deputy, County Attorney, Finance Director, and Personnel Director, will assist county departments in the procurement of the necessary resources, to include the contracting of specialized services and the hiring of additional personnel, to effectively respond to and recover from the emergency at hand. Records of all expenditures relating to the emergency/disaster will be maintained.

Potential sites for local and regional resource distribution centers will be identified, if necessary, and strategically located to facilitate recovery efforts. Priorities will be set regarding the allocation and use of available resources.

Organization:

All departments will be responsible for identifying essential resources in their functional area to successfully carry out their mission of mitigating against, responding to, and recovering from the devastating effects of disasters that could occur within their jurisdiction. All departments will coordinate their resource needs with the local finance director and procurement official.

The Director of the Social Services Department, assisted by public relief organizations, will be in charge of coordinating the relief effort to meet the immediate needs of the stricken population in terms of food, water, housing, medical, and clothing. (See ESF #6 and #11)

Actions

- Identify essential resources to carry out mission in each functional area and to support operation of critical facilities during the disaster;
- Designate local department(s) responsible for resource management;
- Develop contingency plans to provide emergency lighting, procure and distribute emergency water and provide sewage disposal, if necessary;
- Identify personnel requirements and training needs to effectively carry out mission;
- Develop resource lists that detail type, location, contact arrangements, and acquisition procedures for critical resources;
- Prepare mutual aid agreements with surrounding jurisdictions to augment local resources;
- Review compatibility of equipment of local departments and surrounding jurisdictions and identify specialized training or knowledge required to operate equipment;
- Develop SOPS to manage the processing, use, inspection, and return of resources coming into area;
- Identify actual or potential facilities and ensure they are ready and available to receive, store, and distribute resources (government, private, donated);
- Develop training/exercises to test plan, and to ensure maximum use of available resources;
- Coordinate and develop prescript announcements with Public Information Office regarding potential resource issues and instructions (e.g., types of resources required, status of critical resource reserves, recommended contingency actions, etc.); and
- Contract with federal and state agencies, as well as private industry for additional resources, equipment, and personnel, if necessary.

Responsibilities

- Locates, procures, and issues resources to other agencies to support the emergency response or to promote public safety.
- Locates and coordinates the use of available space for incident management activities.
- Coordinates and determines the availability and provision of consumable supplies.

Emergency Support Function # 8 – Public Health and Medical Services

ESF Coordinator:

Lenowisco Health District Director or designee

Primary Agencies

Wise County EOC
Wise County Health Department/Lenowisco Health District
EMS Providers
Hospitals

Secondary/Support Agencies

Department of Social Services
Water Authority
Wise County Schools
Fire Departments
Law Enforcement
American Red Cross
Virginia Department of Environmental Quality
Virginia Department of Health
Virginia Department of Agriculture and Consumer Services

Introduction

- The purpose of ESF # 8 is to provide health and medical services to the residents of Wise County during and/or after an emergency situation.

Purpose:

- Guide a response using local resources and to coordinate a response with the local and/or state agencies when the incident exceeds the local capabilities.

Scope:

- An all hazards approach based on Wise County's ability to provide medical resources;
- When an incident exceeds the local capabilities, outside assistance will be requested through MOUs, Mutual Aid Agreements, including Statewide Mutual Aid and the coordination of this plan with the Lenowisco Health District Emergency Response Plan and the Southwest Virginia Emergency Medical Services Response Plan;
- VDH—Lenowisco Health District will monitor, survey, and evaluate the situation to determine if there is a public health issue/emergency;
- Hospitals may request resources through Hospital WebEOC, which is maintained by the Virginia Hospital and Healthcare Association (VHHA); and
- The Far Southwest Disaster Preparedness Commission maintains disaster relief trailers that are stationed at four hospitals in Southwest Virginia. These trailers are stocked with emergency medical supplies and equipment.

Policies:

- Internal policies and procedures and regulations;
- Privacy policies and laws with regard to provision of medical care;
- Policies regarding provision of first aid and health care; and
- EMS vehicles are dispatched through Wise Central Dispatch.

Concept of Operations

General:

- Support and assistance from neighboring local governments and state agencies will be requested based on mutual aid agreements and coordination with other agency's plans;
- VDH—Lenowisco Health District in conjunction with the Office of Drinking Water Programs, may conduct environmental sampling of water sources (i.e. wells and water treatment facilities) to ensure safe drinking water supplies;
- VDH—Lenowisco Health District may also conduct infectious disease surveillance (i.e. measles, chickenpox, seasonal influenza, bacterial infections, etc.) in accordance with VDH policies and procedures, to determine the potential for a public health issue/emergency;
- Public Health Advisories will be coordinated with VDH, Wise County Emergency Management, Virginia Department of Emergency Management, and disseminated through the JIC; and
- If the EOC is activated during the response, representatives of this ESF will be assigned to the EOC.

Responsibilities/Actions

- Coordinate personnel, equipment, supplies and other resources necessary to coordinate plans and programs for a medical response during an incident;
- Designate an individual to coordinate medical, health, and rescue services;
- Coordinate and develop SOPs for personnel in this ESF;
- Develop and maintain procedures for providing a coordinated response with local government and private organizations;
- The VDH planner will maintain a roster of key officials in each medical support area;
- Review emergency plans with local governments; and
- Implement mutual aid agreements as necessary.

Tab 1 to Emergency Support Function #8

Mission – To develop an efficient and effective management response system in mass fatality disaster situations to facilitate the preparation, processing, and release of deceased human remains to the next of kin or family representative.

Organization – The Virginia Funeral Directors Association (VFDA) is responsible for the statewide coordination of the mortuary activities in the state. VFDA's Disaster Response Team is comprised of two state coordinators, four regional coordinators, and seven district coordinators. Each district has a response team comprised of members who have completed training in the VFDA-approved program that qualifies them as certified disaster coordinators. The VFDA response teams will provide support in recovery, evacuation, and identification of the remains.

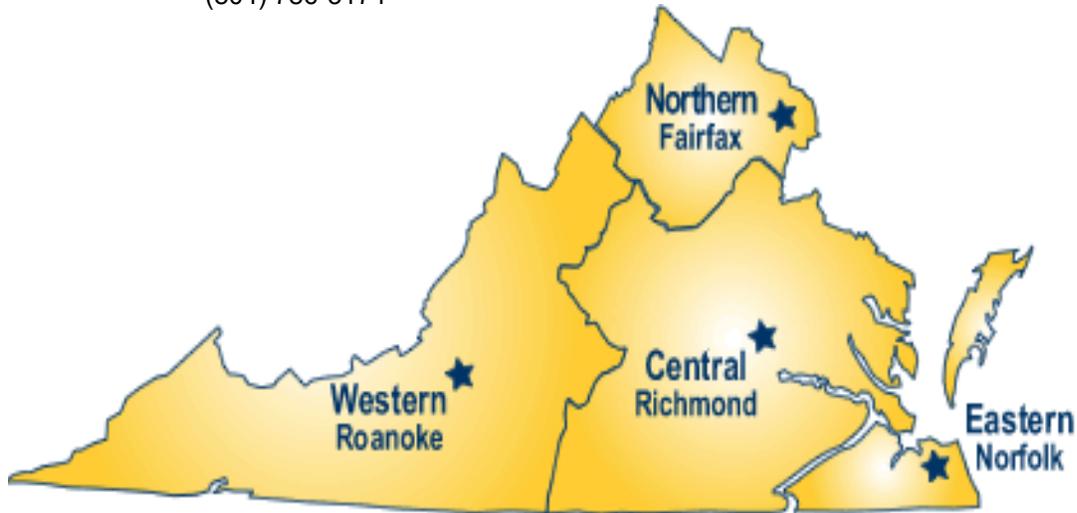
The Office of the Chief Medical Examiner is by law responsible for the deceased. Virginia is divided into four medical examiner districts that include the Northern Virginia District based in Fairfax, the Western District based in Roanoke, the Central District based in Richmond, and the Tidewater District based in Norfolk (Attachment 1). **Wise County is served by the Western District Office of the Chief Medical Examiner.**

Concept of Operations – In the event of a mass fatality disaster situation, the Virginia EOC will contact the State Medical Examiner's Office, who will in turn notify the Virginia Funeral Directors Association (VFDA). Once contacted by the State Medical Examiner's Office, the VFDA will activate the Mortuary Response Plan and response teams. The VFDA Response Teams will operate under the direction of the District Medical Examiner of the district in which the incident occurred.

In order to ensure a prompt and professional response, the Virginia Funeral Directors Association maintains a resource manual of needed supplies, equipment, and vehicles. If additional resources are necessary to effectively respond to a disaster, the VFDA Executive Director has emergency purchasing authority up to a specified limit. The VFDA also has a specially equipped disaster trailer to assist the State Medical Examiner's Office and other funeral directors in the state with disaster field response.

Tab 2 to Emergency Support Function #8 Virginia Medical Examiner Districts

COMMONWEALTH OF VIRGINIA
DEPARTMENT OF HEALTH
OFFICE OF THE CHIEF MEDICAL EXAMINER
400 East Jackson Street
Richmond, VA 23219-3694
(804) 786-3174



OFFICES OF THE MEDICAL EXAMINER

Central District (Richmond)
400 East Jackson Street
Richmond, VA 23219-3694
(804) 786-3174

Eastern District (Norfolk)
830 Southampton Avenue
Suite 100
Norfolk, VA 23510
(757) 683-836

Northern District (Fairfax)
9797 Braddock Road

Fairfax, VA 22032-1700
(703) 764-4640

Western District (Roanoke)
6600 Northside High School Rd Suite 100
Roanoke, VA 24019
(540) 561-6615

Emergency Support Function #9 - Search and Rescue

ESF Coordinator:

Wise County Sheriff or Designee

Primary Agencies

Local Law Enforcement
Volunteer Search and Rescue Groups
EMS
Local Fire Departments
VSP Medflight

Secondary/Support Agencies

Emergency Management
Civil Air Patrol
Virginia Department of Emergency Management

Introduction

Purpose:

Emergency Support Function (ESF) #9 – Search and Rescue provides for the coordination and effective use of available resources for search and rescue activities to assist people in potential or actual distress.

Scope:

The locality is susceptible to many different natural and technical hazards that may result in the damage or collapse of structures within the county. Search and Rescue must be prepared to respond to emergency events and provide special life saving assistance. Their operational activities include locating, extricating, and providing on site medical treatment to victims trapped in collapsed structures. In addition to this, people may be lost, missing, disoriented, traumatized, or injured in which case the search and rescue agency must be prepared to respond to these incidents and implement search and rescue tactics to assist those who are, or believed to be, in distress or imminent danger. Predominately, these search operations occur in “open field” situations, such as parks, neighborhoods, or other open terrain.

Policies:

- The EOP provides the guidance for managing the acquisition of Search and Rescue resources;
- All requests for Search and Rescue will be submitted to the EOC for coordination, validation, and/or action in accordance with this ESF;
- Communications will be established and maintained with ESF #5 – Emergency Management to report and receive assessments and status information;
- Will coordinate with State and Federal agencies when necessary;
- Personnel will stay up to date with procedures through training and education; and
- Search and rescue task forces are considered Federal assets under the Robert T. Stafford Act only when requested for a search and rescue for a collapsed structure.

Concept of Operations

General:

Law enforcement and local volunteer search and rescue agencies will be responsible for rescue and search operations during a disaster with assistance from EMS and local fire departments. The Emergency Medical Services (EMS) providers will also assist with other functions of search and rescue as set forth in the Virginia Association of Volunteer Rescue Squad's Operations Plan.

Organization:

Law enforcement followed by volunteer search and rescue agencies will be the primary agency in any search and rescue operation. The local EMS, fire departments, law enforcement, public works and environmental services will assist when required for structural evaluation of buildings and structures (ESF #3). Local Law Enforcement will be the primary agency in any ground searches. The local chapter of the American Red Cross will assist with support efforts during searches such as mass care feeding; sheltering; bulk distribution; logistics; and health and mental health services for rescue workers, support personnel, and the victims. The Health Department will advise search and rescue medical teams on industrial hygiene issues as they become apparent. The Department of Public Works and Environmental Services will assist with any equipment, maps, staff, and vehicles. In a secondary role local law enforcement will assist with perimeter security, communications, and assistance as required. The Fire Department and EMS as a secondary role will provide medical resources, equipment and expertise.

Communications will be established and maintained with ESF #5 – Emergency Management to report and receive assessments and status information.

Actions

- Develop and maintain plans and procedures to implement search and rescue operations in time of emergency;
- Provide emergency medical treatment and pre-hospital care to the injured;
- Assist with the warning, evacuation and relocation of citizens during a disaster;
- The designated representatives should report to the Emergency Operations Center (EOC). When necessary assign duties to all personnel;
- Follow established procedures in responding to urban search and rescue incidents; and
- Record disaster related expenses.

Responsibilities

- Manages search and rescue task force deployment to, employment in, and redeployment from the affected area;
- Coordinates logistical support for search and rescue during field operations;
- Develops policies and procedures for effective use and coordination of search and rescue;
- Provides status reports on search and rescue operations throughout the affected area; and
- **Request further assistance from the Virginia Department of Emergency Management for additional resources.**

Emergency Support Function #10 - Oil and Hazardous Materials

ESF Coordinator

Wise County Hazardous Materials Coordinator or Designee

Primary Agencies

Fire Department
Wise County Hazmat Team
Virginia Department of Emergency Management
Virginia Department of Environmental Quality

Secondary/Support Agencies

Health Department
Law Enforcement
EMS
EPA
State Police
DEQ
OSHA VDOT

Supporting agencies include, but are not limited to Superintendent of Schools, Red Cross, Department of Social Services, Public Utilities, and area hospitals.

Introduction

The local fire department will be contacted immediately and the Fire Chief will assume primary operational control of all hazardous materials incidents. Should the conditions be such that the Wise County Hazmat Team is to be dispatched, the VEOC must first be contacted to make the request, not the Regional Hazmat Officer. It should be noted that if VEOC is not contacted, the County will not receive reimbursement for the team members.

The Health Department will assist and coordinate with the District Health Director to develop plans for response to mass exposure and ensure water supplies and foods are free of contamination after cleanup.

The County Attorney will implement and begin legal actions, as directed, to recover expenses from liable parties.

The Superintendent of Schools will develop expedient evacuation procedures for schools located within identified risk areas.

The Department of Social Services, along with the Department of Health, and the Red Cross will develop plans to provide food and shelter to evacuees in schools, other

designated facilities, away from the risk area. The Department of Social Services, along with the EOC staff, School Administration, and the Health Department will be the primary points of contact for the evacuation of large groups.

The Department of Social Services will be the primary point of contact for sheltering and assist the schools and the Red Cross with shelter operations.

The Department of Social Services will also identify individuals and groups within risk areas who need special evacuation transportation. They will also supply emergency clothing if required, and coordinate assistance from private relief organizations, if required.

