

HAMPTON VA



Emergency Operations Plan 2022

Promulgation Statement

This plan, herein entitled the *City of Hampton Emergency Operations Plan 2022* (Plan), was developed under the authority granted by the Commonwealth of Virginia Emergency Services and Disaster Laws of 2000, Title 44, as amended and is consistent with the National Incident Management System as implemented in the National Response Framework updated in 2016.

As City Manager and Director of Emergency Management, it carries my full approval and support.

The Coordinator of Emergency Management and appropriate city department heads are responsible for the maintenance of this Plan. Additionally, maintenance of certain parts of this Plan requires support and guidance from the Commonwealth of Virginia, Department of Emergency Management (VDEM) and the Federal Emergency Management Agency (FEMA). The Coordinator of Emergency Management will serve as liaison to these entities and help to facilitate their participation.

Recipients of this Plan should review it or the appropriate parts periodically, at least annually, and notify the Office of Emergency Management, in writing, of any appropriate changes required to maintain the Plan current and viable.

The Office of Emergency Management is directed to review and publish changes annually, if not required more frequently, and to ensure that all recipients of this Plan receive the changes.

This Plan will become effective on the date of signing and will remain in full force and effect until amended or rescinded. Each recipient of this Plan will complete the Record of Distribution and forward it to the Office of Emergency Management for filing.

This Plan supersedes the City of Hampton Emergency Operations Plan, dated August 8, 2018.

Given under my hand this August 10, 2022.

Mary B. Bunting
City Manager,
Director of Emergency Management

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DRAFT

Record of Changes

Change Number	Date of Change	Page or Section Changed	Summary of Change	Person Authorizing Change
1		Basic Plan-1	Updated with new Promulgation Statement	HW
2		Entirety of Plan	Corrected typographical and formatting errors	HW
3	9/14/2021	Basic Plan – 29, 32	Added pandemics to hazards	HW
4	9/14/2021	Basic Plan – 16, 19	Updated Code of Virginia to reference to <i>Code of Virginia, § 44-146.13 to 44-146.29:3</i>	HW
5	9/14/2021	Basic Plan – 32	Added to Purpose section “The purpose of this plan is to direct actions intended to preserve life and protect property from further destruction in the event of an emergency.”	HW
6	9/20/2021	Basic Plan – 32-33	Added Figure 1 Community Lifelines and included information on 7 community lifelines	HW
7	9/14/2021	Basic Plan - 33	Added “to include that ensuring that plans are equitably applied in meeting needs of minorities and vulnerable communities”	HW
8	9/14/2021	Basic Plan- 35	Updated demographics	HW
9	9/21/2021	Basic Plan – 37	Added community lifelines are interdependent and depend on businesses to restore services	HW

Record of Changes (continued)				
10	9/14/2021	Basic Plan - 37	Added unaccompanied minors and those with limited English proficiency to vulnerable groups needing all-inclusive services	HW
11	9/21/2021	Basic Plan – 42	Added to private sector responsibilities to coordinate with emergency management to assess cross-sector interdependencies to identify obstacles to meeting survivor needs and support prompt restoration of community lifelines.	HW
12	9/15/2021	Basic Plan – 37, 43, 47	Changed special needs to access and functional needs	HW
13	9/15/2021	Basic Plan – 49	Added contact information for Hampton Victim Witness Coordinator and Department of Criminal Justice Services and Virginia Criminal Injuries Compensation Fund with link to reporting form	HW
14	9/15/2021	Basic Plan - 52	Added Wireless Emergency Alerts (WEA) to Dissemination of Warnings and Bulletins	HW
15	9/15/2021	Basic Plan – 52	Changed Reverse 911 to emergency notification system	HW
16	9/21/2021	Basic Plan – 57	Added long-term housing to Recovery Actions section	HW

Record of Changes (continued)				
17	8/10/2022	Basic Plan – 61-62	Replaced Council Resolution adopting 2022 EOP	HW
18	9/20/2021	Basic Plan – 63	Updated Glossary of Key Terms	HW
19	9/21/2021	Basic Plan – 72	Updated edition numbers of Authorities and References	HW
20	9/21/2021	Basic Plan – 74	Added to Matrix of Responsibilities Support Agencies ESF 1 Fire and ESF 3 Extension Services	HW
21	7/27/2022	Basic Plan – 81	Edited Declaration of Emergency to include City Council Resolution 20-0122 to Assistant City Managers	HW
22	7/27/2022	Basic Plan – 82	Added Termination of Local Emergency	HW
23	7/27/2022	Basic Plan – 83	Edited Sample Declaration of Local Emergency	HW
24	9/21/2021	Basic Plan - 84	Removed Mutual Aid agreement with James City County for Surry and major hurricanes	HW
25	8/30/2021	ESF 1 – Transportation - 89	Removed emergencies at Surry Power Station and added emergencies in the City of Hampton	HW
26	8/30/2021	ESF-1 Transportation - 92	Added Organizational Roles and Responsibilities for Fire Division and Hampton Roads Transit	HW
27	8/31/2021	ESF-2 Communication - 94	Removed “During a major disaster additional phone lines may be installed in the EOC.”	HW

Record of Changes (continued)				
28	8/31/2021	ESF -2 Communications – 95	Added Wireless Emergency Alert as a notification mechanism	HW
29	8/31/2021	ESF-2 Communications - 96	Removed Reverse 911 and added emergency notification system	HW
30	8/31/2021	ESF-2 Communications – 97	Removed under Emergency Management “If 311 is overwhelmed with calls the EMC can activate the public information lines to handle overflow calls.”	HW
31	9/14/2021	ESF-3 Public Works and Engineering – 113, 119	Changed Peninsula Health District to Hampton & Peninsula Health Districts	HW
32	9/13/2021	ESF-4 Fire Fighting – 125	Updated Fire staffing and equipment resources	HW
33	8/31/2021	ESF-5 Emergency Management - 128	Removed Public Information Line personnel and added Public Information Officer personnel	HW
34	8/31/2021	ESF-5 Emergency Management - 129	Added to Preparedness Operations all-hazard plans “contain provisions to ensure that plans are applied equitably and that the needs of minorities and vulnerable communities are met during emergencies.”	HW
35	8/31/2021	ESF-5 Emergency Management – 130	Removed Set up Public Information lines and added “Coordinate with the 311 Center to provide information to the	HW

			public when the EOC is activated.”	
Record of Changes (continued)				
36	8/31/2021	ESF-5 Emergency Management - 131	Removed regional WebEOC and added regional Hampton Roads Common Operating Picture Dashboard for maintaining regional situational awareness.	HW
37	9/1/2021	ESF 5 Emergency Management – 131	Removed from Organizational Roles Emergency Management “Decide if Public Information Lines are needed.”	HW
38	9/1/2021	ESF 5 Emergency Management - 132	Changed Marketing Inc. to Marketing & Outreach	HW
39	9/1/2021	ESF 5 Emergency Management - 133	Added to the All City Departments section “Review plans annually and provide updates to OEM to include ensuring that plans are applied equitably and that the needs of minority and vulnerable communities are met during emergencies.”	HW
40	9/1/2021	ESF 5 Emergency Management - 135	Updated Emergency Management Contact List	HW
41	5/18/2022	ESF 6 Mass Care, Housing, Human Services - 139	Removed Memorandum of Understanding between the City of Hampton and the American Red Cross	HW

Record of Changes (continued)				
42	5/18/2022	ESF 6 Mass Care, Housing, Human Services - 139	Added "In the event the local health district is not represented at a shelter, other medical personnel such as school nurses or EMS personnel may assist with the provision of medical services."	HW
43	5/18/2022	ESF 6 Mass Care, Housing, Human Services - 140	Added Fire may request mutual aid from regional or state partners to monitor and decontaminate patients	HW
44	5/18/2022	ESF 6 Mass Care, Housing, Human Services - 141	Added School nurses may also provide medical care at the shelter	HW
45	5/18/2022	ESF 6 Mass Care, Housing, Human Services - 141	Added Hampton Fire will provide transportation for shelter trailers.	HW
46	5/18/2022	ESF 6 Mass Care, Housing, Human Services - 141	Changed EWA Phoenix to "an automated registration system provided by VDEM/VDSS	HW
47	5/18/2022	ESF 6 Mass Care, Housing, Human Services - 143	Changed Preparedness - Designate shelters or Refuges of Last Resort; verify maximum capacities for each shelter based on general population, functional needs and socially distanced populations	HW
48	5/18/2022	ESF 6 Mass Care, Housing, Human Services - 145	Added to DSS responsibilities "Maintain financial records and forward to the Finance Section Chief."	HW

Record of Changes (continued)				
49	5/18/2022	ESF 6 Mass Care, Housing, Human Services - 146	Added HRHA responsibilities "Assist displaced residents of HRHA managed properties and residents of Section 8 vouchers with locating long-term housing."	HW
50	5/18/2022	ESF 6 Mass Care, Housing, Human Services - 147	Added Concepts of Operations Points of Distribution section and moved POD information from Concepts of Operations Sheltering	HW
51	5/18/2022	ESF 6 Mass Care, Housing, Human Services - 147	Removed POD operational information to stand-alone document.	HW
52	5/18/2022	ESF 6 Mass Care, Housing, Human Services - 148	Changed Tab 1 to ESF 6 Shelter Locations and Resources to update Table 11 for new shelter Tier 1 and Tier 2 shelters, shelter capacities and added West Hampton Community Center and Hines Middle School NN to Tier 2 shelters. Removed Kraft, Forrest and Tucker-Capps from shelter list.	HW
53	5/18/2022	ESF 6 Mass Care, Housing, Human Services - 149	Moved Recommended Shelter Staffing chart to Tab 2 to ESF 6	HW
54	5/18/2022	ESF 6 Mass Care, Housing, Human Services - 150	Changed number to Tab 3 Refuge of Last Resort Concept of Operation	HW
55	5/18/2022	ESF 6 Mass Care, Housing, Human Services - 151	Changed number to Tab 4 Service Animal Guidance	HW

Record of Changes (continued)				
56	5/18/2022	ESF 6 Mass Care, Housing, Human Services - 152	Changed number to Tab 5 Functional Needs and Special Services Awareness; edited	HW
57	5/18/2022	ESF 6 Mass Care, Housing, Human Services – 153	Changed number to Tab 6; updated Table 12 to remove Day Care Centers and Private Schools, Changed Nursing Homes and Assisted Living Facilities to Table 12 and Mobile Homes to Table 13	HW
58	5/18/2022	ESF 6 Mass Care, Housing, Human Services – 155-158	Changed number to Tab 7 Information of City of Hampton Points of Distribution (POD) Operations and updated table numbers to 14 POD Equipment and Supply Requirements, Table 15 POD Positions, and Table 16 Recommended Commodities Distributed	HW
59	5/18/2022	ESF 6 Mass Care, Housing, Human Services - 159	Removed Tab 17 POD Locations	HW
60	9/1/2021	ESF 7 Resource Support - 160	Added to General – “Distribution plans will be applied equitably to ensure the needs of minorities and vulnerable communities are met during emergencies”.	HW
61	9/1/2021	ESF 8 Public Health and Medical Services - 164	Added to Scope “Promoting health equity by identifying and prioritizing resources and decision points impacting marginalized and at-risk individuals and communities”.	HW

Record of Changes (continued)				
62	9/13/2021	ESF 8 Public Health and Medical Services – 167-170	Changed name from Peninsula Health Department and Health Department to “Hampton and Peninsula Health Districts”	HW
63	9/1/2021	ESF 8 Public Health and Medical Services - 168	Added to Organizational Roles and Responsibilities Hampton and Peninsula Health Districts “Identify and prioritize resources and decision points impacting marginalized and at-risk individuals and communities.”	HW
64	9/13/2021	ESF 8 Public Health and Medical Services -168	Changed nursing homes and assisted living facilities to “long term care”	HW
65	9/13/2021	ESF 9 Search and Rescue – 174	Edited types of alerts to include Amber, Senior, Critically Missing Adult, Endangered Child, and Missing Person with Autism	HW
66	9/1/2021	ESF 9 Search and Rescue - 175	Added Notify DSS is suspected abuse or neglect of child and is search involves a missing child	HW
67	9/13/2021	ESF 11 Agriculture and Natural Resources – 180, 183	Changed name of Health Department to Hampton and Peninsula Health Districts	HW
68	9/1/2021	ESF 13 Public Safety and Security - 192	Changed named to Office of the Chief Medical Examiner	HW
69	9/1/2021	ESF 13 Public Safety and Security - 194	Changed Majors to Assistant Chiefs; added Sheriff Office personnel and equipment	HW

Record of Changes (continued)				
70	9/7/2021	ESF 14 Long Term Community Recovery and Mitigation – 218, 221	Changed the name of State agency from Department of Mental Health and Mental Retardation to Department of Behavioral Health & Developmental Services	HW
71	9/7/2021	ESF 14 Long Term Community Recovery and Mitigation – 195-222	Major update of section to include new support departments, short-term recovery and long-term recovery. Changed the name of State agency to Department of Emergency Management	HW
72	9/7/2021	ESF 15 External Affairs-225	Added Wireless Emergency Alert Integrated Public Alert and Warning System (IPAWS) to public notification methods	HW
73	9/7/2021	ESF 15 External Affairs - 226	Changed from 7 digit to 10-digit contact number for 311 Call Center on all press releases.	HW
74	9/7/2021	ESF 17 Volunteer and Donations Management – 234	Added Organizational Roles and Responsibilities for Parks, Recreation and Leisure Services, Economic Development, Social Services, Human Resources and Citizens Unity Commission	HW
75	9/27/2021	Support Annexes – 237	Changed name from Peninsula to Hampton Roads Hazard Mitigation Plan	HW
76	10/19/2021	Animal Care and Control Support Annex - 239	Added Social Services as an additional Coordinating Agency	HW