The Department of Public Works will coordinate with local fire departments to determine the need for preventing toxic material runoff from entering the sewer/storm drain system. They will provide heavy equipment, such as front end loaders and dump trucks, etc. and operators. They will also assist with the prevention of water supply contamination, assist in traffic control by the use of barricades, and assist with cleanup after the scene has been contained.

Local hospitals will develop procedures to treat victims exposed to air toxic substances, ensure that Material Safety Data Sheets (MSDS) are readily available, and treat victims according to MSDS recommendations. The local hospitals will use triage criteria to deal with large numbers of exposed victims.

Adjacent jurisdictions will most likely be called upon to issue warnings and assist with evacuations in and outside of their jurisdiction and provide backup emergency equipment and personnel in accordance with mutual aid agreements.

VDEM is the point of contact for coordinating the response of state agencies to support local emergency operations. Should other jurisdictions be needed, the VEOC must be contacted to send the request for assistance, regardless if a local state of emergency has been declared or not.

The state Hazardous Material Response Team will provide technical assistance on request. VDEM EOC will report hazardous material or air toxic substance events, which meet pre-determined criteria, to those state and federal agencies which require notification of the event even though direct assistance is not required.

If additional support is needed, the VEOC will send out a request for assistance to neighboring jurisdictions.

Purpose:

This section provides information for response to hazardous materials incident and assists the Local Emergency Planning Committee (LEPC) in meeting its requirements under the Emergency Planning and Community Right to Know Act – SARA Title III.

Scope:

The threat of an incident involving hazardous materials has escalated due to the increase in everyday use and transportation of chemicals by the various segments of our population. Hazardous Materials incidents may occur without warning and require immediate response.

Hazardous materials may be released into the environment from a variety of sources including, but not limited to:

- Fixed facilities that produce, generate, use, store or dispose of hazardous materials;
- Transportation accidents, including rail, aircraft, and waterways; and
- Abandoned hazardous waste sites; and
- Terrorism incidents involving Weapons of Mass Destruction.

Evacuation or sheltering in place may be required to protect portions of the locality. If contamination occurs, victims may require special medical treatment.

The release of hazardous materials may have short and/or long health, environmental and economic effects depending upon the type of product.

The response to a release of an airborne hazardous substance is the same as for any other large-scale emergency, which requires the coordinated efforts of most or all of our governmental agencies to provide for the safety and welfare of affected citizens (see evacuation procedures). In addition to governmental agencies, the chemical manufacturers will provide response teams, specialized equipment, and expert technical advice to assist with off-site incidents. Other state and federal agencies may also be required to provide technical expertise and/or response teams depending on the size, toxicity, contamination, threat, and duration of the incident. Assistance from these agencies is requested by the Director or Coordinator of Emergency Management through the State Emergency Operations Center.

The initial response will be handled by the local fire department. Local fire departments have some department's capability to support a hazard material response. However, if the incident surpasses the capability of the local fire department, state agencies may be called upon depending on the nature of the incident.

Policies:

Local resources, policies and procedures regarding hazardous material incidents should be reviewed and revised as necessary.

- Fixed Facilities will report annually under SARA Title III;
- Fire Chief will assume primary operational control of all hazardous materials incidents;
- Determine the need to evacuate or shelter in place;

- Mutual aid agreements will be implemented; by using VEOC's request for assistance, and
- Establish communications with Emergency Management and any external agency.
- An industrial accident or incident that takes place within the property boundaries of a factory or warehouse of a chemical user, shipper or manufacturer of an air toxic substance would require a different response than a transportation incident.
- Response to transportation incidents will be treated the same as any other hazardous material incident until it has been identified as an air toxic incident. Immediate response to a transportation accident involving hazardous material should be limited to aiding the injured and preventing access to the area surrounding the incident. The incident should then be reported to VDEM, at 1-800-468-8892, which will provide technical guidance and coordinate assistance as required.
- Once notified that an accident has occurred requires immediate action to evaluate and assess the situation. Time is of the essence and dictates immediate action to deploy required emergency resources to control the material involved, implement evacuation procedures, if required, and isolate the accident area to all by emergency services personnel.
- The legal duty for reporting, containment, and cleanup of hazardous substance incidents rests with the party responsible for the material prior to the incident. If the manufacturer, shipper or other responsible party is unable to respond, neglects to take proper steps, or lacks the capability to act, then local government, within its capability, must act to prevent or minimize injuries and property damage.

Concept of Operations

General:

The EOP and the Hazardous Materials Response Plan provide the guidance for managing hazardous materials incidents. All requests for hazardous materials support will be submitted to the EOC for coordination, validation, and/or action in accordance with this ESF.

General

- The Local Fire Chief or designee will assume primary operational control of all hazardous materials incidents;
- The local fire chief may request Virginia Department of Emergency Management's (VDEM) Regional Hazardous Materials Officer and Hazardous Materials Response Team through the EOC.
- The fire chief will determine the need to evacuate or shelter in place.
- Law enforcement may coordinate the evacuation of the area.
- The Director of the EOC, PIO, or Emergency Manager will coordinate the dissemination of public information.

Organization:

The Superfund Amendments and Reauthorization Act of 1986 (SARA Title III) requires the development of detailed procedures for identifying facilities with extremely hazardous materials and for assuring an adequate emergency response capability by these facilities and by local emergency services. A separately published Hazardous Material Emergency Response Plan has been developed for the locality. This plan is considered to be a part of the locality's Emergency Operations Plan (EOP).

The Fire Chief or designee will assume primary operational control of all hazardous materials incidents. The Fire Chief, along with Wise Central Dispatch, will alert VDEM-EOC at 1-800-468-8892. Wise County has an established and well trained Haz Mat Team, which can be activated quickly for emergency response. The Wise County Haz Mat Team is also a regional team, which can be called out by VDEM to assist other counties, if necessary.

Mutual aid agreements will be implemented should the incident demand greater resources than are immediately available. The Virginia Department of Emergency Management's (VDEM) Regional Hazardous Materials Officer and Hazardous Materials Response Team may be requested through the Virginia Emergency Operations Center.

The Director of Emergency Management, in conjunction with the Fire Chief and VDEM Regional Hazardous Materials Officer will determine the need to evacuate a large area. Evacuation orders or other protective actions will be issued as needed. However, the on-scene commander may order an immediate evacuation prior to requesting or obtaining approval, if this action is necessary to protect life and property. Fire, EMS, and Law Enforcement will coordinate the evacuation of the area. Law Enforcement is responsible for providing security for the evacuated area and any local shelter for the well-being and protection of citizens.

Should an evacuation become necessary, warning and directions for evacuation and/or protect in place will be disseminated via all appropriate means. This information will be communicated internally and externally through ESF #2 and ESF #15. Responding agencies will use mobile loudspeakers, bull horns, reverse 911, and/or go door-to-door to ensure that residents in the threatened areas have received evacuation warning.

The Public Information Officer will be contacted to field calls from the press and release any press statements. The PIO will receive their information from the Fire Chief, the Regional Hazardous Materials Officer, and/or the Incident Commander coordinated as per ESF #15

Actions

- Respond to the incident;
- Assess the situation and implement immediate protective actions
- Contact the Public Information Officer
- Determine the need for immediate evacuation or sheltering in place;
- Coordinate with the EOC;
- Request assistance through the VEOC; and
- Implement Mutual Aid agreements.
- Block off the affected area immediately. This may require assistance from VDOT, Virginia State Police, and local law enforcement agencies.

Responsibilities

- Develop and maintain the Hazardous Materials Emergency Response Plan;
- Develop procedures aimed at minimizing the impact of an unplanned release of a hazardous material to protect life and property;
- Conduct training for personnel in hazardous materials response and mitigation;
- Follow established procedures in responding to hazardous materials incidents;
- Provide technical information;
- Coordinate control/mitigation efforts with other local, state, and federal agencies; and
- Record expenses

Emergency Support Function # 11 – Agriculture and Natural Resources

ESF Coordinator

Local Extension Agent or designee

Primary Agencies

EOC
VPI Cooperative Extension Service
Animal Care and Control
Virginia Department of Agriculture and Consumer Services
Virginia Department of Social Services

Secondary/Support Agencies

Wise County Health Department
Department of Social Services
Red Cross
Local/Regional Food Banks
Virginia Voluntary Organizations Active in Disaster (VVOAD)
Federation of Virginia Food Banks
Virginia Department of Game and Inland Fisheries (VDGIF)

Introduction

Purpose:

Agriculture and Natural Resources works to address the provision of nutrition assistance; control and eradication of an outbreak of a highly contagious or economically devastating animal disease, highly infective plant disease, or economically devastating plant pest infestation; assurance of food safety and security; and protection of cultural resources and historic property resources during an incident.

Scope:

Determined based on the local capabilities and include:

- Identify food assistance needs;
- Obtain appropriate food supplies;
- Arrange for transportation of food supplies to the designated area;
- Implement an integrated response to an outbreak of highly contagious or economically devastating animal disease, infective exotic plant disease or an economically devastating plant pest infestation;
- Coordinate with Public Health and Medical Services to ensure that animal/veterinary/and wildlife issues are supported;
- Inspect and verify food safety in distribution and retail sites;
- Conduct food borne disease surveillance and field investigations;
- Coordinate appropriate response actions to conserve, rehabilitate, recover, and restore natural, cultural, and historic properties resources.

Policies:

- Each supporting agency is responsible for managing its assets and resources after receiving direction from the Department of Social Services;
- Actions will be coordinated with agencies responsible for mass feeding;
- This ESF will encourage the use of mass feeding as the primary outlet for disaster food supplies;
- Schools and communities may be able to feed affected population for several days;
- Food supplies secured and delivered are for household distribution or congregate meal service;
- Transportation and distribution may be arranged by volunteer organizations;
- Priority is given to moving supplies into areas of critical need and then to areas of moderate need;
- Animal depopulation activities and disposal will be conducted as humanely as possible; and
- Ensure food safety.

Concept of Operations

General:

- Provides for an integrated response to an outbreak of highly contagious or economically devastating animal/zoonotic disease, exotic plant disease, or economically devastating plant or pest infestation;
- Ensures the safety and security of the commercial supply of food (meat, poultry and egg products) following an incident;
- Identifies, secures and arranges for the transportation of food to disaster areas; and
- Protects cultural resources and historic property resources during an incident.

Organization:

The Emergency Manager, Director, or Chief Deputy will determine what tasks are to be completed and designate the appropriate agency and individuals by titles that are responsible for:

- Assessing damage to facilities and infrastructure;
- Assessing current food supply of community and determine if safe for human consumption;
- Assessing sensitive areas on community, such as plant and animal laboratories, to ensure secure; and
- Conducting inventory of sensitive items, in regard to agriculture and horticulture.

Actions

These items may vary based on local capabilities and the type and magnitude of the emergency event.

- Assist in determining the critical needs of the affected population;
- Catalog available resources and locate these resources;
- Ensure food is fit for consumption;
- Assist and coordinate shipment of food to staging areas;
- Work to obtain critical food supplies that are unavailable from existing inventories;
- Identify animal and plant disease outbreaks;
- Assist in providing inspection, fumigation, disinfection, sanitation, pest termination and destruction of animals or articles found to be contaminated or infected; and,
- Proper containment and disposal of contaminated food, animals, and/or plants.

Responsibilities

- Assist with guidance to unaffected areas as to precautions that may be taken to ensure animal and plant health;
- Assist handling and packing of any samples and shipments to the appropriate research laboratory;
- Provide information and recommendations to the Health Department for outbreak incidents;
- Assist with assigning veterinary personnel to assist in delivering animal health care and performing preventative medicine activities;
- Participate in subsequent investigations jointly with other law enforcement agencies;
- Assess the operating status of inspected meat, poultry and egg product processing, distribution, import and retail facilities in the affected area;
- Evaluate the adequacy of inspectors, program investigators and laboratory services relative to the incident;
- Assist with establishing logistical links with organizations involved in long-term congregate meal service; and
- Establish need for replacement food products.

Emergency Support Function # 12 – Energy

ESF Coordinator

Emergency Manager or Designee

Primary Agencies

Appalachian Power Company
Old Dominion Power

Secondary/Support Agencies

Emergency Management
Public Works
State Corporation Commission (SCC)
Virginia Department of Mines, Minerals, and Energy (DMME)

Introduction

Purpose:

Estimate the impact of energy system outages in the locality.

Make decisions about closings based on:

- Duration of the outage;
- If portions of the locality are affected or if the entire community;
- Ability to be operational; and
- Current weather conditions;

Help to prioritize facilities and infrastructure so that power may be restored or other energy supplies may be provided in such a way to enable life to be restored to full capacity as soon as possible.

Scope:

- ESF #12 will collect, evaluate, and share information on energy system damage.

Estimate the impact of energy system outages in the community.

Provide information concerning the energy restoration process such as:

- Projected schedules;
- Percent completion of restoration; and
- Determine schedule for reopening facilities.

The incident may impact the locality only or it may be part of a larger incident that impacts the locality and the region.

In the latter cases, the locality will follow its plans, policies and procedures, but ensure that they are also following regional plans.

Policies:

- Provide essential resources to shelters
- Locality will contact utility providers;
- Instruct citizens to practice personal/precautionary preparedness
- Work with utility providers to set priorities for allocating commodities;
- Personnel will stay up to date with procedures through education and training;
- Restoration of normal operations at critical facilities will be a priority;
- Make decisions concerning closures; and
- Locality will manage independently, until it needs additional resources.

Concept of Operations

General:

The supply of electric power to customers may be cut off due to either generation capacity shortages and/or transmission/distribution limitations.

Generation capacity shortfalls are a result of:

- Extreme weather conditions; disruptions to generation facilities.

Other energy shortages (such as petroleum products) may result from:

- Extreme weather
- Strikes
- International embargoes
- Disruption of pipeline system
- Terrorism

And can impact transportation and industrial uses

Other Impacts:

- Sever key energy lifelines;
- Constrain supply in impacted areas, or in areas with supply links to impacted areas; and
- Affect transportation, communications, and other lifelines needed for public health and safety.

There may be widespread and prolonged electric power failures that extend beyond the locality. Without electric power, communications could become interrupted.

Organization:

Wise County may activate its EOC in order to:

- Provide for the health and safety of individuals affected by the event;
- Comply with local and state actions to conserve fuel, if needed;
- Coordinate with local governments and utility providers to provide emergency information, education, and conservation guidance to the citizens;
- Coordinate information with local, state, and federal officials and energy;
- Coordinate with suppliers about available energy supply recovery assistance; and
- Submit requests to the Virginia Emergency Operations Center (VEOC) for fuel and power assistance, based on current policy for emergency vehicles and shelters.

The State Corporation Commission (SCC) is the designated commodity manager for natural gas and electric power. The Virginia Department of Mines, Minerals and Energy (DMME) is the commodity manager for petroleum products and for solid fuels.

Following a catastrophic disaster, the Virginia Emergency Operations Center (VEOC), with staff support from SCC and DMME, will coordinate the provision of emergency power and fuel to affected jurisdictions to support immediate response operations. They will work closely with federal energy officials (ESF 12), other Commonwealth support agencies, and energy suppliers and distributors. The locality will identify the providers for each of their energy resources.

Actions

- Identify, quantify, and prioritize the minimum essential supply of fuel and resources required to ensure continued operation of critical facilities;
- Monitor the status of all essential resources to anticipate shortages;
- Maintain liaison with fuel distributors and local utility representatives;
- Implement local conservation measures;
- Keep the public informed coordinating efforts with ESF 15 – External Affairs.
- Implement procedures for determining need and for the distribution of aid;
- Allocate available resources to assure maintenance of essential services;
- Consider declaring a local emergency; and
- Document expenses.

Responsibilities

- Review plans and procedures;
- Review procedures for providing lodging and care for displaced persons (see ESF #6);
- In the event of a fuel shortage, establish procedures for local fuel suppliers/distributors to serve customers referred to them by Wise County Government;
- Keep the public informed and aware of the extent of the shortage, the need to conserve the resource in short supply, and the location and availability of emergency assistance;
- Provide emergency assistance to individuals as required;
- Enforce state and local government conservation programs; and
- Identify resources needed to restore energy systems.

**Tab 1 to Emergency Support Function #12
Utility Providers**

Utility Provide	Address	Phone Number(s) & 24-Hour Contact	Contact Person
Appalachian Power Company		1-800-956-4237	
Kentucky Utility/ Old Dominion Power		1-800-981-0600	

Table 12.1 – Utility Providers

Tab 2 to Emergency Support Function #12
Local Petroleum Providers

Provide	Phone Number(s)	Contact Person

Table 12.2 – Local Petroleum Providers

Emergency Support Function # 13 – Public Safety and Security

ESF Coordinator

Wise County Sheriff or designee

Primary Agencies

Wise County Sheriff's Office
Town Police Departments

Support Agencies

Fire Departments
EMS
GIS E-911
Virginia Department of Transportation (VDOT)
Virginia State Police (VSP)

Introduction

Purpose:

- Maintain law and order;
- Provide public warning;
- Provide for the security of critical facilities and supplies, including shelters;
- Provide a "safe scene" for the duration of a disruptive incident;
- Provide access control to evacuated areas or critical facilities;
- Traffic control, as needed
- Leads ground search and rescue operations; and
- Assists with the identification of the dead.
- Provides mapping to emergency responders

Several factors may require outside assistance to respond to the event:

- Law or regulation may require involvement of state or federal agencies due to circumstances of the event (e.g. a terrorist event); and
- If the locality is impacted by a larger event that affects the region.

Scope:

ESF #13 responds to an emergency in the locality using existing procedures. These procedures are in the form of department directives that cover all-hazards disasters and acts of terrorism.

Policies:

- Wise County Sheriff's Office will retain operational control;
- The operational plan will be coordinated with the local government's plan pursuant to Code of Virginia;
- Law enforcement will coordinate the response with other ESFs on the details of the events;
- Coordinate with Emergency Management to identify areas of potential evacuation;
- Wise County has in place appropriate MOUs and Mutual Aid agreements; and

- The plan and the incident command staff may become subordinate if other organizations are called upon.

Concept of Operations

General:

Existing procedures in the form of department directives may provide the basis for a law enforcement response in times of emergency. The mission of ESF # 13 is to maintain law and order, protect life and property, provide traffic control and law enforcement support, secure essential facilities/supplies and coordinate mutual aid.

The Communications Center is the point of contact for the receipt of all warnings and notification of actual or impending emergencies or disasters.

Organization:

- Local Law Enforcement will utilize their normal communications networks during disasters;
- Designate areas that need to be evacuated;
- Provide traffic control and security; and
- Coordinate with local law enforcement if the event exceeds the local capability.

Actions/Responsibilities

- Maintain police intelligence capability to alert government agencies and the public to potential threats;
- Develop strategies to effectively address special emergency situations that may require distinct law enforcement procedures, such as civil disorders, hostage taking, weapons of mass destruction, terrorist situations, and bomb threats/detonations;
- Test primary communications systems and arrange for alternate systems, if necessary;
- Assist with the implementation of the evacuation procedures for the threatened areas, if necessary;
- Provide traffic and crowd control as required;
- Provide security and law enforcement to critical facilities;
- Implement existing mutual aid agreements with other jurisdictions, if necessary; and
- Document expenses.
- Coordinates backup support from other areas;
- Initial warning and alerting;
- Security of emergency site, evacuated areas, shelter areas, vital facilities and supplies;
- Traffic control;
- Evacuation and access control of threatened areas; and
- Assist the Health Department with identification of the dead.

Tab 1 to Emergency Support Function #13 ENTRY PERMIT TO ENTER RESTRICTED AREAS

- Reason for entry (if scientific research, specify objectives, location, length of time needed for study, methodology, qualifications, sponsoring party, NSF grant number and date on separate page). If contractor/agent--include name of contractual resident party, attach evidence of right of interest in destination. Resident: Purpose.

- Name, address, and telephone of applicant, organization, university, sponsor, or media group. Also contact person if questions should arise.

- Travel (fill out applicable sections; if variable call information to dispatcher for each entry)

Method of Travel (vehicle, aircraft) _____

Description of Vehicle/Aircraft Registration _____

Route of Travel if by Vehicle _____

Destination by legal location or landmark/E911 address _____

Alternate escape route if different from above _____

- Type of 2-way radio system to be used and your base station telephone number we can contact in emergency (a CB radio or radio telephone will not be accepted). Resident: cellular or home number. _____

Entry granted into hazard area.

Authorizing Signature _____ Date _____

The conditions for entry are attached to and made a part of this permit. Any violation of the attached conditions for entry can result in revocation of this permit.

The Waiver of Liability is made a part of and attached to this permit. All persons entering the closed area under this permit must sign the Waiver of Liability before entry.

Tab 2 to Emergency Support Function #13
WAIVER OF LIABILITY
 (TO BE SIGNED AND RETURNED WITH APPLICATION FORM)

I, the undersigned, hereby understand and agree to the requirements stated in the application form and in the safety regulations and do further understand that I am entering a (high) hazard area with full knowledge that I do so at my own risk and I do hereby release and discharge the federal government, the Commonwealth of Virginia and all its political subdivisions, their officers, agents and employees from all liability for any damages or losses incurred while within the Closed Area.

I understand that the entry permit is conditioned upon this waiver. I understand that no public agency shall have any duty to attempt any search and rescue efforts on my behalf while I am in the Closed or Restricted Area.

Signatures of applicant and members of his field party

Date

Print full name first, then sign.

I have read and understand the above waiver of liability.

I have read and understand the above waiver of liability.

I have read and understand the above waiver of liability.

I have read and understand the above waiver of liability.

I have read and understand the above waiver of liability.

I have read and understand the above waiver of liability.

I have read and understand the above waiver of liability.

I have read and understand the above waiver of liability.

I have read and understand the above waiver of liability.

Tab 3 to Emergency Support Function #13
Law Enforcement Resources
(Maintain a list of available law enforcement resources and personnel)

Department Chief of Police	Phone Number	Contact	Resource
County of Wise	328-3566	Sheriff Grant Kilgore	See Sheriff for resource lists
Appalachia	565-3904	Sheriff Grant Kilgore	See Captain for resource lists
Big Stone Gap	523-0117	Chief Stephen Hamm	See Chief for resource lists
Coeburn	395-2111	Chief Scott Brooks	See Chief for resource lists
Pound	796-5747	Sheriff Grant Kilgore	See Chief for resource lists
Saint Paul	762-5022	Chief Jonathan Johnson	See Chief for resource lists
Wise	328-9046	Chief Danny French	See Chief for resource lists
UVA Wise	328-0190	Chief Beau Boggs	See Chief for resource lists
MECC	523-2400	Chief Grayson Cothron	See Chief for resource lists

Emergency Support Function #14 – Long Term Community Recovery and Mitigation

Primary Agency

Department of Planning, Housing and Development
Emergency Management

Secondary/Support Agencies

Virginia Department of Housing and Community Development
Virginia Department of Health
Red Cross
Local Disaster Recovery Task Force
Virginia Voluntary Organizations Active in Disaster (VVOAD)

Introduction

Purpose:

Emergency Support Function (ESF) #14 – Long Term Community Recovery and Mitigation develops a comprehensive and coordinated recovery process that will bring about the prompt and orderly restoration of community facilities and services, infrastructure, and economic base, while providing for the health, welfare and safety of the population.

Scope:

ESF #14 support may vary depending on the magnitude and type of incident and the potential for long term and severe consequences. ESF #14 will address significant long-term impacts in the affected area on housing, business and employment, community infrastructure, and social services.

Policies:

- Long term community recovery and mitigation efforts are forward looking and market based, focusing on permanent restoration of infrastructure, housing and the local economy, with attention to mitigation of future impacts of a similar nature when feasible;
- Use the post-incident environment as an opportunity to measure the effectiveness of previous community recovery and mitigation efforts;
- Facilitates the application of loss reduction building science expertise to the rebuilding of critical infrastructure; and
- Personnel will stay up to date with policies and procedures through training and education.

Concept of Operations

General:

The recovery phase is characterized by two components: the emergency response phase which deals primarily with life saving and emergency relief efforts (i.e., emergency food, medical, shelter, and security services); and the broader recovery and reconstruction component which deals with more permanent and long-term redevelopment issues.

Although all local departments are involved in both components, the emphasis and focus changes among departments as they shift from one component to the other. In the emergency response and relief recovery component, the primary local departments involved include fire and rescue, law enforcement, health, social services, education, and public works departments; whereas in the recovery and reconstruction component, the emphasis shifts to local departments dealing with housing and redevelopment, public works, economic development, land use, zoning, and government financing. The two components will be occurring simultaneously with the emergency relief component taking precedence in the initial stages of recovery, and the recovery and reconstruction component receiving greater attention as the recovery process matures.

The Office of Emergency Management will be the lead coordinating department in the life-saving and emergency relief component of the recovery process and the county/city administration will take the coordinating lead during the reconstruction phase.

The recovery analysis process is comprised of the following phases: reentry, needs assessment, damage assessment, the formulation of short- and long-term priorities within the context of basic needs and available resources, and the identification and implementation of appropriate restoration and development strategies to fulfill priorities established, as well as bring about an effective recovery program.

The damage assessment process for the locality is described in the Damage Assessment Support Annex of the EOP. Team leaders for the Damage Assessment Teams have been identified and the necessary forms included within this support annex. Although damage assessment is primarily a local government responsibility, assistance is provided by state and federal agencies, as well as private industry that have expertise in specific functional areas such as transportation, agriculture, forestry, water quality, housing, etc.

The process to request and receive federal assistance will be the same as all other natural or man-made disasters. The Virginia Department of Emergency Management will be the coordinating state agency in the recovery process, and FEMA will be the coordinating federal agency. Utilizing the preliminary damage assessment information collected, short-term and long-term priorities are established and recovery strategies developed in coordination with other state agencies, local governments, the federal government, and private industry.

Short-term recovery strategies would include:

- Emergency Services;
- Communications networks;
- Transportation networks and services;
- Potable water systems;
- Sewer systems;
- Oil and natural gas networks;
- Electrical power systems;
- Initial damage assessment;
- Emergency debris removal;
- Security of evacuated or destroyed area; and
- Establishing a disaster recovery center and joint field office

Long-term strategies would strive to restore and reconstruct the post-disaster environment to pre-existing conditions. Federal and state agencies will provide technical assistance to localities in the long-term planning and redevelopment process. Economic aid will be provided to assist localities and states in rebuilding their economic base, replacing and restoring their housing inventory, and ensuring that all construction and development complies with building codes and plans. Regional cooperation and coordination will be stressed and promoted at all levels of government in order to achieve the priorities established and facilitate recovery efforts. The locality will develop strategies in coordination with regional local governments and Economic Planning Councils. Federal and state catastrophic disaster plans will support this effort. Items or actions to be focused on in this phase include:

- Completion of the damage assessment;
- Completion of the debris removal;
- Repairing/rebuilding the transportation system;
- Repairing/rebuilding of private homes and businesses; and
- Hazard Mitigation projects.

Organization:

The Director of Emergency Management will direct response, recovery, and reconstruction efforts in the disaster impacted areas of the locality, in coordination with the Coordinator of Emergency Management, all local departments, and the appropriate state and federal agencies.

A Presidential Declaration of Disaster will initiate the following series of events:

- Federal Coordinating Officer will be appointed by the President to coordinate the federal efforts;
- State Coordinating Officer will be appointed by the Governor to coordinate state efforts;
- A Joint Field Office (JFO) will be established within the state (central to the damaged area) from which the disaster assistance programs will be coordinated; and

- A Disaster Recovery Center (DRC) will be established in the affected areas to accommodate persons needing individual assistance after they have registered with FEMA.

A Presidential Declaration of Disaster may authorize two basic types of disaster relief assistance:

- **Individual Assistance** – Supplementary Federal Assistance provided under the Stafford Act to individuals and families adversely affected by a major disaster or emergency. Such assistance may be provided directly by the Federal government or through State or local governments or disaster relief organizations.
- **Public Assistance** – Supplementary Federal Assistance provided under the Stafford Act to State and Local governments or certain private, non-profit organizations other than assistance for the direct benefit of families and individuals.

As potential applicants for Public Assistance, local governments and private nongovernmental agencies must thoroughly document disaster-related expenses from the onset of an incident.

Mitigation has become increasingly important to local officials who must bare the agony of loss of life and property when disaster strikes. The Director of Emergency Management will take the lead in determining mitigation projects needed following a disaster and make applications for available mitigation grants.

Actions

- In cooperation with other ESFs, as appropriate, use hazard predictive modeling and loss estimation methodology to ascertain vulnerable critical facilities as a basis for identifying recovery priorities;
- Gather information to assess the scope and magnitude of the social and economic impacts on the affected region;
- Coordinate and conduct recovery operations;
- Conduct initial damage assessment;
- Coordinate early resolution of issues and delivery of assistance to minimize delays for recipients;
- Coordinate assessment of accuracy and recalibration of existing hazard, risk, and evacuation modeling;
- Facilitate sharing of information and identification of information of issues among agencies and ESFs;
- Facilitate recovery decision making across ESFs;
- Facilitate awareness of post incident digital mapping and pre-incident hazard mitigation and recovery planning;

Responsibilities

- Develop plans for post-incident assessment that can be scaled to incidents of varying types and magnitudes;

- Establish procedures for pre-incident planning and risk assessment with post incident recovery and mitigation efforts;
- Develop action plans identifying appropriate agency participation and resources available that take into account the differing technical needs for risk assessment and statutory responsibilities by hazards;
- Ensure participation from primary and support agencies;
- Lead planning;
- Lead post-incident assistance efforts developing Local Disaster Recovery Task Force to provide for individuals, families, and businesses who have applied for available state and federal assistance but who may still have unmet needs.
- Identify areas of collaboration with support agencies and facilitate interagency integration.