Record of Changes (continued)				
77	10/19/2021	Animal Care and Control Support Annex - 239	Added Emergency Management will coordinate Fire towing the pet shelter trailer.	HW
78	10/19/2021	Animal Care and Control Support Annex - 240	Changed CART to DSS/CART throughout annex	HW
79	10/19/2021	Animal Care and Control Support Annex - 240	Added that DSS will designate a Pet Shelter Supervisor	HW
80	10/19/2021	Animal Care and Control Support Annex - 251	Split forms in Tab 2 of annex into additional tabs. Tab 2 CART Equipment and Supplies	HW
81	10/19/2021	Animal Care and Control Support Annex - 253	Added Tab 3 Animal Care Schedule	HW
82	10/19/2021	Animal Care and Support Annex - 256	Added Tab 4 Registration Forms	HW
83	10/19/2021	Animal Care and Support Annex - 261	Added Tab 5 Animal Intake/Release Form	HW
84	11/2/2021	Debris Management Support Annex- 275	Added estimates of 200,000 cubic yards of debris may receive USACE mission assignment	HW
85	11/2/2021	Debris Management Support Annex – 280	Added Debris Contractor Oversight Team task to monitor contractor to ensure complying with safety standards during operations	HW
86	11/2/2021	Debris Management Support Annex – 299-303	Added Tab 9 Health and Safety Strategy	HW
87	2/14/2022	Evacuation Support Annex - 305-340	Complete revision of Evacuation Support Annex	HW
88	6/3/2022	Family Assistance Center Support Annex - 343	Added "Refer to the Peninsula Regional FAC Plan for additional local and regional FAC plans.	HW

Record of Changes (continued)				
89	6/3/2022	2022 Hampton Roads Hazard Mitigation Plan - 357	Changed date to new 2022 Hampton Roads Hazard Mitigation Plan	HW
90	11/24/2021	Volunteer and Donations Management Support Annex- 363	Added that donations management process will be organized and coordinated to ensure equitable access to necessary quantities of goods and services.	HW
91	11/24/2021	Volunteer and Donations Management Support Annex- 364	Added "The Community Development Department will designate a Volunteer and Donations Manager."	HW
92	12/9/2021	Worker Safety and Health Support Annex - 370	Changed Safety Officers to Safety Coordinators	HW
93	2/07/2022	Aircraft Incident Annex – 376-377	Changed name to Joint Base Langley-Eustis; added projected flights; Public Works for traffic	HW
94	2/22/2022	Extreme Temperature Incident Annex 391-395	Moved heat and cold exposure information to Tabs at end of annex. Parks- Bluebird Gap Farm	HW
95	2/22/2022	Flooding Incident Annex - 396	Added Cooperating Agencies- Social Services, City Manager, Hampton & Peninsula Health District, Schools, Marketing & Outreach, Parks, Virginia Extension Service, Assessor's Office, Information Technology, Human Resources, Conventions & Visitors Bureau and Finance	HW

Record of Changes (continued)				
96	2/22/2022	Flooding Incident Annex - 396	Added nor'easter information	HW
97	2/22/2022	Flooding Incident Annex – 396	Added wind-driven tide information	HW
98	2/22/2022	Flooding Incident Annex – 397	Added reference to the Evacuation Support Annex for evacuation considerations.	HW
99	2/22/2022	Flooding Incident Annex – 397	Added in General – Social Services will conduct outreach to their clients in flood-prone complexes.	HW
100	2/22/2022	Flooding Incident Annex – 398	Added in Organization – “In the event that the City Manager unable to carry out her/his duties, reference the Basic Plan Section XII Succession of Authority.”	HW
101	2/22/2022	Flooding Incident Annex – 398	Added to prepare for high water operations by ensuring high water vehicles and jon boats are operational and assess need for Swift Water Rescue assets.	HW
102	2/22/2022	Flooding Incident Annex – 398	Added to Response Phase “Assess risk from contaminated drinking water and untreated sewage”.	HW
103	2/22/2022	Flooding Incident Annex – 398	Added to Response Phase to “Remove debris to open evacuation routes and roadways to critical facilities and affected neighborhoods.”	HW
104	2/22/2022	Flooding Incident Annex – 398	Added to Recovery Operations to “Establish points of distribution for supplies as appropriate.”	HW

Record of Changes (continued)				
105	2/22/2022	Flooding Incident Annex – 398	Added to Recovery Operations to “Coordinate and conduct recovery operations.”	HW
106	2/22/2022	Flooding Incident Annex – 398	Added to Recovery Operations to “Initiate process of debris removal and disposal.”	HW
107	2/22/2022	Flooding Incident Annex – 399-402	Added Organizational Roles and Responsibilities for Coordinating and Cooperating Agencies	HW
108	2/22/2022	Flooding Incident Annex – 403	Added to Flooding Incident Annex Tab 1 Areas Subject to Flooding additional streets prone to flooding.	HW
109	2/14/2022	Hurricane Incident Annex - 405	Added Saffir-Simpson Wind Scale	HW
110	2/14/2022	Hurricane Incident Annex- 406	Added storm surge information and Storm Surge Inundation map	HW
111	2/14/2022	Hurricane Incident Annex - 407	Added MEOW water surface elevations	HW
112	2/14/2022	Hurricane Incident Annex - 408	Updated Hurricane Evacuation Zones	HW
113	2/14/2022	Hurricane Incident Annex – 409	Added to refer to the Evacuation Support Annex for additional evacuation information.	HW
114	2/14/2022	Hurricane Incident Annex - 409	Added City Manager is responsible for making evacuation decision in life-threatening hurricane situations.	HW
115	2/14/2022	Hurricane Incident Annex – 409	Added Succession of Authority information	HW

Record of Changes (continued)				
116	2/14/2022	Hurricane Incident Annex – 411	Added to Roles and Responsibilities City Manager responsibilities	HW
117	2/14/2022	Hurricane Incident Annex – 411	Added to Roles and Responsibilities Hampton and Peninsula Health District to direct testing of drinking water for purity in flooded areas.	HW
118	2/14/2022	Hurricane Incident Annex - 412	Added to Public Works responsibilities to keep evacuation routes clear for emergency vehicles, secure public buildings to protect against wind and water damage, relocate public vehicles to higher ground, keep sanitary sewer pumps operational using emergency power and pumps, keep traffic signals operational using emergency power.	HW
119	2/14/2022	Hurricane Incident Annex - 412	Added monitor social media and coordinate information release with City Manager/EM Coordinator	HW
120	2/14/2022	Hurricane Incident Annex - 413	Added evacuation of Bluebird Gap Farm to Parks and Recreation’s responsibilities	HW
121	2/14/2022	Hurricane Incident Annex - 414	Added coordinating food and supply purchase for the EOC to Convention and Visitor’s Bureau responsibilities	HW
122	2/14/2022	Hurricane Incident Annex - 415	Updated Tab 1 Evacuation Zones	HW

Record of Changes (continued)				
123	3/8/2022	Mass Casualty Incident Annex - 418	Changed name of Peninsula Health Department to Hampton and Peninsula Health District	HW
124	3/8/2022	Mass Casualty Incident Annex - 418	Added incident priorities and mass casualty incident goals	HW
125	3/8/2022	Mass Casualty Incident Annex - 419	Updated Table 40 and changed name to Mass Casualty Levels	HW
126	3/8/2022	Mass Casualty Incident Annex - 421	Added to Response section notification of Victim Department of Criminal Justice Services if mass casualty victims meet definition of victim of crime in state code.	HW
127	3/8/2022	Mass Casualty Incident Annex - 422-425	Updated MCI Transportation Unit information, added Disaster Medical Response Unit information, added Medical Rapid Access Transport Unit and ATV information	HW
128	2/16/2022	Mass Fatality Incident Annex - 426	Added Sheriff's Office as a coordinating agency	HW
129	2/16/2022	Mass Fatality Incident Annex- 426	Added natural disease event- pandemic influenza to incident types	HW

Record of Changes (continued)				
130	2/16/2022	Mass Fatalities Incident Annex - 430-435	Added Concept of Operations-Pandemics, Storage of Remains, Actions, and Response Operations to annex related to pandemic response -	HW
131	3/29/2022	Radiological Emergency Response Incident Annex - 439	Updated Radiological Emergency Response Incident Annex June 2022	HW
132	4/26/2022	Repatriation Incident Annex - 441	Added types of facilities used for ports of entry and identified Dulles International Airport as designated main port of entry for Virginia with Department of Defense ports of entry as secondary	HW
133	4/26/2022	Repatriation Incident Annex - 441	Added definition of types of repatriates and Customs and Border Patrol and Centers for Disease Control screening process	HW
134	4/26/2022	Repatriation Incident Annex - 441	Added federal government reimbursement process for State and localities	HW
135	4/26/2022	Repatriation Incident Annex - 442	Added definition of temporary assistance during repatriation process	HW
136	4/26/2022	Repatriation Incident Annex - 442-445	Added Services section for services provided during repatriation	HW
137	4/26/2022	Repatriation Incident Annex - 445	Added Hampton Roads Convention Center as possible repatriation center site	HW
138	4/26/2022	Repatriation Incident Annex - 445	Added bank cards as potential source of payment to repatriates	HW

Record of Changes (continued)				
139	4/26/2022	Repatriation Incident Annex – 447	Added assist with volunteers and donations management to Social Services responsibilities	HW
140	4/26/2022	Repatriation Incident Annex – 449	Added Hampton Roads Convention Center responsibilities	HW
141	4/26/2022	Repatriation Incident Annex – 452	Added Tab 2 Hampton Roads Convention Center Layout	HW
142	5/2/2022	Terrorism Incident Law Enforcement Annex and Investigation Annex – 456	Added complex coordinated attacks, independent lone actors and domestic violent extremism, cyberattacks and ransomware to terrorism threats	HW
143	5/2/2022	Terrorism Incident Law Enforcement Annex and Investigation Annex – 457	Added port security to terrorism vulnerability	HW
144	5/2/2022	Terrorism Incident Law Enforcement Annex and Investigation Annex – 459	Added cyberterrorism threat from foreign adversaries as a terrorism threat	HW
145	5/2/2022	Terrorism Incident Law Enforcement Annex and Investigation Annex – 460	Added Chief Information Officer as lead/Incident Commander for cybersecurity and ransomware incidents	HW
146	5/2/2022	Terrorism Incident Law Enforcement Annex and Investigation Annex – 473-474	Added Tab 1 Threat of Terrorism section for domestic violent extremism threat actors	HW

Record of Changes (continued)				
147	5/2/2022	Terrorism Incident Law Enforcement Annex and Investigation Annex – 476-477	Added to Threat Actors Section to Tab 1 Concept of Operations section to include wildfires in incendiary incidents, changed improvised explosive devices and vehicle-borne improvised explosive device sections	HW
148	5/2/2022	Terrorism Incident Law Enforcement Annex and Investigation Annex – 478-479	Added to Concepts of Operations section active shooter/hostile events, vehicle-borne attacks, unmanned aerial systems and cyber attacks	HW
149	5/2/2022	Terrorism Incident Law Enforcement Annex and Investigation Annex – 480	Added Tab 2 Incident Indications and First Responder Concerns active shooter/hostile events and cyber attacks	HW

Record of Distribution

Group	Agency/Department	Title of Recipient	How Distributed (electronic or hard-copy)
City of Hampton	311 Citizen Contact Center	311 Supervisor	Electronic Copy
City of Hampton	911 Communications Center	911 Manager	Electronic Copy
City of Hampton	Animal Control	Deputy Manager	Electronic Copy
City of Hampton	Assessor of Real Estate	City Assessor	Electronic Copy
City of Hampton	City Attorney's Office	City Attorney	Electronic & Hard
City of Hampton	City Manager's Office	City Manager	Electronic & 4 Hard Copies
City of Hampton	Comm. of the Revenue	Commissioner	Electronic Copy
City of Hampton	Community Development	Director	Electronic Copy
City of Hampton	Convention & Visitor Bureau	Director	Electronic Copy
City of Hampton	Economic Development	Director	Electronic Copy
City of Hampton	Emergency Management	Coordinator	Hard Copy
City of Hampton	Finance	Director	Electronic Copy
City of Hampton	Fire & Rescue	Chief	Electronic Copy
City of Hampton	Hampton Coliseum	Director	Electronic Copy
Private Partner	Hampton Roads Convention Center	General Manager	Electronic Copy
Commonwealth of VA	Health Department	Director	Electronic Copy
City of Hampton	Human Resources	Director	Electronic Copy
City of Hampton	Information Technology	Chief Information Officer	Electronic Copy
City of Hampton	Libraries	Director	Electronic Copy
City of Hampton	Marketing & Outreach	Comm Strategist	Electronic Copy
City of Hampton	Parks & Recreation	Director	Electronic Copy
City of Hampton	Police	Chief	Electronic Copy
City of Hampton	Procurement	Deputy Director	Electronic Copy
City of Hampton	Public Works	Director	Electronic Copy
City of Hampton	Risk Management	Risk Manager	Electronic Copy
City of Hampton	Schools	Superintendent	Electronic Copy
City of Hampton	Sheriff's Office	Sheriff	Electronic Copy
City of Hampton	Social Services	Director	Electronic Copy
City of Hampton	Treasurer's Office	Treasurer	Electronic Copy
Commonwealth of VA	Virginia Cooperative Extension	Unit Coordinator	Electronic Copy

Hampton, Virginia's

Emergency Operations Plan

Basic Plan

2022

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DRAFT

Preface

The City of Hampton (the “City”) is vulnerable to a variety of hazards such as hurricanes, storm surge, flooding, northeasters, winter storms, thunderstorms, tornadoes, earthquakes, wildfires, hazardous materials incidents, aircraft crashes, oil spills, nuclear attack, radioactive materials accidents, resource shortages, pandemics and terrorism. To respond effectively to any emergency of a size or complexity beyond routine response systems, it is critical that all Hampton 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 Hampton’s Emergency Operations Plan (“EOP”). The *Commonwealth of Virginia Emergency Services and Disaster Law of 2000 (Code of Virginia, § 44-146.13 through § 44-146.29:3)* requires that state and local governments develop and maintain current EOPs in order to be prepared for such events.

In the event an incident exceeds local emergency response capabilities, outside assistance is available, either through mutual support agreements with 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.

The City’s EOP was developed by using the Virginia Department of Emergency Management EOP template and the FEMA *Comprehensive Preparedness Guide 101*, researching other EOPs, and including findings from the Hampton Roads Hazard Mitigation Plan.

The City’s EOP consists of a Basic Plan followed by the Emergency Support Functions, Support Annexes, Incident Annexes and Partner Guides.