Emergency Support Function # 15 – External Affairs

ESF Coordinator

Public Information Officer or Designee

Primary Agencies

Wise County Central Dispatch-911
Sheriff's Office/Public Affairs
Emergency Manager

Secondary/Support Agencies

Virginia Department of Emergency Management
Virginia Department of Health
Local Television/Radio Stations
Local Newspaper

Introduction

Purpose:

Provide for efficient and coordinated continuous flow of timely information and instructions to the public using all available communications media prior to, during, and following an emergency or disaster.

Scope:

Provide emergency public information actions before, during, and following any emergency. Potential public information response could involve personnel from all jurisdictions, organizations, agencies, and areas within the affected area.

Concept of Operations

General:

The Public Information/Affairs Office is responsible for providing the community with information on impending or existing emergencies, to include immediate protective actions they should take such as sheltering or evacuation. The Public Information Officer will develop and provide public information announcements and publications regarding evacuation procedures to include recommended primary and alternate evacuation routes, designated assembly points for those without transportation, rest areas and service facilities along evacuation routes, if appropriate, as well as potential health hazards associated with the risk.

Wise County participates in disaster public education and awareness activities on a regular basis, in conjunction with local Fire, EMS, Virginia Department of Emergency Management, Virginia Department of Health, VDOT, National Weather Service, etc. Programs include fire prevention, animal care and control, weather spotter training, disaster preparedness for seniors, public health issues (i.e. seasonal influenza, pandemic influenza), etc. Wise County Schools participate in the annual statewide tornado drill.

Wise County has approximately 1.7% of the population whose primary language is not English. Translators are available through the Department of Social Services, the Migrant Health Network, and a list maintained in Wise Central Dispatch. Disaster preparedness, response, and recovery information is available in Spanish through the Virginia Department of Emergency Management (VDEM). Public Health information is also available in Spanish.

Emergency Public Information may be disseminated to special populations through use of interpreters (non-English speaking and hearing impaired), public address systems, closed caption television, door-to-door, Braille (visually impaired), etc.

All agencies and organizations are responsible for providing the PIO with appropriate timely information about the incident and actions needed to save lives and protect property.

A Joint Information Center (JIC) may be activated, if the situation warrants. The JIC will likely be at an off-site location. Agencies involved will staff telephones and coordinate media activities under the supervision of the EOC PIO.

Organization:

A Public Affairs Officer may be appointed to serve as the primary ESF #15 coordinator. Other local and/or state officials will serve within the JIC.

The Public Information Officer (PIO) will represent and advise the Incident Commander on all public information. This includes rumors that are circulating the area, what local media are reporting, as well as warnings and emergency public information.

Press releases will be coordinated and disseminated from the JIC, in conjunction with the Emergency Manager, County Administrator, and appropriate lead agency and/or ESF. Individual agencies will **NOT** issue separate press releases. Media briefings will be conducted from the JIC, and scheduled accordingly.

Additionally, Wise County will establish a Community Relations (CR) plan which will include incident specific guidance and objectives at the beginning of the incident. Conducting the CR function is a joint responsibility between local, state, and federal personnel. The composition of field teams should involve a variety of local, state, and federal personnel. These teams assist in the rapid dissemination of information, to identify unmet needs, to establish an ongoing dialogue and information exchange, and to facilitate collaborative community, local, state, and federal planning and mutual disaster recovery support.

Responsibilities/Actions

- Develop standard operations procedures (SOPs) to carry out the public information function;
- Develop and conduct public information programs for community/citizen awareness of potential disasters, as well as personal protection measures for each hazards present;
- Develop Rumor Control Procedures;
- Prepare advance copies of emergency information packages for release through the news media during actual emergencies;
- Brief local news media personnel, community officials, local, state, and federal agencies on External Affairs policies, plans, and procedures;
- Maintain current lists of radio stations, television stations, cable companies, websites, and newspapers to be utilized for public information releases;
- Maintain support agreements and liaison arrangements with other agencies and the news media, if needed;

- Maintain arrangements to provide a briefing room for the media in the vicinity of the EOC or at the location of the disaster;
- Coordinate with VDEM PIO, Governor's Press Secretary and the Secretary of Public Safety to prepare initial press releases;
- Assist with the preparation/transmission of EAS messages, if needed;
- Disseminate news releases and daily Situation Reports from the State EOC via the agency's website;
- Disseminate information to elected officials through the legislative liaison function;
- Establish, with assistance from VDEM and other agencies, the Virginia Public Inquiry Center for the general public to call for information;
- Monitor the media to insure accuracy of information and correct inaccurate as quickly as possible;
- Plan and organize news conferences with the Governors staff, if necessary;
- Provide information to the public about available community disaster relief assistance and mitigation programs;
- Coordinate efforts to provide information to public officials, and;
- Facilitate communications between the public and other agency officials to ensure that affected people have access and knowledge about benefits for which they may be eligible.

Emergency Public Information PIO Prearranged Messages

LOCAL PUBLIC INFORMATION NOTIFICATION OF AN INCIDENT Release or Spill (No explosion or fire)

At _____(AM/PM) today, an incident/accident occurred on _____ highway/street).

Certain dangerous materials have been spilled/leaked/released from a tank/car/truck. Due to the toxicity of material released into the atmosphere, all traffic on _____ (highway/street) is being re-routed via _____(highway/street until further notice.

Follow directions given by emergency personnel, Virginia State Police and local law enforcement.

You will be notified when it is safe to return to your homes. Stay tuned to this station for additional information.

Table 15-1– PIO Message # 1

**Tab 2 to Emergency Support Function #15
Emergency Public Information
PIO Prearranged Messages**

**LOCAL PUBLIC INFORMATION NOTIFICATION OF AN INCIDENT
Release or Spill
(FIRE AND/OR EXPLOSION IMMINENT)**

At _____(AM/PM) today, an incident/accident occurred on _____ highway/street).

Certain dangerous materials have been spilled/leaked/released from a tank/car/truck. Due to the toxicity of material released into the atmosphere, all traffic on _____ (highway/street) is being re-routed via _____(highway/street until further notice.

Due to the possibility of an explosion and major fire, all residents living within _____feet of the site are urged to leave immediately and report to (shelter, school, church, etc.)

Follow directions given by emergency personnel, Virginia State Police and local law enforcement.

You will be notified when it is safe to return to your homes. Stay tuned to this station for additional information.

Table 15-2 – PIO Message # 2

**Tab 3 to Emergency Support Function #15
Emergency Public Information
Sample Health Advisory for Shelter Centers**

Date: _____

To: _____

From: Wise County Public Information Officer and the Wise County Health Director

Subject: Health Risks Resulting from _____
(event, site, and date)

The _____(event) at _____(site) in Wise County on _____(date) released chemical particles into the environment in concentrations sufficient to cause health problems in some persons. Individuals suffering from chronic respiratory conditions, the elderly, infants, and young children, and other individuals highly sensitive to air pollutants are at increased risk. Although residents were evacuated, it is possible that some evacuees may experience symptoms which are characteristic of over exposure to these chemicals.

Shelter residents should be monitored for symptoms which are characteristic of exposure to the chemicals which necessitated the evacuation. These symptoms are (enter symptoms from MSDS or other sources):

1. _____
2. _____
3. _____

In addition to specific information on patient's medical condition and treatment, record specific information related to the incident such as patient's location when exposed to contaminants, estimated distance of that location from site of incident, and estimated time of onset of symptoms. Report information to the Wise County Health Department, 276-328-8000.

Table 15-3- PIO Message # 3

Tab 4 to Emergency Support Function #15
Emergency Public Information
Sample Health Advisory for Chemical/Biological Event

Date: _____

To: _____

From: Wise County Public Information Officer and Wise County Health Director

Subject: Health Risks Resulting from _____
(event, site, date)

The Wise County Public Health Department has issued a Public Health Advisory concerning possible chemical/biological contamination by _____(event) at the _____(location) in Wise County.

The chemical release occurred at _____(AM/PM) on _____(date). Substances released into the environment during this incident can present health risks to susceptible persons. Persons who have been exposed to these chemicals may experience one or more of the following symptoms (enter symptoms on the MSDS):

1. _____
2. _____
3. _____

Any person who was in the vicinity of this location between the hours of _____(AM/PM) on _____(date) should be alert to symptoms indicating exposure to the chemicals released. Persons experiencing symptoms of contamination are advised to consult their physician or go to the nearest hospital emergency department for evaluation.

For additional information, contact Wise County Health Department, 276-328-8000.

Table 15.4 – PIO Message # 4

**Tab 5 to Emergency Support Function #15
Emergency Public Information
Sample Health Advisory for Physicians**

Date: _____
To: Primary Care Physicians in Wise County
From: Wise County Public Information Officer and Wise County Health Director
Subject: Health Risks Resulting from _____
(event, site, and date)

The _____ (event) at _____ (site) in Wise County released chemical particles into the environment in concentrations sufficient to cause health problems in some persons. Individuals suffering from chronic respiratory conditions, the elderly, infants and young children, and other individuals highly sensitive to air pollutants are at increased risk. Although precautions were taken, it is possible that some residents in the area may experience symptoms which are characteristic of over exposure to these chemicals.

Exposure to _____ (list names of chemicals involved) should be considered with patients experiencing the following symptoms:

1. _____
2. _____
3. _____

In addition to specific information on patient's medical condition and treatment, record specific information related to the incident such as patient's location when exposed to contaminants, estimated distance of that location from the incident site and estimated time of onset of symptoms. Report incidents to the Wise County Health Department, 276-328-8000.

Table 15.5 – PIO Message # 5

Tab 6 to Emergency Support Function #15
Emergency Public Information
Sample Health Advisory for Primary Health Care Facilities

Date: _____
To: Primary Health Care Facilities in Wise County
From: Wise County Health Director and the Wise County Public Information Officer
Subject: Health Risks Resulting from _____
(event, site, and date)

The _____(event) at _____(site) in Wise County released chemical particles into the environment in concentrations sufficient to cause health problems in some persons. Individuals suffering from chronic respiratory conditions, the elderly, infants and young children, and other individuals highly sensitive to air pollutants are at increased risk. Although precautions were taken, it is possible that some residents in the area may experience symptoms which are characteristic of over exposure to these chemicals.

Exposure to _____(list names of chemicals involved) should be considered with patients experiencing the following symptoms:

1. _____
2. _____
3. _____

In addition to specific information on patient’s medical condition and treatment, record specific information related to the incident such as patient’s location when exposed to contaminants, estimated distance of that location from the incident site and estimated time of onset of symptoms. Report incidents to the Wise County Health Department, 276-328-8000.

Table 15.6 – PIO Message # 6

Emergency Support Function #16 - Military Affairs

Purpose

To outline the parameters on the use of all Department of Defense (DOD) and National Guard assets in support of a declared emergency.

Primary Agency

Wise County Emergency Services

Secondary Agencies

Wise County Departments

Situation

The Governor of Virginia is the Commander-in-Chief of all forces in the Commonwealth organized under the DMA. The Adjutant General (TAG) of Virginia is the military commander.

DMA staffs and mans its Joint Force Headquarters (JFHQ). Within the JFHQ is the Joint Operations Center (JOC) that is operational 24/7. The Virginia Army National Guard, Virginia Air National Guard, and the Virginia Defense Force are three components that JFHQ-VA draw forces from to fulfill request for assistance requirements.

ESF #16 in the County will not be staffed but rather exists as a coordinating entity. Coordination will occur between the Emergency Services Coordinator and the response assets on specifics as it relates to duties assigned.

Planning Assumptions

Wise County does not have military installations within the jurisdiction and does not maintain stand-alone agreements with military assets.

DMA units will not directly respond to requests for assistance from local officials except to save human life, prevent human suffering, or to prevent great damage to or destruction of property. DMA units will advise local officials to submit requests for assistance through the Virginia Emergency Operations Center (VEOC).

Concept of Operations

The county will request a capability or need to the Virginia EOC as outlined in EOC procedures and ESF 7 Logistics.

It is at the determination of the Virginia Emergency Operations Center (VEOC) if DMA assets are best suited for the requested task. Assets will be limited to only accept missions or work assignments if within the original scope of deployment.

Support cannot be transferred to another agency without prior approval.

Once assets have been committed those responding will coordinate directly with local official to accomplish the objectives.

Policies

DMA units will not directly respond to requests for assistance from local officials except to save human life, prevent human suffering, or to prevent great damage to or destruction of property. DMA units will

advise local officials to submit requests for assistance through the Virginia Emergency Operations Center (VEOC).

Military assets are only available during a declared state of emergency.

Authorities & References

Authorities

Emergency Services and Disaster Laws

References

ESF 7 Logistics Request Management Process Tab 1

EOC procedures

Emergency Support Function #17 - Volunteer and Donations Management

ESF Coordinator

Primary Agencies

Secondary/support Agencies

Emergency Management
Local Disaster Recovery Task Force
Virginia Voluntary Organizations Active in Disaster (VVOAD)
Public Information Office
Department of Social Services
County Attorney
American Red Cross
Salvation Army

Introduction

Purpose:

ESF # 17 describes the coordinating processes used to ensure the most efficient and effective utilization of unaffiliated volunteers and unsolicited donated goods during disasters.

Scope:

Volunteer services and donated goods refer to unsolicited goods, and unaffiliated volunteer services. Coordination of affiliated volunteers will also be needed during recovery operations.

Policies:

The American Red Cross, in coordination with VVOAD, the Local Recovery Task Force, and Emergency Management has primary responsibility for the management of volunteer services and unsolicited donated goods.

- Coordinates with other agencies to ensure goods and resources are used effectively;
- Looks principally to those organizations with established volunteer and donation management structures;
- Encourages cash donations to recognize non-profit voluntary organizations;
- Encourages individuals to participate through local Citizen's Corps Council and/or affiliate with a recognized organization; and
- Encourages the use of existing nongovernmental organizational volunteer and donations resources before seeking governmental assistance.

Concept of Operations

General:

Volunteer and Donations Management operations may include the following:

- A Volunteer and Donations Coordinator
- A phone bank

- A coordinated media relations effort with ESF 15 – External Affairs
- Effective liaison with other emergency support functions, state and federal government officials
- Facility Management Plan

Donated Goods Management Function

- Management of unsolicited donated goods involves a cooperative effort by local and voluntary and community based organizations, the business sector and the media.
- VOADD in conjunction with voluntary organization partners and local government, are responsible for developing donations management plans and managing the flow of donated goods during disaster operations.