The Basic Plan, using an all-hazards approach to incident management, describes the concepts and structures of response and recovery operations, identifies agencies with essential (primary) and support emergency management functions, and assigns emergency prevention, preparedness, response and recovery duties and responsibilities to departments and agencies. The Basic Plan includes the Hampton City Council’s executive order that promulgates the entire City of Hampton, Virginia’s Emergency Operations Plan (“EOP”).

Emergency Support Functions (“ESFs”) provide the structure for City’s interagency emergency operations in support of disaster-affected localities. ESF annexes describe the roles and responsibilities for City departments and agencies and non-governmental organizations (“NGOs”), such as the American Red Cross and Peninsula Voluntary Organizations Active in Disasters (VOAD), as ESF coordinators or as primary or support

agencies. The plan identifies 17 emergency support functions, assigns primary and support agencies and organizations for each function, and explains in general terms how the City will organize and implement those functions. ESF-5: Emergency Management is the leading command and control function for any activation that requires incident command, unified command, or multi-agency coordination within the Emergency Operations Center (EOC) or other command and coordination location or operation.

Each ESF is comprised of a coordinator and primary and support agencies. The *National Response Framework (the "NRF")* identifies primary agencies on the basis of authorities, resources, and capabilities. Support agencies are assigned based on resources and capabilities in a given functional area. The resources provided by the ESFs are consistent with resource-typing categories identified in the *National Incident Management System*.

ESFs may be selectively activated for both *Stafford Act* and non-*Stafford Act* incidents under circumstances as defined in Homeland Security Presidential Directive 5 (HSPD-5). Not all incidents occurring in the City require activation of all ESFs. The EOC can deploy assets and capabilities through ESFs into an area in anticipation of an approaching storm or event that is expected to cause a significant impact. This coordination through ESFs allows the City to position extra support for a quick response. ESFs deliver a broad range of technical support and other services at the local level. The ESFs plan and support response activities. ESFs provide staff to support the incident command sections for operations, planning, logistics, and finance/administration, as requested. The incident command system enables the ESFs to work collaboratively.

To support an effective response, all ESFs are required to have both strategic and more-detailed operational plans that include all participating organizations and engage the private sector and NGOs as appropriate. The ongoing support, coordination, and integration of ESFs and their work are coordinated by the Office of Emergency Management (OEM).

Support Annexes address those functions that are applicable to every type of incident and that provide support for all ESFs. They describe the framework through which City departments and agencies, volunteer organizations and NGOs coordinate and execute the common functional processes and administrative requirements necessary to ensure efficient and effective incident management.

Incident Annexes address contingency or hazard situations requiring specialized application of the EOP. They describe policies, situations, concepts of operations and responsibilities pertinent to incidents such as hurricanes, acts of terrorism or nuclear/radiological emergencies.

Plan Maintenance

The coordination of planning and the compatibility of plans at the local, state and federal levels, are critical elements in the City's emergency management program. All incidents are local; however, an effective response from other local jurisdictions in the Hampton Roads region, state and federal agencies depends on compatible structures and resources and scalable plans. The maintenance of this plan is the responsibility of the OEM. The EOP may be updated, improved based on lessons learned, and republished following an actual or threatened emergency situation. In the absence of such a situation,

it will be updated annually, after a training exercise or drill, as needed. The Emergency Management Coordinator will have the EOP readopted every 4 years (See Virginia's *Emergency Services and Disaster Law*, Code of Virginia §44-146.19, as amended).

Funding assistance for the maintenance of state and local EOPs is provided by the Commonwealth of Virginia and the U.S. Department of Homeland Security (DHS). All planning is conducted in accordance with guidance provided by DHS. Emergency operations at the state and local level are compatible with the *NRF*. In the event of a major disaster, federal manpower and resources will be available to augment and supplement state and local emergency operations. During short-term and long-term recovery, additional federal support will be provided to affected local governments and individuals to assist them in the recovery process.

The *National Incident Management System (NIMS)* is a companion document that provides standard command and management structures that apply to response activities. This system provides a consistent, nationwide template to enable Federal, State, tribal, and local governments, the private sector, and NGOs to work together to prepare for, prevent, respond to, recover from, and mitigate the effects of incidents regardless of cause, size, location, or complexity. This consistency provides the foundation for utilization of the *NIMS* for all incidents, ranging from daily occurrences to incidents requiring a coordinated Federal response.

Introduction

The EOP of the City of Hampton (the “City”) is an all-discipline, all-hazards plan that establishes a single, comprehensive framework for the management of city incidents. It provides the structure and mechanisms for the coordination of state support to impacted local governments and affected individuals and businesses. It is compatible with the *National Response Framework (NRF)* and provides the structure for coordinating with the federal government in the delivery of federal disaster assistance. The EOP assists the City with its preparedness mission of preventing or reducing the threat of terrorist attacks within the City; reducing the vulnerability to all natural and manmade hazards; and minimizing the damage and assisting in the recovery from any type of incident that occurs.

This document explains the common discipline and structures that have been exercised and matured at the local, tribal, state, and national levels over time. Most importantly, it builds upon the *NIMS* which provides a consistent template for managing incidents.

A. Purpose

The Basic Plan establishes the legal and organizational basis for operations in Hampton to effectively respond to and recover from all-hazards disasters and/or emergency situations and to comply with the *Commonwealth of Virginia Emergency Services and Disaster Laws of 2000 as amended (Code of Virginia, § 44-146.13 to 44-146.29:3)*. The purpose of this plan is to direct actions intended to preserve life and protect property from further destruction in the event of an emergency. Hampton’s EOP assigns broad responsibilities to city agencies and support organizations for disaster prevention, preparedness, response, and recovery. These responsibilities are generally extensions of normal, day-to-day functions involving the same personnel and material resources. It also provides the framework within which more detailed emergency plans and procedures can be developed and maintained by both state agencies and local governments. Supporting plans for all-hazards disasters set forth the concepts and procedures whereby the City can effectively apply available resources to ensure that casualties and property damage will be minimized and restoration of essential services will be conducted as soon as possible following an emergency or disaster situation.

To ensure the City’s capability to implement this plan, each agency tasked with essential emergency management responsibilities, as identified in this Basic Plan or any Incident Annex, shall develop a continuity of operations plan (COOP) that identifies the critical and time-sensitive missions, applications, processes, and functions to be recovered and continued in an emergency or disaster; including alternate operating capabilities. Agency’s functions critical to the City’s emergency response and recovery operations shall have priority for protection and restoration.

Prioritized Stabilization of Community Lifelines

Stabilizing community lifelines is the primary effort during response to lessen threats and hazards to public health and safety, the economy, and security. A community lifeline enables continuous operation of critical government and business functions and is essential to human health and safety or economic security.

The seven community lifelines represent only the most basic services a community relies on and which, when stable, enable all other activity within the community. The seven community lifelines are: Safety and Security; Food, Water, Shelter; Health and Medical; Energy (Power & Fuel); Communications; Transportation; and Hazardous Materials.



Figure 1. Community Lifelines

The lifelines are designed to enable emergency managers, infrastructure owners and operators, and other partners to analyze the root cause of an incident impact and then prioritize and deploy resources to effectively stabilize the lifeline.

B. Scope and Applicability

This plan applies to the City's departments, agencies, and partner organizations and agencies that have identified roles and responsibilities within the plan. It also provides a hazard analysis and risk assessment and applies to all identified types of hazards that are likely to cause an emergency situation within the City.

Hampton's EOP coordinates with the *NRF* structure for implementing nationwide response policy and operational coordination for all types of domestic incidents. It can be partially or fully implemented in the context of a threat, in anticipation of a significant event, or in response to an incident. Selective implementation allows for a scaled response, delivery of the resources needed, and an appropriate level of coordination. Response must be quickly scalable, flexible, and adaptable.

The EOP works to anticipate the needs that the jurisdiction might experience during an incident and provides guidance across city departments, agencies, and response organizations for an overall emergency response system by describing:

- The concept of operations and legal authority for emergency operations within the City;
- How the interaction between the City and regional, state, and federal authorities is managed;
- How the interaction between the City and its private partner organizations (hospitals, non-governmental emergency organizations and others) is managed during emergencies;
- How to handle and manage needs with the resources available to include ensuring that plans are equitably applied in meeting needs of minority and vulnerable communities;
- The basis to initiate long-term community recovery and mitigation activities.

The plan is applicable to all local agencies that may be requested to provide support.

C. Incident Management Activities

This plan addresses the full spectrum of activities related to local incident management, including prevention, preparedness, response, and recovery actions. This plan focuses on those activities that are directly related to an evolving incident or potential incident.

Examples of incident management actions include:

- Increasing public awareness;
- Coordinating across jurisdictions throughout the Hampton Roads region on response and recovery issues, such as protective measures, etc.
- Increasing countermeasures such as inspections, security, and infrastructure protection;
- Conducting public health assessments and conducting a wide range of prevention measures to include, but not limited to immunizations;
- Providing immediate and long-term public health and medical response assets;
- Coordinating support in the aftermath of an incident;
- Providing strategies for coordination of resources;
- Enabling immediate recovery activities, as well as addressing long-term consequences in the impacted area.

Planning Assumptions & Considerations

A. Introduction

The City's EOP is based on the planning assumptions, situations, considerations, and risk assessments presented in this section.

B. Planning Considerations

Assumptions

- The City of Hampton, VA has approximately 137,148 residents and the following demographic breakdowns:
 - Average household size: 2.41
 - 15.0% of the population is over 65 years of age
 - 6.1% of the population is under 5 years of age
 - 11.6% of the population has a disability status
 - 15.2% of families fall below the poverty line.
- In the event of a significant disaster, the immediate response priority will be saving lives, protecting property, and restoration of critical infrastructure.
- Incident Management activities will be initiated and conducted using the principles contained in *NIMS*.
- The combined expertise and capabilities of government at all levels, the private sector, and nongovernmental organizations will be required to prevent, prepare for, respond to, and recover from disasters.
- Mutual aid support from surrounding jurisdictions may or may not be available depending on the nature of the emergency or disaster.
- Incidents require local government to coordinate operations and/or resources and may:
 - Occur at any time with little or no warning;
 - Require significant information sharing across multiple jurisdictions and between the public and private sectors;
 - Involve single or multiple geographic areas;
 - Have significant impact and/or require resource coordination and/or assistance;
 - Span the spectrum of incident management to include prevention, preparedness, response, and recovery;
 - Involve multiple, highly varied hazards or threats on a local or regional scale;
 - Result in: numerous casualties, fatalities, displaced people, property loss, disruption of normal life support systems, essential public services and basic infrastructure, and significant damage to the environment;
 - Impact critical infrastructure across sectors;
 - Attract a sizeable influx of independent, spontaneous volunteers and supplies;
 - Require short notice State and Federal asset coordination; and
 - Require prolonged, sustained incident management operations and support activities.
- The top priorities for incident management are to:
 - Save lives and protect the health and safety of the public, responders, and recovery workers;
 - Ensure security of the jurisdiction;
 - Prevent an imminent incident from occurring;
 - Protect and restore critical infrastructure and key resources;
 - Ensure local government continues to function throughout the incident;

- Protect property and mitigate damages and impacts to individuals, communities, and the environment;
- Facilitate recovery of individuals, families, businesses, government, and the environment; and
- Ensure a clear line of communication with residents so they are fully informed about what services the city is currently able to provide.
- The severity of the impact on state and local resources might necessitate a request for federal assistance. Factors that could determine the need for federal involvement in response and recovery may include:
 - Specific state or local requests for external support;
 - Circumstances exceed state or local ability to manage the incident;
 - Economic inability of the state and the affected localities to recover from the incident;
 - Incident-specific factors to include type, location, severity, and magnitude; and
 - Need to protect the public health, welfare, or the environment.
- Hampton residents and businesses are expected to use their own resources and be self-sufficient following a significant disaster event for up to 3 days.
- Hampton businesses will develop internal standard operating procedures for emergency operations including a Continuity of Operations Plan (COOP) that provides for a line of succession for senior management and a means of internal communications.
- Hampton employees may become casualties or experience damage to their homes and property.
- There may be competition among residents and communities for scarce resources.
- Widespread power and communications outages may require use of alternative methods of providing public information and delivering essential services. Communications may be problematic due to demands exceeding capacities.
- Upon request, the commonwealth or federal government will provide outside assistance if local capabilities are overwhelmed or local resources are exhausted.

Situations and Considerations

- The City is vulnerable to various natural, technological, human, and wartime related threats for which planning is desirable.
- An emergency originating in a neighboring jurisdiction may impact the City, such as a hazmat incident, requiring activation of the EOP.
- The EOP could be used to support host shelter operations or other type of emergency services for another jurisdiction severely impacted by an incident.
- Citywide physical and personnel resources will first be used to meet the challenge of an emergency.
- If the City needed additional assistance or resources, it would enact standing Memoranda of Understanding (MOUs) with other jurisdictions.
- If the need for resources exceeds the capabilities of the City and MOU partners, the City Manager may request State assistance.
- The City must be prepared to operate for 96 hours before receiving additional assistance if there is a catastrophic event that affects the transportation system in and out of Hampton.
- The emergency preparedness goal of the City, in cooperation with state and federal agencies, is to plan and prepare for emergency operations which will ensure that

casualties and property damage will be minimized and normal operations will be restored as rapidly as possible in the event of a large-scale emergency or disaster situation.

- Community lifelines are interdependent and vulnerable to cascading failures.
- Community lifeline stabilization relies on businesses and infrastructure owners and operators who have the expertise and primary responsibility for managing their systems in emergencies.
- The primary EOC located at Fire Station 11 will be available for activation as a central location for citywide command and control of emergencies.
- The Eastern part of Hampton is more likely to be overwhelmed by storm surge so additional planning for evacuating and sheltering citizens in that area has been made.
- Hampton is aware of increased vulnerability of residents with disabilities, functional/access needs, unaccompanied minors, and individuals with limited English proficiency. Planning focuses on the provision of all-inclusive services.

C. Hazard Identification and Risk Analysis

Preparedness, response and recovery, and mitigation strategies are based on analyses of the known hazards in Hampton.

Table 1. Priority of Hazards

Critical Hazard High Risk	Flooding Tropical/Coastal Storm Sea Level Rise and Land Subsidence
Critical Hazard Moderate Risk	Winter Storm Tornado Hazardous Materials Incidents
Non-Critical Hazard Low Risk	Earthquake Wildfire Pandemic Flu/Communicable Disease Radon Exposure Flooding Due to Impoundment/Failure of High Hazard Dam
Negligible Risk	Extreme Heat Landslide/Shoreline Erosion Drought

For more detailed information, see the Hazard Mitigation Support Annex and the 2022 Hampton Roads Hazard Mitigation Plan Update.

Roles and Responsibilities

A. City Manager

Hampton's City Manager, serving as the jurisdiction's chief executive, is the Director of Emergency Management (the "Director") for the City of Hampton and is responsible for the public safety and welfare of the people of that jurisdiction. In the event that the Director is unable to carry out his/her duties, reference Section XII: Succession of Authority of the Basic Plan.

The Director provides strategic guidance and resources during preparedness, response, and recovery efforts. Emergency management, including preparation and training for effective response, is a core obligation of local leaders.

Chief elected or appointed officials must have a clear understanding of their roles and responsibilities for successful emergency management and response. While their day-to-day activities do not focus on emergency management and response, at times these roles may require providing direction and guidance to constituents during an incident. On an ongoing basis, elected and appointed officials may be called upon to help shape or modify laws, policies, and budgets to aid preparedness efforts and to improve emergency management and response capabilities.

Any incident can have a mix of public health, economic, social, environmental, criminal, and political implications with potentially serious long-term effects. Significant incidents require a coordinated response across agencies and jurisdictions, political boundaries, sectors of society, organizations, etc. These incidents will require that publicly elected and appointed officials, as well as business owners and community leaders, make difficult decisions for the benefit of the community as a whole. The City will also work within the region to develop better coordination mechanisms between jurisdictions during emergencies.

The Director helps the City prepare for, respond to, and recover from potential incidents. Key responsibilities include:

- Establishing strong working relationships with local jurisdictional leaders and core private-sector organizations, voluntary agencies, and community partners. The objective is to get to know, coordinate with, and train with local partners in advance of an incident and to develop mutual aid and/or assistance agreements for support in response to an incident;
- Leading and encouraging local leaders to focus on preparedness by participating in planning, training, and exercises;
- Supporting participation in local mitigation efforts within the jurisdiction and, as appropriate, with the private sector;
- Understanding and implementing laws and regulations that support emergency management and response;
- Ensuring that local emergency plans take account for the needs of:
 - The jurisdiction, including persons, property, and structures.
 - Individuals with special needs, including those with service animals.
 - Individuals with household pets;

- Encouraging residents to participate in volunteer organizations and training courses;
- Coordinating local resources to address the full spectrum of actions to prevent, prepare for, respond to, and recover from incidents involving all hazards including terrorism, natural disasters, accidents, and other contingencies;
- Exercising powers (dependent upon state and local laws) to suspend local laws and ordinances and take protective actions, such as to establish a curfew, direct evacuations, and in coordination with the local health authority, to order quarantine when needed;
- Providing leadership and playing a key role in communicating to the public, and in helping people, businesses, and organizations cope with the consequences of any type of incident within the jurisdiction;
- Negotiating and entering into mutual aid agreements with other jurisdictions to facilitate resource-sharing;
- Requesting state assistance when local capabilities have been exceeded or exhausted;
- Coordinating with state and federal officials after a disaster to implement recovery strategies and programs.

Local leaders also work closely with their members of Congress during incidents and on an ongoing basis regarding local preparedness capabilities and needs. Members of Congress play an important, ongoing role in supporting their constituents for effective local response and emergency planning. Members often help local leaders understand the federal resources that are available to prepare for incidents. Especially during high-consequence events, many citizens traditionally contact members for assistance or information on federal response policies and assistance. The Department of Homeland Security (DHS) recognizes a special obligation to provide members representing affected areas with timely information about incidents that involve federal response.

Local departments and agencies participate in the ESF structure as coordinators, primary response agencies, and/or support agencies as required to support incident management activities.

B. Emergency Management Coordinator

The emergency management coordinator coordinates all components of the local emergency management program, to include assessing the availability and readiness of local resources during an incident and identifying and correcting any shortfalls.

Other duties of the emergency management coordinator are:

- Coordinating the planning process and working cooperatively with other local agencies and private-sector organizations;
- Developing mutual aid and assistance agreements;
- Coordinating damage assessments 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 NGOs in planning, training, and exercises.

C. Department and Agency Heads

The emergency management coordinator is assisted by, and coordinates the efforts of, employees in departments that perform emergency management functions. Department heads collaborate with the emergency management coordinator during development of local emergency plans and provide key response resources. For the rest of the document and all annexes the word “Department” will represent department, agencies, bureaus, and staff.

Departments develop, plan, and train to internal policies and procedures to meet response and recovery needs safely. They will also participate in interagency training and exercises to develop and maintain the necessary capabilities.

D. Emergency Support Functions

The Emergency Support Function (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.

Each ESF is composed of primary and support agencies. The City has identified departments as primary for each ESF on the basis of authorities, resources, and capabilities. Supporting departments are assigned based on resources and capabilities in a given functional area. (See Table 4 – Matrix of Responsibilities). ESFs are expected to work collaboratively in carrying out their respective roles and responsibilities and to provide resources to support Incident Command. Additional discussion on roles and responsibilities of ESF coordinators, primary department, and support departments can be found in the introduction to the ESF annexes. Not all incidents result in the activation of all the ESFs. It is possible an incident may be addressed without activating ESFs. ESFs are organized under the *NIMS* structure and operate out of the EOC.

E. Nongovernmental and Volunteer Organizations

Nongovernmental and voluntary organizations (NGOs) 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. For example, Hampton Roads American Red Cross chapter provides relief at the local level and also supplements staffing of ESF 6 – Mass Care. The Peninsula Voluntary Organizations Active in Disaster (VOAD) is a group of recognized local, state, and national organizations that provide disaster relief. VOAD provides significant capabilities to incident management and response efforts.

Examples of NGO and voluntary organization contributions include:

- Training and managing volunteer resources;
- Identifying shelter locations and needed supplies;
- Providing critical emergency services to those in need, such as cleaning supplies, clothing, food and shelter, or assistance with post-emergency cleanup;
- Identifying those whose needs have not been met and helping coordinate the provision of assistance.

F. Volunteers and Donations

Volunteer organization response is frequently needed when incidents exceed the resources of government organizations. Volunteers and donors can support response efforts in many ways. The Volunteer and Donations Management Support Annex provides detailed guidance on dealing with this multi-faceted group.

G. Private Sector

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, emergencies, or other incidents.

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 roles of the private sector organizations are summarized below.

Table 2. Types of Private Sector Partners

Type of Organization	Role
Impacted Organization or Infrastructure	Private sector organizations, including privately owned critical infrastructure, key resources, and those main private sector organizations that are significant to local economic recovery, may be affected by direct or indirect consequences of the incident. Examples of privately-owned infrastructure include transportation, telecommunications, private utilities, financial institutions, and health care facilities.
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 and private sector volunteer 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 (LEPC).

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.

Many private-sector organizations are responsible for operating and maintaining portions of the Nation's Critical Infrastructure and Key Resources (CIKR). Critical infrastructures include those assets, systems, networks, and functions – physical or virtual – so vital to the United States that their incapacitation or destruction would have a debilitating impact on security, national economic security, public health or safety, or any combination of those matters. Key resources are publicly or privately controlled resources essential to minimal operation of the economy and the government. DHS has developed a comprehensive *National Infrastructure Protection Plan (NIPP)* that is synchronized with the *NRF*. The Commonwealth of Virginia also has a *Critical Infrastructure Protection and Resiliency Strategic Plan* that is an additional resource.

Private sector organizations are encouraged to develop and maintain capabilities to respond and to manage a complete spectrum of incidents and emergencies. Hampton maintains ongoing interaction with the critical infrastructure and key resources and industries to provide coordination of prevention, preparedness, response, and recovery activities. Private sector representatives should be included in planning and exercises.

During an incident, key private-sector partners will be invited to participate in the local crisis decision-making process or at least have a direct link to key local emergency managers.

Essential private-sector responsibilities include:

- Planning for the protection of employees, infrastructure, and facilities;
- Planning for the protection of information and the continuity of business operations;
- Planning for, responding to and recovering from incidents that impact their own infrastructure and facilities;
- Collaborating with emergency management personnel before an incident occurs to ascertain what assistance may be necessary and how they can help;
- Developing and exercising emergency plans before an incident occurs;
- Where appropriate, establishing mutual aid and assistance agreements to provide specific response capabilities;
- Provide assistance (including volunteers) to support local emergency management and public awareness during response and throughout the recovery process;
- Coordinate with emergency management to assess cross-sector interdependencies and obstacles to meeting survivor needs;
- Identify opportunities to enable or support prompt stabilization of community lifelines.

H. Citizen Involvement

Strong partnerships with citizen groups and organizations provide support for incident management prevention, preparedness, response, recovery, and mitigation.

Hampton’s Citizen Corps program 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. Citizen Corps brings together leaders from law enforcement, fire, emergency medical services, 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 (VIPS), Fire Corps, and the affiliate programs and provides opportunities for special skills and interests. These programs develop targeted outreach for access and functional needs populations and organize special projects and community events.

Hampton has the following number of teams and members per organization that are available to assist with emergency preparedness, response and recovery activities:

Table 3. Citizen Corps. Organizations and Volunteers

Organization	Number of Teams	Number of Volunteers
CERT	1	75
MRC	N/A	268, 25 of whom would like to serve in Hampton
Neighborhood Watch	320	N/A
VIPS	N/A	16
Fire Corps	1	16

CERT and Neighborhood Watch can assist the city by being vigilant about anything suspicious and reporting the information to the Police Division.

Concept of Operations

A. General

This section outlines Hampton's concept of operations for responding to emergencies and disasters. It provides background information on the *NIMS* and the Incident Command System (the "ICS"), identifies authorities for emergency response, defines command and control structures and lines of authority, describes the roles and organization of the EOC, and outlines how emergency operations will be conducted under the EOP.

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. Hampton's organization for emergency operations consists of existing government departments, nongovernmental, and private sector emergency response organizations.

B. Organizational Structure

In accordance with the *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. The EOP includes command and coordination structures which reflect the *NIMS* construct and align with the *NRF*.

National Incident Management System

By resolution on October 12, 2005, Hampton, Virginia adopted the federally-mandated *National Incident Management System (NIMS)* as the City standard for incident management. *NIMS* incorporates ICS as the national standard for incident management. The EOP has incorporated these concepts with the basic plan, emergency support functions, and annexes as appropriate.

NIMS defines standard means and establishes requirements for processes to describe, inventory, mobilize, track and recover resources over the lifecycle of an incident. These components are not covered in the EOP but in specialized annexes and agency standard operating procedures.

Incident Command System

ICS is an emergency management system designed to enable effective and efficient management of incidents by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure. ICS is widely applicable to organize both short-term and long-term field operations for the full spectrum of emergencies.

The initial responsibility for implementing ICS initially rests with the local emergency services agencies. Upon their arrival at the scene of an incident, the senior fire and/or police supervisors will establish incident command and designate a command post location in order to manage the emergency.

The Incident Commander (IC) is the individual responsible for all incident activities including the development of incident objectives, approving on-scene strategies and

tactics, and the ordering and release of on-scene resources. Sometimes spontaneous volunteers or resources might show up and the IC will ask all volunteers to go to the Volunteer Reception Center to sign in. The IC is delegated overall authority and responsibility for conducting incident operations.

- IC Command Staff typically include:
 - Public Information Officer (PIO): The PIO is responsible for interfacing with the public and media and providing incident-specific information.
 - Safety Officer (SO): The SO monitors incident operations and advises the IC on all matters of operational safety.
 - Liaison Officer (LO): The LO serves as the point-of-contact on behalf of the IC representatives from other government agencies, non-governmental organizations, and private sector entities.
- IC General Staff include:
 - Planning: The Planning Section Chief is responsible for gathering information and intelligence on the incident and providing this information to the IC and other incident management personnel. This section is also responsible for developing and documenting the Incident Action Plan (IAP) that identifies overall incident objectives and strategies.
 - Operations: The Operations Section Chief is responsible for all tactical activities directed to the reduction of the immediate hazard, saving lives and property, establishing situational control, and restoration of normal operations.
 - Logistics: The Logistics Section Chief is responsible for all support requirements needed to achieve an effective response to the incident. This includes ordering resources from off-site as needed.
 - Finance/Administration: The Finance/Administration Section is established when incident management activities require finance and administrative support services. The Chief of this section is responsible for recording personnel time and attendance; all financial management matters pertaining to vendor contracts, handling injury claims, and compensation; and recording, tracking, and analyzing cost data for the incident.

The ICS develops in a top-down, modular fashion that is based upon the size and complexity of the incident (see Figure 1 below). As needed, separate functional elements can be established, each of which can be further sub-divided, if needed. For example, the Operations Section can be expanded to include branches, divisions, groups, and specialized resources as required to effectively manage the incident. Responsibility for the establishment and expansion of the ICS organization ultimately rests with the IC who bases the organization on the requirements of the situation. As incident complexity increases, the organization expands from the top down as functional responsibilities are delegated.

The IC may appoint additional staff and support positions as necessary depending upon the nature, scope, and complexity of the incident or the requirements identified by the IC.