Volunteer Management Function

- Management of unaffiliated volunteers requires a cooperative effort by local and voluntary and community based organizations, such as Citizen Corps Councils, faith-based organizations, the private sector and the media.
- VOADD in partnership with Wise County, and voluntary organizations is responsible for developing plans that address the management of unaffiliated volunteers during disaster response and recovery.

Organization:

VOADD will identify sites and facilities that will be used to receive, process, and distribute the unsolicited donated goods that will be sent to the disaster area. The necessary equipment, staff, communications, and security support to these facilities and sites will be provided by Wise County and volunteer organizations, as required.

VOADD will coordinate the disaster relief actions of quasi-public and volunteer relief agencies and groups. This is necessary to insure maximum effectiveness of relief operations and to avoid duplication of effort and services. The American Red Cross has been incorporated into the local emergency services organization providing food and clothing to displaced persons at the Shelter Centers.

Standard operating procedures will be developed to address screening, processing, training, and assignments of volunteers who will show up once recovery efforts begin. The service to which personnel are assigned will provide the necessary training. Persons who already possess needed skills or have received specialized training, such as heavy equipment operators, should be assigned duties, which allow for the maximum benefit of their skills. Each individual volunteer will be registered, and a log will be maintained of man-hours worked. Accurate records of all incurred expenses will be maintained.

ESF #17 will coordinate with ESF # 2 – Communications and ESF # 15 – External Affairs to develop public service announcements (PSAs) to notify the public about donations programs. PSAs will be disseminated from the Joint Information Center (JIC). PSAs may also include information about unneeded items, such as used clothing.

If additional resources are needed, a request for assistance from the Virginia Voluntary Organizations Active in Disaster (VVOAD) will be made through ESF # 7 – Resource Management to the Virginia Emergency Operations Center (VEOC).

Responsibilities

- Identify potential sites and facilities to manage donated goods and services being channeled into the disaster area;
- Identify the necessary support requirements to ensure the prompt establishment and operation of these facilities and sites;
- Assign the tasks of coordinating auxiliary manpower and material resources;
- Develop procedures for recruiting, registering and utilizing auxiliary manpower;
- Develop a critical resources list and procedures for acquisition in time of crisis;
- Develop procedures for the management of donated goods;
- Receive donated goods;
- Assist with emergency operations;
- Assign volunteers to tasks that best utilize their skills; and
- Compile and submit totals for disaster-related expenses.

**Tab 1 to Emergency Support Function # 17 – Volunteer & Donations
Management
Sample Volunteer Registration Form**

1. Name: _____

2. Social Security Number: _____

3. Organization (if appropriate) _____

4. Skill or Specialized Service (i.e., carpenter, heavy equipment operator, medical technician, etc.) _____

5. Estimated length of time services can be provided in the disaster area:

6. Special tools or equipment required to provide service: _____

7. Billet or emergency shelter assignment in local area: _____

7. Are you or your group self-sufficient with regard to food and clothing:
_____ Yes _____ No

Explanation: _____

Table 17.1 – Volunteer Registration Form

Damage Assessment Support Annex

Coordinating Agency

Wise County Department of Emergency Management
Wise County Department of Building and Zoning
Building and Zoning Administrator

Cooperating Agencies

Wise County Assessor's Office
Wise County Department of Public Works
Wise County Department of Parks and Recreation
Wise County Department of Finance
Town Police Department
Wise County Sheriff's Office
Wise County Department of Social Services
Wise County Public Schools
American Red Cross
Amateur Radio Emergency Services
District Three Governmental Cooperative
Appalachian and Old Dominion Power Company
Virginia Department of Transportation (VDOT)

Introduction

Purpose:

The Damage Assessment Support Annex describes the coordinating processes used to ensure the timely and accurate assessment and reporting of damages in Wise County after an emergency or disaster. It provides procedures to estimate the nature and extent of the damage and outlines details of the damage assessment process as required by the Commonwealth for determination of the need to request a Presidential Disaster Declaration as outlined in the Stafford Act.

Scope:

Damage assessment activities are an evaluation (in dollars) of the estimated cost for damages or loss to agriculture, infrastructure, real property (City/County, state and private) and equipment. This annex covers a broad scope of responsibilities, assignments and standard forms to be used in the overall process; it is applicable to departments and agencies that are assisting with the post-event damage assessment as coordinated by Wise County Emergency Management. This document will address general situations with no consideration given for special incident scenarios.

Definitions:

Initial Damage Assessment (IDA): Independent Wise County review and documentation of the impact and magnitude of a disaster on individuals, families, businesses, and public property. This report is due into the Virginia Emergency Operations Center in the required format (see Tab 1) within 72 hours of disaster impact. The Governor will use this information to determine if a Preliminary Damage Assessment needs to be requested from FEMA in response to outstanding needs.

Preliminary Damage Assessment (PDA): A joint venture between FEMA, State and local government to document the impact and magnitude of the disaster on individuals, families, businesses, and public property. The Governor will use the information gathered during the PDA process to determine whether Federal assistance should be requested.

Situation:

Following any significant disaster/emergency, a multitude of independent damage assessment activities will be conducted by a variety of organizations including American Red Cross, insurance companies, utility companies, and others. Outside of these assessments, a series of local, state and federal damage assessment activities will be conducted.

During the recovery phase of a disaster, Wise County will conduct a systematic analysis of the nature of the damage to public and private property, which estimates the extent of damage based upon actual observation and inspection. Damage assessment will be performed on an urgent basis to provide an initial estimate of damage. A damage estimate of public and private property is required for Wise County to determine actions needed, the establishment of priorities, and the allocation of local government resources, and what, if any, outside assistance will be required.

Based upon the local damage assessment reports, the Governor may request a Presidential declaration of a "major disaster", "major emergency", or a specific federal agency disaster declaration (Small Business Administration, Department of Agriculture, Corps of Engineers, etc.) to augment state/local/private disaster relief efforts. The President, under a "major emergency" declaration may authorize the utilization of any federal equipment, personnel and other resources. The President under a "major disaster" declaration may authorize two basic types of disaster relief assistance:

1. Individual Assistance (IA)
 - a. Temporary housing;
 - b. Individual and family grants (IFG);
 - c. Disaster unemployment assistance;
 - d. Disaster loans to individuals, businesses and farmers;
 - e. Agricultural assistance;
 - f. Legal services to low-income families and individuals;
 - g. Consumer counseling and assistance in obtaining insurance benefits;
 - h. Social security assistance;
 - i. Veteran's assistance; and
 - j. Casualty loss tax assistance.
2. Public Assistance (PA)
 - a. Debris removal;
 - b. Emergency protective measures; and
 - c. Permanent work to repair, restore or replace road systems, water control facilities, public buildings and equipment, public utilities public recreational facilities, etc.

Assumptions:

1. Fast and accurate damage assessment is vital to effective disaster responses;
2. Damage will be assessed by pre-arranged teams of local resource personnel;
3. If promptly implemented, this plan can expedite relief and assistance for those adversely affected;
4. A catastrophic emergency will require the expenditure of large sums of local funds. Financial operations will be carried out under compressed schedules and intense political pressures, which will require expeditious responses that meet sound financial management and accountability requirements;
5. Damage to utility system and to the communications systems will hamper the recovery process;
6. A major disaster affecting the county could result in the severance of a main transportation artery resulting in a significant alteration of lifestyle in the community.

Policies:

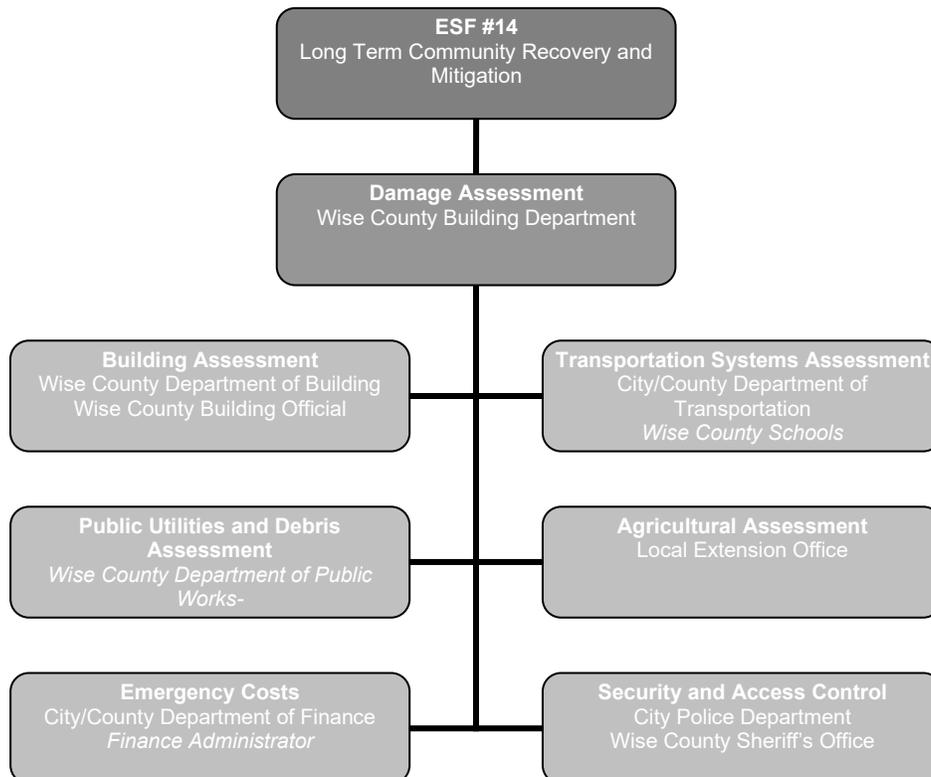
1. The Initial Damage Assessment (IDA) results will be reported to the Virginia EOC within 72 hours of the incident (WebEOC –primary; Fax or Call – secondary);
2. At the Incident Commander's request, the first priority for damage assessment may be to assess Wise County structural/infrastructure damage;

3. A Federal/State supported Preliminary Damage Assessment will be conducted in coordination with Wise County to verify IDA results and determine long-term needs. This data will be used to determine the need for a Presidential Disaster Declaration;
4. An estimate of expenditures and obligated expenditures will be submitted to both Wise County and the VEOC before a Presidential Disaster declaration is requested;
5. Additional reports will be required when requested by the Emergency Management Director or Emergency Manager depending on the type and magnitude of the incident;
6. Supplies, equipment and transportation organic to each organization will be utilized by that organization in the accomplishment of its assigned responsibility or mission;
7. Additional supplies, equipment and transportation essential to the continued operation of each organization will be requested through ESF #7 (Resource Support) in the EOC;
8. The approval to expend funds for response and recovery operations will be given by the department head from each agency or department involved in recovery operations. Each agency or department should designate a responsible person to ensure that actions taken and costs incurred are consistent with identified missions.

Concept of Operations

Organization:

The ultimate responsibility of damage assessment lies with the local governing authority. The Wise County Building and Zoning Administrator will be responsible for damage assessments, collection of the data and preparation of necessary reports through the functions of ESF 14, Long Term Community Recovery and Mitigation. The Emergency Management staff will be given a copy of the assessment to file with the VEOC. Damage assessments will be conducted by qualified, trained local teams under the supervision of the Wise County Department of Building. The damage assessment teams will be supported by multiple agencies from Wise County. If the nature of the incident is such that local resources are incapable of assessing the damage, state assistance will be requested through normal resource request procedures to the VEOC.



Additional ESFs may need to be utilized to enhance the results of the evacuation such as ESF 7 (Resource Management), ESF 5 (Emergency Management) and ESF 11 (Agriculture and Natural Services). If the incident involves chemicals or radiation that may cause contamination of damage area, ESF 8 (Health and Medical) and ESF 10 (Oil and Hazardous Materials) may also be needed. The primary ESFs as listed will utilize their full ESF specific annex and any supporting agencies and ESFs to implement their portion of the damage assessment.

Basic administrative and accountability procedures for any damage assessment activities will be followed as required by County, state and federal regulations. If supplies, materials, and equipment are required, records will be maintained in accordance to County, state and federal reporting requirements. All procurement processes will also follow appropriate County procurement policies and regulations, and state and federal policies and regulations as necessary.

Responsibilities:

1. Wise County Department of Building and Zoning
 - a. Assemble the appropriate team and develop damage assessment plans, policies and procedures;
 - b. Maintain a list of critical facilities that will require immediate repair if damaged;
 - c. Appoint a representative to be located within the EOC to direct damage assessment operations to include operation of the teams, collecting data, and developing accurate and appropriate reports for the Wise County Emergency Manager;
 - d. Solicit cooperation from companies and local representatives of support agencies to serve as member of damage assessment teams;
 - e. Conduct damage assessment training programs for the teams;
 - f. Coordinate disaster teams conducting field surveys;
 - g. Collect and compile incoming damage reports from teams in the field, from other operations directors, and outside agencies, systems and companies;
 - h. Using existing policies and procedures, determine the state of damaged buildings and place notification/placards as needed;
 - i. Using existing policies and procedures, facilitate the issuance of building permits and for the review and inspection of the site-related and construction plans submitted for the rebuilding/restoration of buildings;
 - j. Assist in the establishment of the sequence of repairs and priorities for the restoration of affected areas;
 - k. Correlate and consolidate all expenditures for damage assessment to the Department of Finance;
 - l. Ensure that there will be an escort available for any State or Federal damage assessments and prepare an area map with the damage sites prior to their arrival.
2. Wise County Department of Public Works
 - a. Designate representatives to serve as members of damage assessment teams;
 - b. Participate in damage assessment training;
 - c. Collect and compile damage data regarding public and private utilities, and provide to City/County Department of Building and Zoning within the EOC;
 - d. Participate as requested in Initial Damage Assessment field reviews and escorting for State and Local damage assessments.
3. Virginia Department of Transportation
 - a. Designate representatives to serve as members of damage assessment teams;
 - b. Participate in damage assessment training;
 - c. Collect and compile damage data regarding public and private transportation resources, and provide to City/County Department of Building and Zoning within the EOC;
 - d. Participate as requested in Initial Damage Assessment field reviews and escorting for State and Local damage assessments.

4. Wise County – Dickenson County Extension Office
 - a. Designate representatives to serve as members of damage assessment teams;
 - b. Participate in damage assessment training;
 - c. Collect and compile damage data regarding public and private agricultural resources, and provide to City/County Department of Building and Zoning within the EOC;
 - d. Participate as requested in Initial Damage Assessment field reviews and escorting for State and Local damage assessments.
5. Wise County Sheriff's Office and Independence Police Department(s)
 - a. Provide security for ingress and egress of the damaged area(s) post-event;
 - b. Provide access and security for damage assessment activities with Wise County.
6. Wise County Department of Finance
 - a. Collect, report and maintain estimates of expenditures and obligations required for response and recovery activities;
 - b. Maintain accurate records of funds, materials and man-hours expended as a direct result of the incident;
 - c. Report these estimates and obligations to the Emergency Manager for inclusion into the appropriate Public Assistance IDA categories.
7. Wise County Emergency Management
 - a. Overall direction and control of damage assessment for Wise County;
 - b. Reporting of damages to the Virginia EOC within 72 of the incident in the appropriate Initial Damage Assessment format;
 - c. Ensuring appropriate and adequate public information and education regarding the damage assessment process; and
8. Wise County Public Information Officer
 - a. Ensures prior coordination with appropriate damage assessment coordination ESFs to provide periodic spot announcements to the public on pertinent aspects of the assessments.