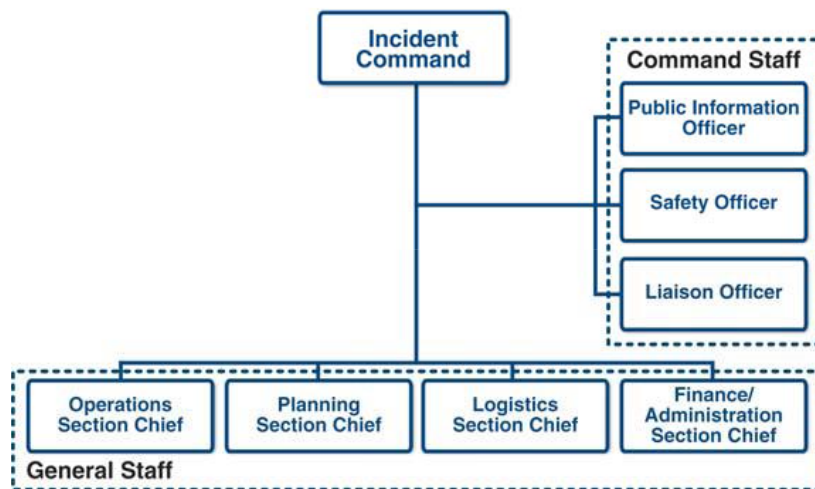


Figure 2. Incident Command System

Unified Command

Unified Command will be used when there is more than one agency with incident jurisdiction or when incidents cross political jurisdictions. Agencies work together through the designated members of the Unified Command to establish common objectives and strategies under a single IAP.

In large-scale emergencies, fire-rescue and police commanders may establish a Unified Command Post at or near the incident site. They will notify other agencies that need to be present at the Unified Command Post. They will jointly appoint command and general staff as necessary to carry out incident objectives.

Area Command

When a single incident covers a large geographical area or there are multiple incidents, multiple local ICS organizations may be required. When multiple organizations are operational, it may be necessary to establish an Area Command organization.

An Area Command is an organization established to oversee the management of multiple incidents that are being handled by an ICS organization or to oversee the management of large or multiple incidents. Area Command has the responsibility to set overall strategy and priority, allocate critical resources according to the priorities, ensure that all incidents are properly managed and established objectives are achieved. Depending on the scope of, magnitude, and complexity of the event, the EOC or other fixed facility may function as the Area Command.

In the event an Area Command is needed, the Chief of Police or Fire Chief will ensure that appropriate coordination and consultation with the Emergency Management Coordinator is accomplished.

Multi-agency Coordination System

The Multi-agency Coordination System defines that operating characteristics, interactive management components, and organizational structure of supporting incident management entities engaged at the federal state, regional, and local level through mutual-aid agreements and other assistance arrangements.

Generally, a Multi-agency Coordination Center (MACC) may be established when incidents cross disciplinary or jurisdictional boundaries or involve complex incident management scenarios. The Director of Emergency Management will approve the establishment of a MACC and will appoint the MACC Coordinator. A MACC is a fixed site facility with responsibility for establishing priorities among the incidents and allocating resources accordingly. A MACC may be considered during an incident involving multiple jurisdictions within the Hampton Roads Region.

Joint Information System (JIS)

The JIS refers to processes, procedures, and systems for communicating timely and accurate information to the public during a crisis or emergency situations. Within Hampton the Joint Information Center (JIC) may be established to provide public information during emergency operations. The Hampton City Manager's Office is the lead department for establishing and staffing a JIC under the JIS.

The *NIMS* resource management principles that Hampton will use to enhance response capabilities are described below:

- Individual Resources. Resources are organized by category, kind, size, capacity, skill, and other characteristics. This organization makes resource management more efficient and ensures that similar resources from different agencies are organized according to standard principles.
- Emergency Support Functions. The Federal Government and many State governments organize much of their resources and capabilities – as well as those of certain private-sector and nongovernmental organizations – under ESFs. ESFs align categories of resources and provide strategic objectives for their use. ESFs utilize standardized resource management concepts such as typing, inventorying, and tracking to facilitate the dispatch, deployment, and recovery of resources before, during, and after an incident. ESF coordinators and primary agencies are identified on the basis of authorities and resources. Support agencies are assigned based on the availability of resources in a given functional area. ESFs provide the greatest possible access to Federal department and agency resources regardless of which organization has those resources.
- Advanced Readiness Contracting. While Hampton has resources on hand to support missions, certain resources are more efficiently deployed when procured from the private sector. Advanced readiness contracting ensures that contracts are in place before an incident for commonly needed commodities and services such as ice, water, plastic sheeting, temporary power, and debris removal. This type of contracting improves the ability to secure supplies and services by streamlining the process of ordering, acquiring, and distributing resources when needed. Hampton is working to put in place contingency contracts for disaster supplies and services.
- Pre-Positioned Resources. Since virtually all incidents are local in nature, resources should be positioned close to those neighborhoods most at risk for particular types of events, if possible.

C. Delegation of Authority

The Director of Emergency Management is the City Manager. The day-to-day activities of the Hampton Office of Emergency Management (the "OEM") have been delegated to the Emergency Management Coordinator. The Director, in conjunction with 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 Emergency Management Coordinator, assisted by department heads, will develop and maintain a primary EOC from which to direct operations in time of emergency. The EOC facility is located at Fire Station 11, 1304 Big Bethel Rd, Hampton, VA.

The day-to-day activities of the OEM, for which the Emergency Management Coordinator is responsible, include developing and maintaining an EOP, maintaining the City's EOC in a constant state of readiness, and other responsibilities as outlined in local and state regulations.

The Director or his/her designee will determine the need to evacuate large areas and will issue orders for evacuation/other protective action as needed in which case Law Enforcement will implement evacuation and provide security for the evacuated area. In the event of a hazardous materials incident, fire, or similar incident, the Fire Chief or his/her representative on the scene should implement immediate protective action to include evacuation as appropriate.

The Emergency Management Coordinator, assisted by the Deputy Coordinators, will assure compatibility between the locality's EOP and the plans and procedures of key facilities and private organizations within the city as appropriate.

All appropriate available local and regional forces and resources will be fully committed before requesting assistance from the state. Requests for assistance will be made through the State EOC to the State Coordinator.

The Director or, in his/her absence, the Emergency Management Coordinator, with support from designated local officials, will exercise direction and control from the EOC during disaster operations. The EOC may be partially or fully staffed depending on type and scope of the disaster. The EOC will provide logistical and administrative support to response personnel deployed to the disaster site(s) using the ICS structure. Available warning time will be used to implement increased readiness measures, which will insure maximum protection of the population, property, and resources from the effects of threatened disasters.

The heads of operating departments will develop and maintain detailed plans and standard operating procedures necessary for their departments to effectively accomplish their assigned tasks. Department heads will identify sources from which emergency supplies, equipment, and transportation may be obtained promptly when required. All disaster-related expenditures must be documented in order to be eligible for post-disaster reimbursement should a federal disaster be declared. During an emergency, department heads will continue to be responsible for the protection and preservation of records essential for the continuity of government operations. Department heads will establish lists of succession of key emergency personnel.

Day-to-day functions that do not contribute directly to the emergency operation may be suspended for the duration of any emergency. Efforts that would normally be required of those functions will be redirected to accomplish the emergency task by the agency concerned.

D. Declaration of a Local Emergency

A local emergency may be declared by the City Manager, acting as the Director of Emergency Management, with the consent of the City Council. (See Virginia's *Emergency Services and Disaster Law*, Code of Virginia §44-146.21, as amended). A local emergency may be declared to exist when in the judgment of the City Council the threat or actual occurrence of a disaster is, or threatens to be, of sufficient severity and magnitude to warrant coordinated action to prevent or alleviate the damage, loss, hardship, or suffering threatened or caused thereby. In the event the Hampton City Council cannot convene due to the disaster or other exigent circumstances, the City Manager, acting as the Director of Emergency Management, may declare a local emergency to exist, subject to confirmation by the City Council at its next regularly scheduled meeting or at a special meeting within 45 days of the declaration, whichever occurs first. In accordance with City Council's resolution (See Hampton City Council Resolution 20-0122), that in the event of the City Manager's temporary absence, disability, death, or resignation, the senior tenured Assistant City Manager position shall act in her place and stead as to all duties that the City Manager performs, including, but not limited to, the performance of the duties of the local Director of Emergency Management. Further, that in the event of the City Manager's and the senior tenured Assistant City Manager's temporary absence, disability, death, or resignation, authority shall be passed to the next senior Assistant City Manager based on the length of his/her tenure to perform all duties of the City Manager, including, but not be limited to, the performance of the duties of the local Director of Emergency Management.

A declaration of local emergency should be declared when a coordinated response among several local agencies/organizations must be directed or when it becomes necessary to incur substantial financial obligations in order to protect the health and safety of persons and property or to provide assistance to the victims of a disaster. A declaration of a local emergency activates the response and recovery programs of all applicable local and inter-jurisdictional EOPs and authorizes the provision of aid and assistance thereunder.

The City Council, when in its judgement all emergency actions have been taken, shall take appropriate action to end the declared emergency.

The Director or, in his/her absence, the Emergency Management Coordinator will advise the VEOC immediately following the declaration of a local emergency. In the event of an emergency stemming from a criminally based act, the Virginia Department of Criminal Justice Services and the Virginia Criminal Injuries Compensation Fund shall also be notified when there are victims as defined in Code of Virginia §19.2-11.01. City of Hampton Victim Witness Coordinator can be contacted at 757-728-3059. The Virginia Department of Criminal Justice Services can be contacted at 804-371-0386 during business hours and after hours can be contacted at 804-840-4276. The Virginia Criminal Injuries Compensation Fund can be contacted at 804-367-1018 or 1-800-552-4007. A link to the reporting form is: [Report a Campus or Local Emergency | Virginia Department of Criminal Justice Services](#)

When local resources are insufficient to cope with the effects of a disaster and the city requests state assistance, the following procedures apply: The Director, by letter to the State Coordinator of Emergency Management, will indicate that a local emergency has

been declared, the local EOP has been implemented, available resources have been committed, and state assistance is being requested. A copy of the resolution declaring a local emergency to exist should accompany this letter.

Support by military units may be requested through the State EOC. Military forces, when made available, will support and assist local forces and may receive from the City Manager or his/her designated representative, mission-type requests, to include objectives, priorities, and other information necessary to accomplish missions.

Emergency assistance may be made available from neighboring jurisdictions in accordance with MOUs. Emergency resources may be sent from the City to assist adjoining jurisdictions. Such assistance will be in accordance with existing MOUs or, in the absence of official agreements, directed by the Director or, in his/her absence; the Emergency Management Coordinator determines that such assistance is necessary and feasible.

The City's Director, the Emergency Management Coordinator, and the Department of Human Services will assist disaster victims in obtaining post-disaster assistance, such as temporary housing and low-interest loans.

This plan is effective as a basis for training and pre-disaster preparedness upon receipt. It is effective for execution when:

- Any disaster threatens or occurs in the City and a local disaster is declared under the provisions of Section 44-146.21, the Commonwealth of Virginia Emergency Services and Disaster Law of 2000, as amended.
- A State of Emergency is declared by the Governor.

The Director, assisted by the Coordinator and Deputy Coordinators of Emergency Management, has overall responsibility for maintaining and updating this plan. It will be updated, improved based on lessons learned, and republished following an actual or threatened emergency situation. In the absence of such a situation, it will be updated annually, after a training exercise or drill, as needed. The Coordinator will have the EOP readopted every four years.

Coordination of response will be accomplished within the ICS framework allowing for the incorporation of local, state, federal agencies and other responsible parties into one organizational framework called the Unified Command.

E. Concurrent Implementation of Other Plans

Hampton's 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, hurricanes, etc.). In many cases these local agencies manage incidents under these plans using their own 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.

Incident Management Actions

A. Actions

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. When a disaster strikes, it might affect victims in many ways, causing problems in response and obstacles to recovery.

B. Notification and Assessment

Local and nongovernmental organizations report threats, incidents, and potential incidents using established communications and reporting channels. Hampton will try to mitigate any threat before it occurs. Once a threat or incident has occurred, Hampton, through the City Manager, makes an initial determination to initiate the coordination of information-sharing and incident management activities. Notification and coordination with other local jurisdictions within the Hampton Roads Region will be incident driven.

C. Reporting Requirements

Emergency Management is required to report a Declaration of Emergency to the Virginia EOC and encouraged to report all incidents of significance to the VEOC. In most situations, incident information is reported using existing mechanisms to the VEOC. This information may include:

- Implementation of an incident management or emergency response plan or action to prevent, respond to, or recover from an incident; and
- Activation of local and state mutual-aid agreements in response to incidents resulting in emergency proclamation or declarations, or requiring Federal assistance.

The Commonwealth of Virginia Emergency Operations Plan requires the submission of the following reports by local government in time of emergency. These reports are available using WebEOC:

- Daily Situation Report;
- Initial Damage Assessment Report;
- Request for Assistance Form;
- After-Action Report (AAR).

D. Dissemination of Warnings and Bulletins

Watches, warnings, and other emergency bulletins are issued by various agencies based on their statutory missions and authorities. Information on dissemination of public information can be found in the Public Affairs Support Annex and ESF 15. A variety of communications systems may be used such as:

- National Emergency Alert System (National EAS): Formerly known as the Emergency Broadcast System, the National EAS is a nationwide network of readily available and reliable means to communicate emergency information to the American people.

- Wireless Emergency Alert System (WEA): Short emergency messages that can be broadcast from cell towers to any WEA-enabled mobile device in a locally targeted area.
- State and Local EAS: State and local authorities have their own EAS which may be used to broadcast information on major disasters or emergencies.
- Hampton has an emergency notification system that can be targeted to specific areas in the city or can be sent out to all households with land telephone lines in the city.

E. Prepare Actions

This section discusses the six essential activities for responding to an incident: plan, organize, train, equip, exercise, and evaluate and improve.



The Preparedness Cycle Builds Capabilities

Figure 3. The Preparedness Cycle

Plan

It includes the collection and analysis of intelligence and information, as well as the development of policies, plans, procedures, mutual aid and assistance agreements, strategies, and other arrangements to perform missions and tasks. Planning improves effectiveness by defining required capabilities, shortening the time required to gain control of an incident, and facilitating the rapid exchange of information about a situation.

Hampton's plans clearly define leadership roles and responsibilities, and they clearly articulate the decisions that need to be made, who will make them, and when. These plans include both hazard-specific as well as comprehensive all-hazards plans. They are integrated, operational, and incorporate key private-sector and NGO elements and persons with disabilities.

Among the many contingencies that response plans must address, planning for evacuations presents particular challenges. In this area, Hampton's plans will include:

- The lead time required for various scenarios, including no-notice and forewarned events;
- Weather contingencies;
- Transportation;

- Interdependencies between shelter locations and transportation;
- Provisions for access and functional needs populations and those with household pets.

Specific procedures and protocols will augment these plans to guide implementation.