Actions

Mitigation/Prevention:

- Develop public awareness programs from building codes, ordinances and the National Flood Insurance Program;
- Develop a damage assessment training program;
- Develop damage assessment plans, procedures and guidance;
- Designate representatives to lead damage assessment activities within the EOC;
- Designate damage assessment team members.

Preparedness:

- Identify resources to support and assist with damage assessment activities;
- Train personnel in damage assessment techniques;
- Review plans, procedures and guidance for damage assessments, damage reporting and accounting;
- List all critical facilities and all local buildings requiring priority restoration.

Response:

- Activate the damage assessment staff in the EOC;

- Organize and deploy damage assessment teams or team escorts as necessary;
- Organize collection of data and record keeping at the onset of the event;
- Document all emergency work performed by local resources to include appropriate photographs;
- Compile and disseminate all damage reports for appropriate agencies;
- Determine the state of damaged buildings and place notification/placards as needed;
- Inform officials of hazardous facilities, bridges, road, etc.

Recovery:

- Continue damage assessment surveys as needed;
- Advise on priority repairs and unsafe structures;
- Facilitate the issuance of building permits and for the review and inspection of the site-related and construction plans submitted for the rebuilding/restoration of buildings;
- Monitor restoration activities;
- Complete an event review with all responding parties;
- Review damage assessment plans, policies and procedures in respect to the recent emergency response. Update as necessary and disseminate;
- Review building codes and land use regulations for possible improvements;
- Review and update the necessary logistical support to carry out emergency tasking. Instruct all departments to replenish used on-hand inventory of supplies;
- Assist the Department of Finance in the preparation and submission of disaster assistance applications to the appropriate state and/or federal agencies for reimbursement of disaster related expenditures.

Tab 1 to Damage Assessment Annex **Damage Assessment Team Assignments**

The appointed representative from the Department of Building and Zoning will report to the EOC when activated by the Emergency Manager. Damage assessment teams will be assembled and instructions provided relative to the emergency. Team leaders will be designated to compile information for situation and damage assessment reports, and directed by the Building and Zoning Administrator.

TEAM ASSIGNMENTS (based on categories in Damage Assessment Form)

I. PRIVATE PROPERTY

Category A – Residential/Personal Property

Houses, manufactured homes, apartments, duplexes (identify number of families and units affected) – Include estimate for structures, private bridges, fencing and vehicles/boats.

Team: Building Official
Department Heads and additional staff, as needed

Category B – Business and Industry

Industrial plants and businesses (facilities, equipment, materials, commercial vehicles).

Team: Building Official
Department Heads and additional staff, as needed

Category C – Agriculture

An agricultural parcel is at least 5 acres. Include estimate of all damage to houses, manufactured homes, crops (type and acres), farm buildings, livestock (number and type), fencing (in miles) and equipment (pieces and type).

Team: VPI Extension Agent
Department Heads and additional staff, as needed

II. PUBLIC PROPERTY

Category A – Debris Clearance

Debris on roads and streets, on public property, on private property and structure demolition.

Team: Department Heads and additional staff, as needed

Category B – Protective Measures

1. Life and safety (all public safety report costs)

Team: Department Heads and additional staff, as needed

2. Barricading, sandbagging, stream drainage channels, health (rodents/insect control)

Team: Department Heads and additional staff, as needed
Virginia Department of Health

Category C – Road Systems

Damage to roads and streets, bridges, culverts, sidewalks, traffic control systems.

Team: VDOT

Department Heads and additional staff, as needed

Category D – Water Control Facilities/Water Treatment Plants

Damage to dams and drainage systems.

Team: Department Heads and additional staff, as needed

Category E – Public Buildings and Equipment

Damage to buildings, inventory, vehicles and equipment.

Team: Department Heads and additional staff, as needed

Category F – Public Utility Systems

Damage to water plants, dams, sanitary/sewage systems and storm drainage systems.

Team: Department Heads and additional staff, as needed

Virginia Department of Health – Environmental Health

Category G – Recreational Facilities

Damage to parks, shelters, lighting and equipment.

Team: Parks and Recreation

Department Heads and additional staff, as needed

**Tab 2 to Damage Assessment Annex
TELEPHONE REPORT**

LOCAL GOVERNMENT DAMAGE ASSESSMENT – TELEPHONE REPORT				
1. CALLER NAME			2. PROPERTY ADDRESS (include apt. no; zip code)	
3. TELEPHONE NUMBER			4. TYPE OF PROPERTY	5. OWNERSHIP
Home	Work	Cell	<input type="checkbox"/> Single Family <input type="checkbox"/> Multi-Family (usually Apts.) <input type="checkbox"/> Business <input type="checkbox"/> Check here if residence is a vacation home—not a primary residence	<input type="checkbox"/> Own <input type="checkbox"/> Rent <input type="checkbox"/> Lease (business only)
Best time to call	Best number to use			
6. CONSTRUCTION TYPE				
<input type="checkbox"/> Masonry <input type="checkbox"/> Wood Frame <input type="checkbox"/> Mobile Home <input type="checkbox"/> Manufactured <input type="checkbox"/> Other				
7. TYPE OF INSURANCE				
<input type="checkbox"/> Property <input type="checkbox"/> Sewer Back-up <input type="checkbox"/> Flood (Structure) <input type="checkbox"/> Flood (Contents) <input type="checkbox"/> Wind/Hurricane <input type="checkbox"/> None				
8. DAMAGES (Check all that apply)				
HVAC <input type="checkbox"/> Yes <input type="checkbox"/> No Water Heater <input type="checkbox"/> Yes <input type="checkbox"/> No Electricity <input type="checkbox"/> On <input type="checkbox"/> Off Natural Gas <input type="checkbox"/> On <input type="checkbox"/> Off Roof Intact <input type="checkbox"/> Yes <input type="checkbox"/> No Foundation <input type="checkbox"/> Yes <input type="checkbox"/> No Windows <input type="checkbox"/> Yes <input type="checkbox"/> No Sewer <input type="checkbox"/> OK <input type="checkbox"/> Not OK Major Appliances <input type="checkbox"/> Yes <input type="checkbox"/> No Basement Flooding <input type="checkbox"/> Yes - Depth ___ Feet Furnace <input type="checkbox"/> Yes <input type="checkbox"/> No				
9. SOURCE OF DAMAGES				
<input type="checkbox"/> Sewer back-up <input type="checkbox"/> Primarily Flood <input type="checkbox"/> Wind/Wind driven rain <input type="checkbox"/> Tornado Other <input type="checkbox"/> _____				
10. Based on the damages reported, the property is currently <input type="checkbox"/> Habitable <input type="checkbox"/> Uninhabitable				
11. CALLER'S ESTIMATE OF DAMAGES				
REPAIRS		CONTENTS		TOTAL
\$		\$		\$
12. COMMENTS				
12. CALL TAKER			13. DATE & TIME REPORT TAKEN	

Tab 3 to Damage Assessment Annex Cumulative Initial Damage Assessment Report

PRIMARY: Input into WebEOC

SECONDARY: VDEM VEOC Phone Number (804) 674-2400 Fax Number (804) 674-2419

Jurisdiction:	
Date/Time IDA Report Prepared:	
Prepared By:	
Call back number:	
Fax Number:	
Email Address:	

Part I: Private Property CUMULATIVE DAMAGES

Type Property	# Destroyed	# Major Damage	# Minor Damage	# Affected	Dollar Loss	% Flood Insured	% Property Insured	% Owned	% Secondary
Single Dwelling Houses (inc. condo units)									
Multi-Family Residences (count each unit)									
Manufactured Residences (Mobile)									
Business/Industry									
Non-Profit Organization Buildings									
Agricultural Facilities									

Part II: Public Property (Includes eligible non-profit Facilities) CUMULATIVE DAMAGES

Type of Property	Estimated Dollar Loss	% Insured

Category A (Debris Removal)		
Category B (Emergency Protective Measures)		
Category C (Roads and Bridges)		
Category D (Water Control Facilities)		
Category E (Public Buildings and Equipment)		
Category F (Public Utilities)		
Category G (Parks and Recreation Facilities)		
TOTAL		\$0.00
Additional Comments:		

Tab 4 to Damage Assessment Annex



Public Assistance Damage Assessment Guidelines

Category	Purpose	Eligible Activities
A: Debris Removal	Clearance of trees and woody debris; building wreckage; sand, mud, silt, and gravel; vehicles; and other disaster-related material deposited on public and, in very limited cases, private property	<ul style="list-style-type: none"> • Debris removal from a street or highway to allow the safe passage of emergency vehicles • Debris removal from public property to eliminate health and safety hazards
B: Emergency Protective Measures	Measures taken before, during, and after a disaster to save lives, protect public health and safety, and protect improved public and private property	<ul style="list-style-type: none"> • Emergency Operations Center activation • Warning devices (barricades, signs, and announcements) • Search and rescue • Security forces (police and guards) • Construction of temporary levees • Provision of shelters or emergency care • Sandbagging • Bracing/shoring damaged structures • Provision of food, water, ice and other essential needs • Emergency repairs • Emergency demolition • Removal of health and safety hazards
C: Roads and Bridges	Repair of roads, bridges, and associated features, such as shoulders, ditches, culverts, lighting and signs	<ul style="list-style-type: none"> • Eligible work includes: repair to surfaces, bases, shoulders, ditches, culverts, low water crossings, and other features, such as guardrails.
D: Water Control	Repair of irrigation systems, drainage	<ul style="list-style-type: none"> • Channel alignment • Recreation

<p>Facilities</p>	<p>channels, and pumping facilities. Repair of levees, dams, and flood control channels fall under Category D, but the eligibility of these facilities is restricted</p>	<ul style="list-style-type: none"> • Navigation • Land reclamation • Fish and wildlife habitat • Interior drainage • Irrigation • Erosion prevention • Flood control
<p>E: Buildings and Equipment</p>	<p>Repair or replacement of buildings, including their contents and systems; heavy equipment; and vehicles</p>	<ul style="list-style-type: none"> • Buildings, including contents such as furnishings and interior systems such as electrical work. • Replacement of pre-disaster quantities of consumable supplies and inventory. Replacement of library books and publications. • Removal of mud, silt, or other accumulated debris is eligible, along with any cleaning and painting necessary to restore the building. • All types of equipment, including vehicles, may be eligible for repair or replacement when damaged as a result of the declared event.
<p>F: Utilities</p>	<p>Repair of water treatment and delivery systems; power generation facilities and distribution lines; and sewage collection and treatment facilities</p>	<ul style="list-style-type: none"> • Restoration of damaged utilities. • Temporary as well as permanent repair costs can be reimbursed.
<p>G: Parks, Recreational Facilities, and Other Items</p>	<p>Repair and restoration of parks, playgrounds, pools, cemeteries, and beaches. This category also is used for any work or facility that cannot be characterized adequately by Categories A-F</p>	<ul style="list-style-type: none"> • Roads, buildings, and utilities within those areas and other features, such as playground equipment, ball fields, swimming pools, tennis courts, boat docks and ramps, piers, and golf courses. • Grass and sod are eligible only when necessary to stabilize slopes and minimize sediment runoff. • Repairs to maintained public beaches may be eligible in limited circumstances.

Only states, local government agencies and authorities, public utilities, and certain non-profit organizations may be eligible for Public Assistance grants.

Eligibility Criteria: Virginia Population per latest US Census x annual multiplier for state eligibility; Locality population per latest US Census x annual local multiplier for local eligibility.

Adapted from the *Public Assistance Guide, FEMA 322*; Additional policy information is available at <http://www.fema.gov/government/grant/pa/policy.shtm>

Tab 5 to Damage Assessment Annex Public Assistance Damage Assessment Field Form

JURISDICTION: _____ INSPECTOR: _____ DATE: _____ PAGE ____ of ____

Key for Damage Categories (Use appropriate letters in the 'category' blocks below)		
A. Debris Clearance	D. Water Control Facilities	G. Parks, Recreation Facilities & Other
B. Emergency Protective Measures	E. Public Buildings & Equipment	
C. Roads & Bridges	F. Public Utility System	

SITE #	WORK CATEGORY:	NAME of FACILITY and LOCATION:					
		GPS (in decimal deg.):					
DAMAGE DESCRIPTION:							
EMERGENCY FOLLOW-UP NEEDED?		Y	N	TOTAL ESTIMATED DAMAGES: \$			
FLOOD INSURANCE		Y	N	PROPERTY INSURANCE	Y	N	NO DATA AVAILABLE (check box)

SITE #	WORK CATEGORY:	NAME of FACILITY and LOCATION:					
		GPS (in decimal deg.):					
DAMAGE DESCRIPTION:							
EMERGENCY FOLLOW-UP NEEDED?		Y	N	TOTAL ESTIMATED DAMAGES: \$			
FLOOD INSURANCE		Y	N	PROPERTY INSURANCE	Y	N	NO DATA AVAILABLE (check box)

Appendix E: IA Damage Assessment Matrix

Appendix E: IA Damage Assessment Matrix

Assessment Matrix for Manufactured Homes

Degree of Damage	Definition	For Flood Damage	For Damage Other Than Flood (e.g., Wind Driven Rain, Earthquake)
Affected	This category includes residences with cosmetic damage only. It also applies to residences with damage to a porch, carport, garage, and/or an outbuilding not for commercial use, etc.	<ul style="list-style-type: none"> No damage affecting habitability; cosmetic damage only. 	The dwelling's frame is not bent, twisted, or otherwise compromised. No structural components of the dwelling have been damaged (e.g., windows, doors, wall coverings, roof, bottom board insulation, ductwork, and/or utility hook up).
Minor	The residence is damaged and requires minimal repairs.	<ul style="list-style-type: none"> Water line is below the floor system. Skirting or HVAC is impacted. There is no structural damage to the residence and it has not been displaced from the foundation. 	<ul style="list-style-type: none"> There is no structural damage to the residence and it has not been displaced from the foundation. Nonstructural components have sustained damage - e.g. windows, doors, wall coverings, roof, bottom board insulation, ductwork, and/or utility hook up. Skirting or HVAC is impacted.
Major	The residence has sustained structural or significant damage that require extensive repairs.	<ul style="list-style-type: none"> Water has come into contact with the floor system. The residence has been displaced from the foundation, block or piers and other structural components have been damaged. 	<ul style="list-style-type: none"> The residence has been displaced from the foundation, block or piers and other structural components have been damaged.
Destroyed	The residence is a total loss.	<ul style="list-style-type: none"> The residence is a total loss. 	<ul style="list-style-type: none"> The residence's frame is bent, twisted, or otherwise compromised. The residence is missing the roof covering or the structural ribbing has collapsed for the majority of the roof system.

Appendix E: IA Damage Assessment Matrix

Damage Assessment Matrix for Conventionally Built Homes

Category of Damage	Definition	Flood Examples	Non-Flood Examples
Affected	Residences with minimal damage to the exterior and/or contents of the home.	<ul style="list-style-type: none"> Any water line in the crawl space or basement when essential living space or mechanical components are not damaged or submerged 	<ul style="list-style-type: none"> Partial missing shingles or siding. Cosmetic damage such as paint discoloration or loose siding Broken screens. Gutter damage and debris. Damage to an attached structure such as a porch, carport, garage, or outbuilding not for commercial use. Damage to landscaping, retaining walls, or downed trees that do not affect access to the residence.
Minor	Encompasses a wide range of damage that does not affect the structural integrity of the residence.	<ul style="list-style-type: none"> Water line up to 18 inches in an essential living space. Damage to mechanical components (e.g. furnace, boiler, water heater, HVAC, etc.). 	<ul style="list-style-type: none"> Nonstructural damage to roof components over essential living space to include shingles e.g. roof covering, fascia board, soffit, flashing, and skylight. Non structural damage to the interior wall components to include drywall, insulation Non structural damage to exterior components Multiple small vertical cracks in the foundation. Damage to chimney to include, tilting, fallen, cracks, or separated from the residence. Damage to mechanical components (e.g. furnace, boiler, water heater, HVAC, etc.). Damage or disaster related contamination to a private well or septic system
Major	A residence may be categorized as having major damage when it has sustained significant structural damage and requires extensive repairs.	<ul style="list-style-type: none"> Water line above 18 inches in an essential living space, a water line above the electrical outlets, or a waterline on the first floor of a residence when basement is completely full. 	<ul style="list-style-type: none"> Failure or partial failure to structural elements of the roof over required rooms to include rafters, ceiling joists, ridge boards, etc. Failure or partial failure to structural elements of the walls to include framing, sheathing, etc. Failure or partial failure to foundation to include crumbling, bulging, collapsing, horizontal cracks of more than two inches, and shifting of the residence on the foundation of more than six inches.
Destroyed	The residence is a total loss, or damaged to such an extent that repair is not feasible.	<ul style="list-style-type: none"> Complete failure of two or more major structural components (e.g., collapse of basement walls, foundation, walls, or roof). 	<ul style="list-style-type: none"> Only foundation remains. A residence that will require immediate demolition or removal because of disaster-related damage or confirmed imminent danger (e.g., impending landslides, mudslides, or sinkholes).

Tab 7 to Damage Assessment Annex

LOCALITY INDIVIDUAL DAMAGE ASSESSMENT FIELD FORM										
Incident Type		Sector	Place Name	IDA Date						
Geographic Area Description				Page #		Of Total Pages				
IDA Team										
	SINGLE FAMILY	MULTI - FAMILY	MOBILE HOME	Total Surveyed	% Owner	% FL Ins.	% HO Ins.	% Low Income	Number Inaccessible	
AFFECTED	OWNER									
	RENTER									
	Secondary									
MINOR	OWNER									
	RENTER									
	Secondary									
MAJOR	OWNER									
	RENTER									
	Secondary									
DESTROYED	OWNER									
	RENTER									
	Secondary									
TOTAL PRIMARY										
TOTAL SECONDARY										
TOTAL (Incl. Secondary)										
ROADS / BRIDGES	Number of Roads / Bridges Damaged		Number of Households Impacted							
UTILITIES	Number of Households Without Utilities		Estimated Date for Utilities Restoration							
Comments										

Debris Management Support Annex

Coordinating Agency

Public Works

Cooperating Agencies

Emergency Management

Virginia Department of Transportation (VDOT)

Engineering

Virginia Department of Health

Virginia Department of Environmental Quality (DEQ)

Introduction

Purpose:

To facilitate and coordinate the removal, collection, and disposal of debris following a disaster in order to mitigate against any potential threat to the health, safety, and welfare of the impacted citizens, expedite recovery efforts in the impacted area, and address any threat of significant damage to improved public or private property.

Scope:

Natural and man-made disasters precipitate a variety of debris that would include, but not limited to such things as trees, sand, gravel, building/construction material, vehicles, personal property, etc.

The quantity and type of debris generated from any particular disaster will be a function of the location and kind of event experienced, as well as its magnitude, duration, and intensity.

The quantity and type of debris generated, its location, and the size of the area over which it is dispersed, will have a direct impact on the type of collection and disposal methods utilized to address the debris problem, associated costs incurred, and how quickly the problem can be addressed.

In a major or catastrophic disaster, many state agencies and local governments will have difficulty in locating staff, equipment, and funds to devote to debris removal, in the short as well as long term.

Private contractors will play a significant role in the debris removal, collection, reduction, and disposal process of state agencies and local governments.

The debris management program implemented by state agencies and local governments will be based on the waste management approach of reduction, reuse, reclamation, resource recovery, incineration, and land filling, respectively.

Policies:

- The debris removal process must be initiated promptly and conducted in an orderly, effective manner in order to protect public health and safety following an incident;
- The first priority will be to clear debris from key roads in order to provide access for emergency vehicles and resources into the impacted area;
- The second priority that debris removal resources will be assigned is providing access to critical facilities pre-identified by state and local governments;
- The third priority for the debris removal teams to address will be the elimination of debris related threats to public health and safety including such things as the repair, demolition, or

- barricading of heavily damaged and structurally unstable buildings, systems, or facilities that pose a danger to the public; and
- Any actions taken to mitigate or eliminate the threat to the public health and safety must be closely coordinated with the owner or responsible party.

Concept of Operations

General:

The Department of Public Works will be responsible for coordinating debris removal operations for Wise County. Wise County does not provide residential and commercial solid waste curbside removal on a daily or weekly basis, but does have a landfill. Wise County has eleven convenience centers for residents that reside outside of town limits, to deposit of their refuse. Wise County will be responsible for removing debris from property under its own authority, as well as from private property when it is deemed in the public interest such as not to impede recovery operations for any longer than the absolute minimum period. To this end, Public Works will stage equipment in strategic locations locally as well as regionally, if necessary, to protect the equipment from damage, preserve the decision maker's flexibility for employment of the equipment, and allow for the clearing crews to begin work immediately after the incident.

The Department of Public Works will also develop and maintain a list of approved contractors who have the capability to provide debris removal, collection, and disposal in a cost effective, expeditious, and environmentally sound manner following a disaster. The listing will categorize contractors by their capabilities and service area to facilitate their identification by state agencies and local governments, as well as ensure their effective utilization and prompt deployment following the disaster. Where appropriate, the locality should expand ongoing contract operations to absorb some of the impact.

Sample contracts with a menu of services and generic scopes of work will be developed prior to the disaster to allow the locality to more closely tailor their contracts to their needs, as well as expedite the implementation of them in a prompt and effective manner.

Wise County will be responsible for managing the debris contract from project inception to completion unless the government entities involved are incapable of carrying out this responsibility due to the lack of adequate resources. In these circumstances, other state and federal agencies will be identified to assume the responsibility of managing the debris contract. Managing the debris contract would include such things as monitoring of performance, contract modifications, inspections, acceptance, payment, and closing out of activities.

Wise County may enter into cooperative agreements with other state agencies and local governments to maximize the utilization of public assets. The development of such agreements must comply with the guidelines established in the agency procurement manual. All state agencies and local governments who wish to participate in such agreements should be pre-identified prior to the agreement being developed and implemented.

Debris storage and reduction sites will be identified and evaluated by interagency site selections teams comprised of a multi-disciplinary staff who are familiar with the area. A listing of appropriate local, state and federal contacts will be developed by the appropriate agencies to expedite the formation of the interagency, multi-disciplinary site selection teams.

Initially, debris will be placed in temporary holding areas until such time as a detailed plan of debris collection and disposal is prepared. This is not anticipated until after the local traffic has been restored. Temporary debris collection sites should be readily accessible by recovery equipment and should not require extensive preparation or coordination for use. Collection sites will be on public property when feasible to facilitate the implementation of the mission and mitigate against any

potential liability requirements. Activation of sites will be under the control of the County and will be coordinated with other recovery efforts through the EOC. Where appropriate, final disposal may be to the county's sanitary landfill.

Site selection criteria will be developed into a checklist format for use by these teams to facilitate identification and assessment of potential sites. Criteria will include such factors of ownership of property, size of parcel, surrounding land uses and environmental conditions, and transportation facilities that serve the site.

To facilitate the disposal process, debris will be segregated by type. It is recommended that the categories of debris established for recovery operations will be standardized. The state and its political subdivisions will adapt the categories established for recovery operations by the Corps of Engineers following Hurricane Andrew. The categories of debris appear in Tab 1. Modifications to these categories can be made as needed. Hazardous and toxic materials/contaminated soils, and debris generated by the event will be handled in accordance with federal, state, and local regulations. The area fire chief will be the initial contact for hazardous/toxic materials. (See the County Hazardous Materials Plan.)

Organization:

Wise County Department of Public Works is responsible for the debris removal function. The Department of Public Works will work in conjunction with designated support agencies, utility companies, waste management firms, and trucking companies, to facilitate the debris clearance, collection, reduction, and disposal needs of the locality following a disaster.

Due to the limited quantity of resources and service commitments following the disaster, Wise County may be relying heavily on private contractors to fulfill the mission of debris removal, collection, and disposal. Utilizing private contractors instead of government workers in debris removal activities has a number of benefits. It shifts the burden of conducting the work from state and local government entities to the private sector, freeing up government personnel to devote more time to their regularly assigned duties. Private contracting also stimulates local, regional, and state economies impacted by the incident, as well as maximizes state and local government's level of assistance from the federal government. Private contracting allows the locality to more closely tailor their contract services to their specific needs. The entire process (e.g., clearance, collection, transporting, reduction, and disposal, etc.) or segments of the process can be contracted out.

Responsibilities

- Develop local and regional resource list of contractors who can assist local government in all phases of debris management;
- Develop sample contracts with generic scopes of work to expedite the implementation of debris management strategies;
- Develop mutual aid agreements with other state agencies and local governments, as appropriate;
- Identify and pre-designate potential debris storage sites for the type and quantity of debris anticipated following a catastrophic event;
- Pre-identify local and regional critical routes in cooperation with contiguous and regional jurisdictions;
- Develop site selection criteria checklists to assist in identification of potential debris storage sites;
- Identify and address potential legal, environmental, and health issues that may be generated during all stages of the debris removal process;
- Identify and coordinate with appropriate regulatory agencies regarding potential regulatory issues and emergency response needs;

- Develop the necessary right-of-entry and hold harmless agreements indemnifying all levels of government against any potential claims;
- Establish debris assessment process to define scope of problem;
- Develop and coordinate prescript announcements with Public Information Office (PIO) regarding debris removal process, collection times, storage sites, use of private contractors, environmental and health issues, etc.;
- Document costs for the duration of the incident;
- Coordinate and track resources (public, private);
- Upon completion of debris removal mission, close out debris storage and reduction sites by developing and implementing the necessary site remediation and restoration actions; and
- Perform necessary audits of operation and submit claim for federal assistance

Tab 1 to Debris Removal Support Annex

DEBRIS CLASSIFICATIONS*

Definitions of classifications of debris are as follows:

1. **Burnable materials:** Burnable materials will be of two types with separate burn locations.
 - a. **Burnable Debris:** Burnable debris includes, but is not limited to, damaged and disturbed trees; bushes and shrubs; broken, partially broken and severed tree limbs and bushes. Burnable debris consists predominately of trees and vegetation. Burnable debris does not include garbage, construction and demolition material debris.
 - b. **Burnable Construction Debris:** Burnable construction and demolition debris consist of non-creosote structural timber, wood products, and other materials designated by the coordinating agency representative
2. **Non-burnable Debris:** Non-burnable construction and demolition debris include, but is not limited to, creosote timber; plastic; glass; rubber and metal products; sheet rock; roofing shingles; carpet; tires; and other materials as may be designated by the coordinating agency. Garbage will be considered non-burnable debris.
3. **Stumps:** Stumps will be considered tree remnants exceeding 24 inches in diameter; but no taller than 18 inches above grade, to include the stump ball. Any questionable stumps shall be referred to the designated coordinating agency representative for determination of its disposition.
4. **Ineligible Debris:** Ineligible debris to remain in place includes, but is not limited to, chemicals, petroleum products, paint products, asbestos, and power transformers.

Any material found to be classed as hazardous or toxic waste (HTW) shall be reported immediately to the designated coordinating agency representative. At the coordinating agency representative's direction, this material shall be segregated from the remaining debris in such a fashion as to allow the remaining debris to be loaded and transported. Standing broken utility poles; damaged and downed utility poles and appurtenances; transformers and other electrical material will be reported to coordinating agency. Emergency workers shall exercise due caution with existing overhead, underground utilities and above ground appurtenances, and advise the appropriate authorities of any situation that poses a health or safety risk to workers on site or to the general population.

- * Debris classifications developed and used by Corps of Engineers in Hurricane Andrew recovery.

Tab 2 to Debris Removal Support Annex DEBRIS QUANTITY ESTIMATES

The formula used in this model will generate debris quantity as an absolute value based on a known population, and using a worse case scenario.

Determine population (P) in the affected area, using the 2000 Census Data for Wise County. The assumption of three persons per household (H) is used for this model.

The model formula is as follows:

$$Q = H (C) (V) (B) (S)$$

Where

Q is quantity of debris in cubic yards

H is the number of households (7,259)

C is the storm category factor in cubic yards. It expresses debris quantity in cubic yards per household by category and includes the house and its contents, and land foliage--Category 5 storm Value of C Factor is 80 cubic yards.

V is the vegetation characteristic multiplier. It acts to increase the quantity of debris by adding vegetation including shrubbery and trees on public rights of way--Vegetative Cover Heavy - Value of Multiplier is 1.3.

B is the commercial/business/industrial use multiplier and takes into account areas that are not solely single-family residential, but includes retail stores, schools, apartments, shopping centers and industrial/manufacturing facilities--Commercial Density Heavy - Value of Multiplier is 1.3.

S is the storm precipitation characteristic multiplier which takes into account either a wet, or a dry storm event, with a wet storm, trees will up-root generating a larger volume of storm generated debris (for category III or greater storms only)--Precipitation Characteristic Medium to Heavy - Value of Multiplier is 1.3.