Hampton departments possess personnel and resources that may be needed in response to an incident. Some departments have primary responsibility for certain aspects of response, such as hazardous materials removal. Others have supporting roles in providing different types of resources, such as communications personnel and equipment. All departments must develop policies, plans, and procedures governing how they will effectively locate resources and provide them as part of a coordinated response.

Organize

Hampton's plan has developed an overall organizational structure, strengthening leadership at each level, and assembling well-qualified teams of paid and volunteer staff for essential response and recovery tasks using *NIMS*. This common system enables responders from different jurisdictions and disciplines to work together to respond to incidents.

Training

While there are many aspects of this plan that could be trained on every year, due to limited funds for equipment, overtime for personnel, and the training itself, the City will conduct or participate in at least one regional exercise a year using the *Homeland Security Exercise and Evaluation Program* guidelines. All personnel will take the appropriate ICS and *NIMS* courses, as recommended by DHS, along with any other new training requirements from DHS.

Exercise

Exercises provide opportunities to test plans and improve proficiency in a risk-free environment. Exercises assess and validate proficiency levels. They allow personnel to become familiar with roles and responsibilities, improve interagency coordination and communications, highlight capability gaps, and identify opportunities for improvement. Exercises will:

- Include multidisciplinary, multijurisdictional incidents;
- Include participation of private-sector and nongovernmental organizations;
- Cover aspects of preparedness plans, particularly the processes and procedures for activating local, intrastate, or interstate mutual aid and assistance agreements;
- Contain a mechanism for incorporating corrective actions.

The City will use the Homeland Security Exercise Evaluation Program to develop, create, exercise, and evaluate all city exercises run by the OEM.

Evaluation

Upon conclusion of an exercise or real-world event, the City will evaluate performance against relevant capability objectives, identify deficits, and institute corrective action plans. Improvement planning should develop specific recommendations for changes in practice, timelines for implementation, and assignments for completion.

After each exercise the City will institute a corrective action program to evaluate exercise participation and response, capture lessons learned, and make improvements in their response capabilities. A corrective action program will provide a method and define roles and responsibilities for identification, prioritization, assignment, monitoring, and reporting of corrective actions arising from exercises and real-world events. The corrective action program will also look at any legal issues that came up during the exercise or event and the Office of Emergency Management and the City Attorney's Office will work on addressing the issues.

F. Response Actions

Depending on the size, scope, and magnitude of an incident communities, States, and the Federal Government could be called to action.

Four key actions occur in support of a response:

- Gain and maintain situational awareness;
- Activate and deploy key resources and capabilities;
- Effectively coordinate response actions;
- Demobilize as the situation permits.

Reporting and documentation procedures are standardized using ICS to enhance situational awareness and provide emergency management and response personnel with ready access to critical information. Situation reports will contain verified information and explicit details (who, what, where, when, and how) related to the incident. Status reports, which may be contained in situation reports, relay specific information about resources. Based on an analysis of the threats, the City might issue accessible warnings to the public and provide emergency public information.

Hampton's Emergency Operations Center

If the Incident Commander determines that additional resources or capabilities are needed, he or she will contact Hampton's EOC and relay requirements to the Hampton Emergency Management Coordinator. Hampton EOC will help form a common operating picture of the incident, relieve on-scene command of the burden of external coordination, and secure additional resources. The core functions of the Hampton EOC are coordination, communications, resource allocation and tracking, and information collection, analysis, and dissemination.

During an incident, the Emergency Management Coordinator ensures the EOC is staffed to support the incident command and arranges needed resources. The City Manager provides policy direction and supports the IC and the Emergency Management Coordinator, as needed.

The EOC will make plans for dealing with the incident using the Planning "P" and operating under ICS standards:

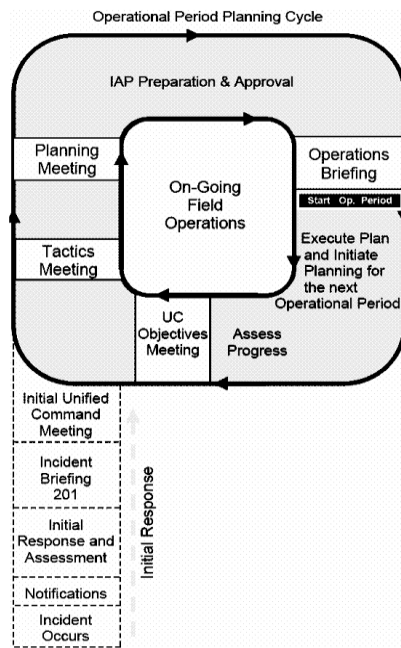


Figure 4. Operational Planning Cycle

The Planning “P” illustrates the process and steps involved in planning for an incident, from the onset of the incident through the preparations for the first operational period. In this circular sequence, the steps are Incident Command/ Unified Command objectives, tactics meetings, preparing for the planning meeting, planning meeting, Incident Action Plan preparation and approval, and operations briefing. The next step is to execute plan and assess progress, after which the cycle begins again. The planning cycle continues for each successive operations period.

Activate and Deploy Resources and Capabilities

When an incident or potential incident occurs, responders assess the situation, identify and prioritize requirements, and activate available resources and capabilities to save lives, protect property and the environment, and meet basic human needs.

Key activities include:

- Activating people, resources, and capabilities. Across all levels, initial actions may include activation of people and teams and establishment of incident management and response structures to organize and coordinate an effective response. The resources and capabilities deployed and the activation of supporting incident management structures should be directly related to the size, scope, nature, and complexity of the incident. All responders should maintain and regularly exercise notification systems and protocols;
- Requesting additional resources and capabilities. Responders and capabilities may be requested through mutual aid and assistance agreements, the State, or the Federal Government. For all incidents, especially large-scale incidents, it is essential to prioritize and clearly communicate incident requirements so that resources can be efficiently matched, typed, and mobilized to support operations. VEOC uses the **C-SALTT** formula which is **C**apability, **S**ize, **A**mount, **L**ocation, **T**ype of resource, and **T**ime frame in which resources are needed; Hampton will

use this formula when it sends requests to the VEOC or other jurisdictions in the Commonwealth;

- Identifying needs and pre-positioning resources: When planning for heightened threats or in anticipation of large-scale incidents, the City of Hampton will anticipate resources and capabilities that may be needed and will, based on asset availability, pre-position resources, and response teams. Other support resources may be placed on alert or deployed to a staging area;
- Identify staff for deployment to the EOC, which has standard procedures and call-down lists for department and agency points of contact notification;
- Take the necessary steps to provide for continuity of operations;
- Activate specialized response teams as required;
- Activate mutual aid and assistance agreements as required.

Coordinate Response Actions

Coordination of response activities occurs through response structures based on assigned roles, responsibilities, and reporting protocols. Critical information is provided through ICS. The efficiency and effectiveness of response operations are enhanced by full application of *NIMS* with its common principles, structures, and coordinating processes. Specific priorities include:

- Managing emergency functions;
- Coordinating initial actions;
- Coordinating requests for additional support;
- Identifying and integrating resources and capabilities;
- Coordinating information;
- Specific response actions:
 - Warning the public and providing accessible emergency public information;
 - Implementing evacuation and sheltering plans that include provisions for access and functional needs populations and household pets;
 - Sheltering evacuees in pre-identified, physically accessible shelters and providing food, water, and other necessities to meet the needs of all people, including persons with disabilities and other special needs;
 - Performing search and rescue;
 - Treating the injured;
 - Providing law enforcement and investigation;
 - Controlling hazards (extinguishing fires, containing hazardous materials spills, etc.);
 - Ensuring responder safety and health [Emergency Management will maintain an Excel spreadsheet with all available *NIMS* resources and credentialed personnel];
 - Maintaining situational awareness;
 - Collecting, tracking, and reporting of incident information; and
 - Crisis action planning.
- Memorandums of Agreement or Understanding (MOA/U)
The City's MOUs will include the following:
 - Definitions of key terms used in the agreement;
 - Roles and responsibilities of individual parties;
 - Procedures for requesting and providing assistance;
 - Procedures, authorities, and rules for allocation and reimbursement of costs;
 - Notification procedures;

- Protocols for interoperable communications;
- Relationships with other agreements among jurisdictions;
- Treatment of workers' compensation, liability, and immunity;
- Recognition of qualifications and certifications.

Demobilize

Demobilization will be conducted in an orderly, safe, and efficient manner. All resources will be brought back to their original location and status. Demobilization will begin as soon as possible to facilitate accountability of the resources and be fully coordinated with other incident management and response structures.

Once immediate response missions and life-saving activities conclude, the emphasis shifts from response to recovery operations, and if applicable, hazard mitigation. The Planning Section develops a demobilization plan for the release of appropriate resources.

Demobilization planning and activities will include:

- Provisions to address and validate the safe return of resources to their original locations;
- Processes for tracking resources and ensuring applicable reimbursement;
- Accountability for compliance with mutual aid and assistance provisions.

G. Recovery Actions

Once immediate lifesaving activities are complete, the focus shifts to assisting individuals, households, critical infrastructure, and businesses in meeting basic needs and returning to self-sufficiency. The emphasis upon response will gradually give way to recovery operations. Within recovery, actions are taken to help individuals and the City return to normal. Depending on the complexity of this phase, recovery and cleanup efforts involve significant contributions from all sectors of our society.

Effectively moving survivors into post-disaster housing is a critical step toward long-term recovery. The nature and magnitude of an incident drives the size, scope and scale of housing needs and the duration of assistance required. A range of sheltering and temporary housing options during the short-term recovery stage typically meet the housing needs for smaller-scale disasters. However, large-scale catastrophic incidents require extensive long-term reconstruction and rehabilitation to renew and revitalize the community.

Short-term Recovery

Short-term recovery overlaps with response. It includes providing essential public health and safety services, restoring interrupted utilities, reestablishing transportation routes, and providing food and shelter for those displaced by the incident. Although called "short-term," some of these activities may last for weeks.

Long-term Recovery

Long-term Recovery may involve some of the same actions as short-term recovery but may continue for a number of months or years, depending on the severity and extent of the damage sustained. Major objectives of long-term recovery include:

- Coordinate delivery of social and health services;
- Improve land use planning;

- Restore local economy to pre-disaster levels;
- Recover disaster response costs;
- Effectively integrate mitigation strategies into recovery planning and operations.

OEM is the lead for coordinating recovery operations and developing a plan for long-term recovery. The recovery plan and strategies for implementation will incorporate appropriate mitigation actions for maximizing available state and federal assistance. ESF 14 annex provides information concerning long-term recovery planning.

OEM may establish a Hampton Disaster Recovery Center during the response phase operations to begin planning for the recovery process, support the damage assessment process, ensure documentation of disaster-related operations and expenditures, and provide for coordination with VDEM on recovery program issues and implementation.

Damage assessment is a critical element of recovery operations. The damage assessment determines the impacts, identifies resource needs, and, as appropriate, justifies requests for state and federal assistance. The damage assessment provides a basis for determining priorities for repair and restoration of essential facilities. The damage assessment annex to this plan provides details on damage assessment process.

The City may be eligible to apply for reimbursement of disaster-related expenses either through the Commonwealth of Virginia or the federal government. It is critical that departments document disaster-related expenditures.

Recovery assistance that will be available will depend upon whether or not the City is included in a state and/or federal disaster declaration. In the event there is not state or federal declaration, recovery assistance will include what is provided through City departments and various volunteer organizations.

In the event of a federal disaster declaration, federal and state officials will establish and co-locate at a Joint Field Office (JFO) that will serve as the hub for the coordination of disaster assistance and recovery programs throughout the Commonwealth for all declared jurisdictions. The Commonwealth of Virginia Emergency Operations Plan, Support Annex 2, provides detailed information on recovery operations under federal declarations. OEM will be the primary agency for coordination with VDEM on implementation and management of the recovery programs within Hampton. Other City departments will provide appropriate support as outlined in this plan. The disaster recovery process may continue for an extended period of time depending on the scope and magnitude of the incident and the complexity of the recovery process.

Incident Command will transition to OEM as response and short-term recovery operations are completed. OEM will designate the IC for recovery operations and establish command at an appropriate location depending on the scope and magnitude of the incident. All departments with roles and responsibilities under the EOP will be notified and provided relevant contact information. City Departments will provide support to OEM as outlined in this plan and the ESF 14 annex.

Recovery from each incident is unique and depends on the amount and kind of damage caused by the incident and the resources that are available. Recovery can include the development, coordination, and execution of service and site-restoration plans;

reconstitution of government operations and services; programs to provide housing and promote restoration; long-term care and treatment of affected persons; and additional measures for social, political, environmental, and economic restoration. Disaster Recovery Centers will be established by ESF 14 if needed.

After-Action Review

All departments will participate in the after-action review process and submit issues and recommended solutions to OEM for review and consolidation. Lead ESF agencies will conduct after-action reviews with their supporting departments to identify ESF specific issues or concerns that will be provided to OEM for tracking through the corrective actions process.

OEM will provide guidelines and templates for departments to use to identify issues or successes. In consultation with the Director OEM may schedule and facilitate an after-action review to verify and document issues for further review and corrective action. OEM will prepare and issue a formal after-action report for any incidents conducted under the OEM.

H. Hazard Mitigation Actions

The primary goal of mitigation is to reduce loss of life and property by lessening the impact of disasters. This is achieved through regulations, local ordinances, land use and building practices, and mitigation projects that reduce or eliminate long-term risk from hazards and their effects. The City is also working on identifying risks from adjacent jurisdictions that could affect Hampton residents such as Hazardous Material spills. Every year Hampton submits a list of different festivals and events that could draw large crowds for consideration of any threat or hazard that could occur during these events. Mitigation, by reducing the impacts of a disaster, will also lessen the demand for resources in the event of another disaster.

Hazard Mitigation involves reducing or eliminating long-term risk to people and property from hazards and their side effects. Hampton has taken the following steps or is working on the following steps:

- 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.