Then **Q = 7,259 (H) x 80 (C) x 1.3 (V) x 1.3 (B) x 1.3 (S) = 1.3 million cubic yards**

References:

Mobile District Corps of Engineers, Emergency Management Branch, Debris Modeling

Evacuation Support Annex

Coordinating Agency

Emergency Management
VDOT

Cooperating Agencies

All

Introduction

Purpose:

The Evacuation Support Annex describes the coordinated process of localities and agencies to ensure a smooth evacuation of any portion or all of the Wise County attributable to a hazard including a catastrophic event. Additionally, the plan outlines details of an evacuation process for events occurring without warning, and the transportation components necessary to address the operations of assembly areas that may be used during a declaration of emergency.

Scope:

This annex is applicable to departments and agencies that are participating and responding with assistance to an evacuation as coordinated by Wise County Emergency Management. This document will address wide-ranging scenarios with no consideration for special incident(s) at this time. Additional incident scenarios can be found in the appropriate Incident Annex.

There are four basic scenarios in which a planned evacuation or spontaneous evacuation without warning may be required:

1. Catastrophic event with warning – An event where citizens may need to evacuate or shelter in place then seek evacuation; citizens will not be able to return home in a reasonable period of time. Examples may include major hurricanes, wild land fires and severe riverine flooding.
2. Disruptive event with warning – An event where citizens may need to evacuate; citizens will be able to return home in a reasonable period of time. Examples may include hurricanes, minor to moderate flooding events, or hazardous materials events.
3. Catastrophic event without warning – An event where citizens need to take immediate action to protect themselves which may or may not involve evacuation efforts after the event. Citizens will not be able to return home in a reasonable period of time. Examples may include terrorism events, severe tornadoes and hazardous material events.
4. Disruptive event without warning – An event where citizens need to take immediate action to protect themselves which may or may not involve evacuation after an event. Citizens will be able to return home within a reasonable period of time. Examples may include severe weather, flash flooding and transportation accidents.

Definitions:

Assembly Area

Site where mass transit resources collect people as directed by the EOC to assist in the transporting of populations out of the risk area;

Evacuation Route

Road or highway designated as a primary route for motorists evacuating from the threat;

Evacuee

A person moving out of the risk area of a potential or occurring hazard. Evacuees are designated into those that are transit dependent and those who are “self-evacuating”. Transit dependent evacuees may require public transportation for immediate life safety, and it is assumed that this population will require public sheltering. The self-evacuating population can be categorized into two groups: evacuees with end-point destinations (i.e. hotel, family or friends’ home) and evacuees without end point destinations. It is possible that the self-evacuating population without end-point destinations will require public sheltering.

Pick-up Point

Site that is used to pick up transit dependent evacuees to move them to the assembly area(s) to be transported out of the risk area.

Refuge of Last Resort

A facility that may be identified that can provide temporary relief from the risk. A refuge of last resort is not intended to be designated as a “shelter” and may not be able to provide basic services such as food, accommodations for sleeping or first aid, but security is provided. It should be considered only as a probable safe haven for evacuees who are unable to clear the area until the risk passes. IN many cases these sites can be pre-identified.

Shelter

A facility where evacuees with no end destination point can be processed evaluated and provided disaster services from government agencies and/or pre-established voluntary organizations. This facility is generally designed for stays less than 3 days. Supplies available are meals and water for 3 days, basic first aid, pet sheltering (if applicable,) sleeping quarters, hygienic support, and basic disaster services (counseling, financial assistance and referral, etc.)

Assumptions:

1. A decision to implement voluntary or mandatory evacuation may require interaction and coordination between local, state, federal and certain private sector entities;
2. Warning time, in the case of a riverine flood, will normally be available to evacuate the threatened population. A local evacuation might be needed because of a hazardous materials incident, major fire, terrorist incident or other incident;
3. Given warning of an event, a portion of the population will voluntarily evacuate before an evacuation has been recommended or directed. Most people who leave their homes will seek shelter with relatives, friends or in motels;
4. Evacuation of people at risk for emergency situations that occur with little or no warning will be implemented as determined necessary to protect life and property. Evacuation instructions should be based on known or assumed health or safety risks associated with the hazard. The individual responsible for implementing it should be the Incident Commander at the scene of the emergency, with support from the EOC as necessary;
5. The timing of an evacuation directive will be determined by the circumstances of the event;
6. A hazard analysis and vulnerability assessment has been completed which identifies the types of threats, the areas and population along the established evacuation routes most vulnerable to these threats. A hazard analysis has also been completed for routes that will be used primarily for pedestrian traffic;
7. During events without warning, there might be limited to no time prior to the event to implement more formalized evacuation processes;
8. Emergency evacuations might require evacuation of all or part of a Wise County neighborhood. Evacuation from a designated risk area will affect adjacent and outlying areas within and outside of the County. Traffic control resources must be in place prior to public release of an evacuation order;

9. Evacuation will require a greater lead-time to implement than that of in-place sheltering. A delayed evacuation order could endanger the lives and result in civil disorder.
10. There are on-going efforts to proactively reach out and educate citizens on family preparedness, evacuation procedures, and where to go for additional information on these subjects;
11. Evacuation procedures, to include notification and routing, will be made available to the public by all available means;
12. The primary means of evacuation from any event will be private vehicles;
13. Residents who are ill or disabled may require vehicles with special transportation capabilities;
14. Stranded motorists could present significant problems during an evacuation situation;
15. Evacuation or protective action guidance must be communicated in a clear, concise and timely manner in order to ensure the effective implementation of the strategy recommended. A variety of communication pathways may have to be utilized in order to effectively communicate the hazard, level or risk and the recommended evacuation or protection action to the public;
16. Some owners of companion animals might refuse to evacuate unless arrangements have been made to care for their animals;
17. Despite the comprehensive effort implemented to communicate evacuation or protective action guidance, some segments of the population might not receive or follow the instructions given;
18. Every hospital, long-term care facility and home health agency should have plans in place to shelter in place, evacuate patients in their care, transport them to safe and secure alternate facilities and support their medical needs.
19. Local emergency managers have been given the authority to review and collaborate with managers of nursing homes, childcare facilities and assisted living facilities in developing emergency plans.

Policies:

Under the provisions of *Section 44-146.17 of the Commonwealth of Virginia Emergency Services and Disaster Law*, the Governor may direct and compel evacuation of all or part of the populace from any stricken or threatened area if this action is deemed necessary for the preservation of life or other emergency mitigation, response or recovery; prescribe routes, modes of transportation and destination in connection with evacuation; and control ingress and egress at the emergency area, the movement of persons within the area and the occupancy of premises therein provided resources are in place to support such an operation.

Concept of Operations

Organization:

Evacuation of Wise County will be directed by the County Administrator or his appointed person within the official line of succession as laid out in the continuity of government plan. In small-scale incidents or incidents needing immediate evacuation, the on-scene incident commander will have the authority to determine and implement evacuation orders. The implementation of the evacuation will be managed in a unified command format to best integrate all necessary ESFs for a successful result. This concept will also be utilized to coordinate no-warning evacuations.

Emergency Support Functions (ESFs) having primary responsibilities during an evacuation are:

- ESF # 1 - Transportation--traffic management and transport
- ESF # 6 - Mass Care, Housing and Human Services--sheltering
- ESF # 13 - Public Safety and Security--traffic control and security

Additional ESFs may need to be utilized to enhance the results of the evacuation such as ESF # 7 (Resource Management) and ESF # 5 (Emergency Management). If the incident involves chemicals or radiation that may cause contamination of evacuees, staff or workers, ESF # 8 (Health and Medical) and ESF #10 (Oil and Hazardous Materials) may also be needed. The primary ESFs as

listed will utilize their full ESF specific annex and any supporting agencies and ESFs to implement their portion of the evacuation.

Wise County has pre-identified shelter locations throughout the county. Citizens will be provided transportation, if necessary, to the shelter locations. Transportation resources are identified in ESF # 1. Wise County will identify refuges of last resort as needed, based on the type of event.

Responsibilities:

- Traffic control in the event of an emergency requiring evacuation, in accordance with Highway Laws of Virginia and the policies of the State Highway Commission and any local laws and ordinances;
- Assist in directing and/or moving motorists to shelters or refuges of last resort as an event approaches;
- Coordinate resources and information with state and adjacent jurisdiction law enforcement;
- Provide security for ingress and egress of the evacuated area(s) and for shelters and refuges of last resort;
- Select sites to serve as refuges of last resort and shelters;
- Fulfill sheltering plan as required in response to an evacuation;
- Outreach to citizens on evacuation education pre-event and notification during an event regarding personal evacuation and sheltering plan;
- Recommend policies, procedures, and projects necessary for the implementation of evacuation plans;
- Facilitate training to local agencies and other organizations regarding evacuation plans;
- Coordinate evacuation efforts with external agencies including federal, state, and other localities;
- Disseminate public information through all media types regarding evacuation efforts pre-event, during the event, and post-event; and
- Develop, review and test the evacuation plan, policies, and procedures.

Action Checklist

- Special facilities will be encouraged to develop emergency procedures and evacuation plans for those charged to their care and custody and provide them to the Emergency Manager for comment and review; and
- Citizens will be encouraged to develop household emergency plans that include their pets and any other dependents in all aspects of response including evacuation and sheltering.
- Develop, review and test the evacuation plan. policies and procedures;
- Implement the plan;
- Provide training to agencies and staff on task-appropriate plans, policies and procedures;
- Provide adequate support for evacuation preparedness, planning and response. Report any shortfalls and request needed assistance or supplies;
- Develop and implement the necessary logistical support to carry out emergency tasking. Instruct all departments to maintain an inventory of supplies on hand;
- Select, prepare plans for, and initiate sites to serve as refuges of last resort and/or shelters;
- Develop and implement the necessary mutual aid agreements, sample contracts, and listing of potential resource providers to expedite the procurement of anticipated resource needs for emergency operations; and
- Develop and maintain the necessary measures to protect vital records, critical systems, and essential operations to ensure their uninterrupted continuation during a disaster, as well as to facilitate their full restoration if impacted by the disaster;
- Coordinate information dissemination internally and externally; and

- Insure appropriate recordkeeping such that federal or state disaster assistance can be sought for reimbursement of disaster related expenditures; and
- Assist the Department of Finance in the preparation and submission of disaster assistance applications to the appropriate state and/or federal agencies for reimbursement of disaster related expenditures.

Information Technology Support Annex

Coordinating Agency

GIS/Information Technology

Cooperating Agencies

All

Introduction

Purpose:

This annex describes the framework through which Wise County Information Technology/GIS coordinates with other local agencies, to prepare for, respond to, and recover from emergencies or disasters. It ensures policymakers and responders at all levels receive coordinated, consistent, accurate, and timely technical information, analysis, advice, and technology support.

Scope:

This annex:

- Outlines roles and responsibilities for pre-incident and post-incident technology support;
- Outlines a structure for coordination of technological support and response to incidents; and
- Outlines a process to provide technical recommendations.

Policies:

The underlying principles in coordinating technical support are as follows:

- Planning employs the most effective means to deliver technical support, including the use of resources from the private sector and nongovernmental organizations, and resources owned or operated by local agencies;
- Planning recognizes local and state policies and plans used to deliver and receive technical support.

Concept of Operations

General:

The Information and Technology Office is responsible for technical support and coordinates with other appropriate departments and agencies in response to an actual or potential emergency. Wise County relies heavily upon Wise County GIS and Wise Central to provide E911 locations and mapping capabilities.

Organization:

The Information and Technology Office provides the core coordination for technical support capability. The IT Office works with local and state government, private sector, and nongovernmental organizations that are capable of providing technical information, analysis and advice, and state-of-the-art technology support.

Technology resource identification and standard operating procedures for accessing these resources will be developed using standard protocols. Mission assignments for technical needs are coordinated through ESF #5 – Emergency Management and passed on to the cooperating agencies for support.

Responsibilities

- Orchestrating technical support to the locality;
- Providing short-notice subject-matter expert assessment and consultation services;
- Coordinating the technical operational priorities and activities with other departments and agencies;
- Providing liaison to local Emergency Operations Center (EOC);
- In coordination with responsible agencies and when deemed appropriate, deploying emerging technologies; and
- Executing contracts and procuring technical support services consistent with policies and procedures of the Finance Department.

“Family” Assistance Operations – Resources and References

Department of Justice - Office for Victims of Crime

Providers/Community Leaders – Domestic Terrorism and Mass Violence

https://www.ovc.gov/providers/domestic_terrorism.html

Federal Bureau of Investigation – Victim Services

<https://www.fbi.gov/resources/victim-services>

National Transportation Safety board – Transportation Disaster Assistance

<https://www.nts.gov/tda/Pages/default.aspx>

Virginia Department of Criminal Justice Services – crime reporting

<https://www.dcjs.virginia.gov/victims-services/report-campus-local-emergency>

Virginia Victims Fund

<http://virginiavictimsfund.org/>

Virginia 2-1-1

<https://211virginia.org/consumer/index.php>

Virginia Hospital Alerting and Status System

<http://info.vhha-mci.org/>

Virginia Funeral Directions Association disaster Preparedness Committee

<http://www.vfda.net/disaster-preparedness/>

Family Assistance Operations Planning Tool – A collaborative approach to jurisdictional plan development

<http://bit.ly/FACplanningtool>

- ❖ National Capital Region Family Assistance Center Planning Template and Guidance Document
- ❖ Department of Justice Mass Fatality Incident Family Assistance Operations
- ❖ Commonwealth of Virginia Family Assistance Center Plan (2012)
- ❖ Loudoun County, Virginia Family Assistance Center Plan – 2019
- ❖ District of Columbia Family Assistance Center (FAC) Plan – 2019

“Family” Assistance Operations – Resources and References

- ❖ City of Philadelphia Family Assistance Services Plan
- ❖ Seattle King County Mass Fatality and Family Assistance Center
- ❖ City of New York Family Assistance Center (FAC) Plan
- ❖ Chatham County Emergency Operations Plan ESF-08 Annex Family Assistance Center
- ❖ Department of Health & Human Services ASPR Technical Resources, Assistance Center, and Information Exchange: Tips for Healthcare Facilities: Assisting Families and Loved Ones after a Mass Casualty Incident, August 2018
- ❖ Los Angeles County Family Information Center Planning Guide for Healthcare Entities
- ❖ Response to the Terrorist Attack on the Pentagon: pentagon Family Assistance Center (PFAC) After Action Report
- ❖ Rescue, Response, and Resilience A critical incident review of the Orlando public safety response to the attack on the Pulse Nightclub
- ❖ A Day Like No Other A Case Study of the Vegas Mass Shooting Nevada Hospital Association 2018
- ❖ Mass Shootings at Virginia Tech Report of the Review Panel presented to Governor Kaine Commonwealth of Virginia
- ❖ Department of Justice *Mass Fatality Incident Family Assistance Operations*
- ❖ Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule: A Guide for Law Enforcement

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