The OEM is responsible for coordinating City departments' participation in post-disaster hazard mitigation activities, such as the Hazard Mitigation Grant Program (HMGP). Departments involved in these activities will vary according to the specifics of each event. To be eligible for HMGP, a project must:

1. Conform to the State Hazard Mitigation Plan
2. Conform to environmental, historical, and economic justice issues
3. Provide a long-term solution

4. Demonstrate cost effectiveness
5. Comply with program regulations
6. Be consistent with overall mitigation strategies

Ongoing Plan Management and Maintenance

The City will conduct a comprehensive plan review and revision, and exercise prior to formal adoption by the City Council every four years in order to maintain plan currency. It is also suggested that plans be updated and reviewed following a training exercise.

7. The Virginia Emergency Services and Disaster Law of 2000, as amended, requires that each city and county prepare and keep current an emergency operations plan.
8. The Coordinator of Emergency Management will update the EOP annually. The Coordinator will coordinate with each emergency resource organization and assure the development and maintenance of an appropriate emergency response capability.

Insert City Council Resolution Adopting 2022 EOP

DRAFT

Insert Page 2 City Council Resolution

DRAFT

Glossary of Key Terms

Access and Functional Needs Populations

Populations whose members may have additional needs before, during, and after an incident in functional areas, including but not limited to: maintaining independence, communication, transportation, supervision, and medical care. Individuals in need of additional response assistance may include those who have disabilities; who are older adults; who are children; who are from diverse cultures; who have limited English proficiency or are non-English speaking; or who are transportation dependent.

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

An organization charged by statute and agreements with the responsibility of helping meet the human needs of disaster victims.

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.

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.

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.

Declaration of Emergency

Whenever, in the opinion of the Governor, the safety and welfare of the people of the state require the exercise of extreme emergency measures due to a threatened or actual disaster, he/she may declare a state of emergency to exist.

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 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 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 Support Function

A function which takes agencies to provide or to coordinate certain resources in response to emergencies or disasters.

Evacuation

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

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 1988 (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 city's Emergency Operations Plan.

Hazard Mitigation

Any action taken to reduce or eliminate the long-term risk to human life and property from natural hazards.

Incident Command System

A model for disaster response that uses common terminology, modular organization, integrated communications, unified command structure, action planning, manageable span of 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.

Joint Field Office

The central coordination point among federal, state and local agencies and voluntary organizations for delivering recovery assistance programs.

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/she 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.

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 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 City 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 City 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 City Manager, or his/her designee.

Situation Report

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

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/her 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.

Victim

A person who has suffered physical, psychological or economic harm as a direct result of commission of a felony, assault and battery, stalking in violence, sexual battery, attempted sexual battery, maiming or driving while intoxicated in violation (Source Code of Virginia §19.2-11.01B).

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).

List of Acronyms

AC	Acre
ACI	Advance Contracting Initiative (USACE)
AAR	After Action Report
AFB	Air Force Base
ARC	American Red Cross
ARES	Amateur Radio Emergency Services
C&D	Construction and Demolition
C-SALTT	Capability - Size, Amount, Location, Type of resource, and Timeframe
CERT	Community Emergency Response Team
CIKR	Critical Infrastructure and Key Resources
CK	Cyanogen Chloride
CN	Mace
COOP	Continuity of Operations
CR	Dibenzoxazepine
CS	Tear Gas
CSB	Community Service Board
CY	Cubic Yard
DCOT	Debris Contractor Oversight Team
DEQ	Department of Environmental Quality
DHHS	Department of Health and Human Services
DHS	Department of Homeland Security
DM	Debris Manager
DDM	Deputy Debris Manager
DMC	Debris Management Center
DMME	Department of Mines, Minerals, and Energy
DPW	Department of Public Works
DRC	Disaster Recovery Center

DSS	Department of Social Services
EAS	Emergency Alert System
ECC	Emergency Communications Center
EMC	Emergency Management Coordinator
EMS	Emergency Medical Services
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
EPA	Environmental Protection Agency
OEM	Office of Emergency Management
ESF	Emergency Support Function
FAA	Federal Aviation Administration
FAC	Family Assistance Center
FBI	Federal Bureau of Investigation
FCC	Federal Communications Commission
FEMA	Federal Emergency Management Agency
GA	Tabun
GB	Sarin
GD	Soman
GIS	Geographic Information Systems
GSA	General Services Administration
H	Mustard
HazMat	Hazardous Materials
HD	Distilled Mustard
HEPA	High-Efficiency Particulate Air
HHW	Household Hazardous Waste
HMGP	Hazard Mitigation Grant Program
HRT	Hampton Roads Transit Authority
HVAC	Heating, Ventilating, and Air Conditioning
IAP	Incident Action Plan
IC	Incident Commander
ICP	Incident Command Post

ICS	Incident Command System
IT	Information Technology
JFO	Joint Field Office
JIC	Joint Information Center
JIS	Joint Information System
JOC	Joint Operation Center
L	Lewisite
LEPC	Local Emergency Planning Committee
LO	Liaison Officer
MACC	Multi-agency Command Center
MMRS	Metropolitan Medical Response System
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
MRC	Medical Reserve Corps
NASA	National Aeronautics and Space Agency
NAWAS	National Warning System
NGO	Nongovernmental Organization
NIMS	National Incident Management System
NIPP	National Infrastructure Protection Plan
NOAA	National Oceanic and Atmospheric Administration
NRC	Nuclear Regulatory Commission
NRF	National Response Framework
NWS	National Weather Service
OCME	Office of the Chief Medical Examiner
OEM	Office of Emergency Management
PDA	Preliminary Damage Assessment
PI	Public Information
PIO	Public Information Officer
PRT	Planning and Response Team
SCC	State Corporation Commission
SEB	Staphylococcal Enterotoxin B

SO	Safety Officer
SOP	Standard Operating Procedures
SWAT	Special Weapons and Tactics
SWS	Solid Waste Services
UC	Unified Command
USACE	U.S. Army Corps of Engineers
USDA	U.S. Department of Agriculture
USEPA	U.S. Environmental Protection Agency
VX	V nerve agent
VEOC	Virginia Emergency Operations Center
VCIN	Virginia Criminal Information Network
VDOT	Virginia Department of Transportation
VFDA	Virginia Funeral Directors Association
VIPS	Volunteers in Police Service
VOAD	Voluntary Organizations Active in Disaster
VPPSA	Virginia Peninsulas Public Service Authority
WMD	Weapons of Mass Destruction

Authorities and References

Federal

The Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended.

Department of Homeland Security, *Homeland Security Exercise Evaluation Program*, April 1, 2013.

Department of Homeland Security, *National Response Framework, Fourth Edition*, October 28, 2019.

Department of Homeland Security, *National Information Management System*, March 1, 2004.

Department of Homeland Security, *National Infrastructure Protection Plan*, 2013.

National Transportation Service Board, *Aviation Disaster Family Assistance Act*, 1996.

State

Commonwealth of Virginia Emergency Services and Disaster Law of 2008, as amended.

The Commonwealth of Virginia Emergency Operations Plan, September, 2019

Local

City of Hampton Non-Coded Ordinance, 326, January 14, 1981

Hampton ICS Chart

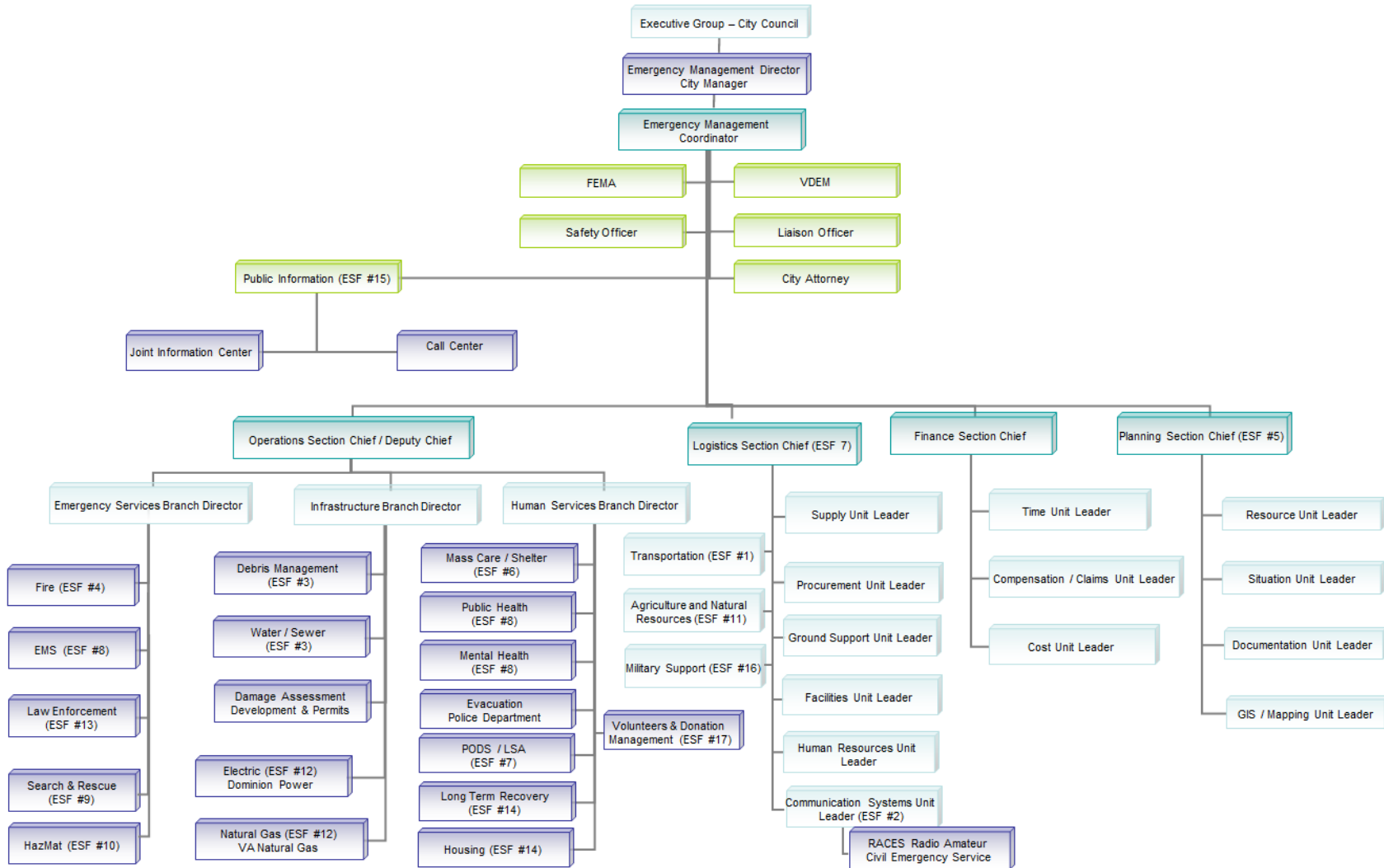


Figure 5. Hampton ICS Chart

Matrix of Responsibilities

Table 4. Hampton's Matrix of Responsibilities

Agency	ESF 1	ESF 2	ESF 3	ESF 4	ESF 5	ESF 6	ESF 7	ESF 8	ESF 9	ESF 10	ESF 11	ESF 12	ESF 13	ESF 14	ESF 15	ESF 16	ESF 17
311		S			S										S		S
911		L			S										S		
City Attorney					S										S		
Assessor of RE					S									S	S		
City Mgr.'s Office		S			S										S		
Community Dev.			S		L									L	S		L
Conv. & Visitors					S										S		
Econ. Dev.					S		L							S	S		S
EMGT		S	S	S	L	S	S		S	S		L	S	S	S	L	S
Extension Services			S		S						L				S		
Finance					S		S								S		
Fire & Rescue	S	S		L	S	S	S	S	L	L			S		S		
Health Dept.			S		S	S		L	S		S				S		
Human Resources					S										S		S
Social Services					S	L								S	S		S
HRHA					S	S								S	S		
I.T.		L			S				S					S	S		
Libraries					S										S		
Marketing & Outre					S										L		
Parks & Rec.	S		S		S	S	S								S		S
Police Dept.	S	S			S	S	S		L	S	S		L		S		
Public Works	L		L		S		S	S					S		S		
Risk Management					S										S		
Sheriff Dept.					S								S		S		
Schools	S				S	S								S	S		

L: Lead

S: Support

ESFs

Emergency Support

Functions

1. Transportation
2. Communications
3. Public Works & Engineering
4. Firefighting
5. Emergency Management
6. Mass Care, Housing & Human Services
7. Resource Support
8. Public Health & Medical Services
9. Search & Rescue
10. Oil & Hazardous Materials Response
11. Agriculture & Natural Resources & Mitigation
12. Energy
13. Public Safety
14. Long-term Community Recovery
15. External Affairs
16. Military Support
17. Volunteer and Donations Management

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 below by position in decreasing order.

<u>Organization/Service Function</u>	<u>Authority in Line of Succession</u>
Direction and Control	<ol style="list-style-type: none">1. Director of Emergency Management2. Assistant City Managers Deputy Emergency Management Director (2,3)4. Coordinator of Emergency Management5. Deputy Coordinators of Emergency Management (5, 6)
Emergency Public Information	<ol style="list-style-type: none">1. City Manager2. Assistant City Manager3. Communications Strategist4. Police PIO5. Fire PIO6. Sheriff's PIO7. Coordinator or Deputy Coordinators of Emergency Management
Legal	<ol style="list-style-type: none">1. City Attorney2. Deputy City Attorney (Emergency Management)3. Senior Deputy City Attorney
Sheriff's Office	<ol style="list-style-type: none">1. Sheriff2. Chief Deputy3. Senior Deputy
Police Division	<ol style="list-style-type: none">1. Chief2. Operations Branch Commander3. Administrative Branch Commander4. Professional Standards Commander
Fire and Rescue	<ol style="list-style-type: none">1. Fire Chief2. Deputy Chief3. Assistant Chief/Operations Chief4. Assistant Chief/Administration-CRR

	5. Battalion Chief designated by the Fire Chief.
School System	<ol style="list-style-type: none"> 1. Superintendent 2. Assistant Superintendent(s) 3. Director of Finance
Community Development	<ol style="list-style-type: none"> 1. Director 2. Deputy Director
Public Works	<ol style="list-style-type: none"> 1. Director 2. City Engineer 3. Traffic Engineer 4. Facilities Manager
Human Resources	<ol style="list-style-type: none"> 1. Director
Virginia Extension Services	<ol style="list-style-type: none"> 1. Director 2. Agents
Parks Department	<ol style="list-style-type: none"> 1. Director 2. Administrators
Health Department	<ol style="list-style-type: none"> 1. District Health Director 2. Administrator 3. District Nursing Supervisor
VPI-SU 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. Director 2. Social Work Supervisor 3. Eligibility Supervisor

Continuity of Government

Court Records

The preservation of essential records for the locality is the responsibility of the Clerk of the Circuit Court. All essential records are to be stored in the records vault located in the Office of the Clerk of the Circuit Court. These records include the following:

- Real Estate Records*
- Criminal Records
- Wills
- Civil Records
- Chancery Records
- Marriage Licenses

The evacuation of records in the event of an emergency will be accomplished only by approval of the Clerk of the Circuit Court.

The loading and transportation of these records is the responsibility of the Sheriff's Department.

*** A microfilm copy of all real estate records for the locality is stored in the Archives, State Library, Richmond, Virginia.**

Agencies/Organizations

Each agency/organization within the structure of local government should establish its own records protection program. Those records deemed essential for continuing government functions should be identified and procedures should be established for their protection, such as duplicate copies in a separate location and/or the use of safe and secure storage facilities. Provisions should be made for the continued operations of automated data processing systems and records.

NIMS Resolution



City of Hampton, VA

22 Lincoln Street
Hampton, VA 23669
www.hampton.gov

CERTIFICATE OF THE CLERK OF COUNCIL

I, Katherine K. Glass, Clerk of Council for the City of Hampton, Virginia, certify that at the regular meeting of City Council which was held on Wednesday, October 12, 2005, the following action took place:

Legislation No.: 05-0616

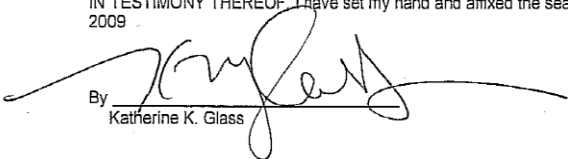
Adoption of National Incident Management System (NIMS)

Approved Items 1 through 5 on consent agenda.

The above appears in the record and is on file in the Office of the Clerk of Council, City Hall, 22 Lincoln St., City of Hampton, Virginia.

IN TESTIMONY THEREOF, I have set my hand and affixed the seal of this City, this 30th day of June, 2009.

By


Katherine K. Glass



City of Hampton, Virginia
Resolution

22 Lincoln Street
Hampton, VA 23669
www.hampton.gov

File Number: 05-0616

Enactment Number: -
05-3174

Adoption of National Incident Management System (NIMS)

RESOLUTION

WHEREAS, the City Council of the City of Hampton, Virginia, does hereby find as follows:

WHEREAS, the President in Homeland Security Directive (HSPD)-5, directed the Secretary of the Department of Homeland Security to develop and administer a National Incident Management System (NIMS), which would provide a consistent nationwide approach for Federal, State, and local governments to work together more effectively and efficiently to prevent, prepare for, respond to and recover from domestic incidents, regardless of cause, size or complexity; and

WHEREAS, the collective input and guidance from all Federal, State, and local homeland security partners has been, and will continue to be, vital to the development, effective implementation and utilization of a comprehensive NIMS; and

WHEREAS, it is necessary and desirable that all Federal, State, and local emergency agencies and personnel coordinate their efforts to effectively and efficiently provide the highest levels of incident management; and

WHEREAS, to facilitate the most efficient and effective incident management it is critical that Federal, State, and local organizations utilize standardized terminology, standardized organizational structures, interoperable communications, consolidated action plans, unified command structures, uniform personnel qualification standards, uniform standards for planning, training, and exercising, comprehensive resource management, and designated incident facilities during emergencies or disasters; and

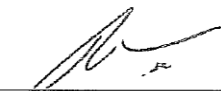
WHEREAS, the NIMS standardized procedures for managing personnel, communications, facilities and resources will improve the City of Hampton's ability to utilize federal funding to enhance local readiness, maintain first responder safety, and streamline incident management processes, and

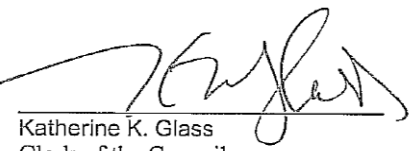
WHEREAS, the Incident Command System components of NIMS are already an integral part of various City of Hampton incident management activities, including current fire and rescue, police and emergency management training programs; and

WHEREAS, the National Commission on Terrorist Attacks (9-11 Commission) recommended adoption of a standardized Incident Command System.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Hampton, Virginia, that the National Incident Management System (NIMS) is established as the citywide standard for incident management.

Adopted by the Council of the City of Hampton, Virginia on the 12th day of October, 2005.

Signed by  _____ Date 10/13/05
Ross A. Kearney, II, Mayor

Attested by  _____ Date 10/13/05
Katherine K. Glass
Clerk of the Council

Declaration of Local Emergency

The declaration of local emergency is one of three actions, which activates Hampton's Emergency Operations Plan and authorizes the provision of aid and assistance.

1. A local emergency may be declared to exist when in the judgment of the City Council the threat or actual occurrence of a disaster is, or threatens to be, of sufficient severity and magnitude to warrant coordinated action to prevent or alleviate the damage, loss, hardship, or suffering threatened or caused thereby.
2. An emergency should be declared when a centralized coordinated response among several local agencies or organizations must be directed; when it becomes necessary to incur substantial financial obligations to protect the health and safety of persons and property; or to provide assistance to the victims of a disaster.
3. In the event the Hampton's City Council cannot convene due to the disaster or other exigent circumstances, the Director of Emergency Management acting as the Director of Emergency Management, may declare a local emergency to exist, subject to confirmation by the City Council at its next regularly scheduled meeting or at a special meeting within 45 days of the declaration, whichever occurs first. In accordance with City Council's resolution (See Hampton City Council Resolution 20-0122), that in the event of the City Manager's temporary absence, disability, death, or resignation, the senior tenured Assistant City Manager position shall act in her place and stead as to all duties that the City Manager performs, including, but not limited to, the performance of the duties of the local Director of Emergency Management. Further, that in the event of the City Manager's and the senior tenured Assistant City Manager's temporary absence, disability, death, or resignation, authority shall be passed to the next senior Assistant City Manager based on the length of his/her tenure to perform all duties of the City Manager, including, but not be limited to, the performance of the duties of the local Director of Emergency Management.

A local emergency declaration activates the response and recovery programs of all applicable local and inter-jurisdictional Emergency Operations Plans and authorizes aid and assistance according to those plans. The Coordinator of Emergency Management will advise VEOC and VDEM Regional Coordinator, immediately following the declaration of a local emergency.

When local resources are insufficient to cope with the effects of a disaster and the Director of Emergency Management requests State assistance, the following procedures apply:

1. The Hampton Director of Emergency Management, by letter to the State Coordinator of Emergency Management, will indicate that a local emergency has been declared, the local Emergency Operations Plan has been implemented, available resources have been committed, and State assistance is being requested.
2. If appropriate, recommend that the Governor declare a state of emergency.

3. A copy of the resolution declaring that a local emergency exists should accompany this letter if City Council action has been completed prior to the request.

Termination of Local Emergency

The City Council, when in its judgment all emergency actions have been taken, shall take appropriate action to end the declared emergency.

DRAFT

Sample Declaration of Local Emergency:

DECLARATION OF LOCAL EMERGENCY

I, (name of City Manager), City Manager of the City of Hampton, Virginia and Hampton Director of Emergency Management, do hereby declare a local emergency effective (Month), (Day), (Year) at (Time), Eastern Standard Time. This local emergency is declared due to (list conditions) which is (are) threatening to be of such magnitude and severity as to warrant coordinated local government action to prevent or alleviate the damage, loss, hardship and suffering caused by such conditions and which threaten life and property and which has or is expected to have a significant impact on the City of Hampton.

CITY OF HAMPTON, VIRGINIA

By:

(Name of City Manager)
City Manager and
Director of Emergency Management

Sample of a Council Resolution Declaring a Local Emergency:

RESOLUTION PROCLAIMING A LOCAL EMERGENCY

WHEREAS, the Director of Emergency Management has deemed it appropriate to declare a local emergency effective at (Time), (Day), (Date), due to (list conditions), and whereas the City of Hampton anticipates (list conditions) which could cause extreme peril of life and property necessitating the proclamation of the existence of an emergency; and whereas, a copy of said declaration is attached hereto.

NOW, THEREFORE, IT IS HEREBY RESOLVED that the City Council of the City Of Hampton hereby consents and confirms the Director of Emergency Services declaring that a local emergency existed throughout the City as of (time), on (Day), (Date).

IT IS FURTHER RESOLVED, that during the existence of said emergency, the powers, functions and duties of the Director of Emergency Management and the Emergency Management Organization shall be those prescribed by State law and the ordinances, resolutions and approved plans of the City of Hampton in order to mitigate and respond to the effects of said emergency.

IT IS FURTHER RESOLVED, PROCLAIMED AND ORDERED that the said emergency shall be in effect from (time), on (Day), (Date), and that the local emergency shall be considered to have terminated at (time), on (Day), (Date), by order of the Director of Emergency Management.

Adopted : (Date)

Mutual Aid Agreements

Mutual Aid and Assistance Agreement are written agreements between and among agencies/organizations and/or jurisdictions that provide a mechanism to quickly obtain emergency assistance in the form of personnel, equipment, materials, and other associated services. The primary objective is to facilitate rapid, short-term deployment of emergency support prior to, during, and/or after an incident.

Hampton has the following Mutual Aid Agreements:

City of Hampton:

Newport News and Hampton Mutual Aid Agreement

Mutual Support Agreement between the Governments of Newport News and the City of Hampton concerning sheltering during a major hurricane.

Statewide Mutual Aid Agreement:

Emergency Management Assistance Compact, included in Virginia Emergency Services and Disaster Laws, 2008.

Hampton, Virginia's

Emergency Operations Plan

Emergency Support Functions

DRAFT

Emergency Support Functions

Introduction

Purpose

Hampton's EOP organizes the various departments, agencies and voluntary agencies into 17 ESFs to facilitate planning and coordination prior to an incident and to achieve an effective emergency response and recovery.

Concept of Operations

General

Hampton will operate under a combined system of ICS and ESF. Each ESF will report to their assigned Section Chief. The Section Chiefs will then report to the Incident Commander. Below is more information on how ESF's operate.

Each ESF has an assigned lead agency and designated support agencies. The lead agencies are designated because they either have statutory responsibility or the prerequisite expertise and resources due to their programmatic or regulatory responsibilities. The 17 ESFs and the lead agencies are shown below:

Table 5. Emergency Support Functions List

ESF #	Title	Lead Agency
1	Transportation	Public Works
2	Communications	IT/911 Center
3	Public Works and Engineering	Public Works
4	Firefighting	Fire and Rescue
5	Emergency Management	Emergency Mgt./Com. Dev.
6	Mass Care, Housing, and Human Services	Social Services
7	Resource Support	Economic Development
8	Public Health and Medical Services	Hampton and Peninsula Health Districts
9	Search and Rescue	Fire and Rescue/Police Division
10	Oil and Hazardous Materials Response	Fire and Rescue
11	Agriculture and Natural Resources	Virginia Extension Service
12	Energy and Infrastructure	Emergency Management
13	Public Safety and Security	Police Division
14	Long Term Community Recovery and Mitigation	Community Development
15	External Affairs	Marketing & Outreach
16	Military Support	Emergency Management
17	Volunteer and Donations Management	Community Development

Hampton coordinates response support from across the City and certain NGOs by activating, as needed, one or more of the 17 ESFs. The ESFs are coordinated by Hampton through its EOC. During a response, ESFs are a critical mechanism to coordinate functional capabilities and resources. They represent an effective way to bundle and funnel resources and capabilities to responders. These functions are coordinated by a

single agency but may rely on several agencies that provide resources for each functional area. The mission of the ESFs is to provide the greatest possible access to capabilities of Hampton regardless of which agency has those capabilities.

Each ESF is comprised of primary and support agencies. Hampton's EOP identifies primary agencies on the basis of authorities, resources, and capabilities. Support agencies are assigned based on resources and capabilities in a given functional area. The resources provided by the ESFs will be consistent with resource-typing categories identified in the *NIMS*. ESFs may be selectively activated. Hampton can deploy assets and capabilities through ESFs into an area in anticipation of an approaching storm or event that is expected to cause a significant impact and result. This coordination through ESFs allows Hampton to position support for a quick response.

When ESFs are activated they may have a headquarters and/or field presence. At Hampton EOC, ESFs support decision making and coordination of field operations within the EOC. ESFs deliver a broad range of technical support and other services at the EOC as required by the incident. Hampton's EOC issues mission assignments to obtain resources and capabilities from ESFs to support City operations. ESFs plan and support response activities. At the EOC ESFs provide staff to support the incident command sections for operations, planning, logistics, and finance/administration, as requested. The incident command system enables the ESFs to work collaboratively. For example, if Hampton requests assistance with a mass evacuation, the EOC would request personnel from ESF #1 (*Transportation*), ESF #6 (*Mass Care, Emergency Assistance, Housing, and Social Services*), and ESF #8 (*Public Health and Medical Services*). These would then be integrated into a single branch or group within the Operations Section to ensure effective coordination of evacuation services. To support an effective response, all ESFs are required to have both strategic and more-detailed operational plans that include all participating organizations and engage the private sector and NGOs as appropriate.

Emergency Support Function 1 – Transportation

Primary Agency

Public Works

Secondary/Support Agencies

Police Division

Public Schools

Parks and Recreation

Fire Division

Hampton Roads Transit

Introduction

Purpose

Emergency Support Function (ESF) 1 – 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. Activities within the scope of ESF 1 functions include: processing and coordinating requests for transportation support as directed under the City of Hampton’s Emergency Response Plan reporting damage to transportation infrastructure as a result of the incident; coordinating alternate transportation services; coordinating the restoration and recovery of the transportation infrastructure; performing activities conducted under the direct authority of City of Hampton Departments; effect a timely and orderly evacuation of the population at risk from the incident; and coordinating and supporting prevention, preparedness, response, recovery, and mitigation among transportation infrastructure stakeholders at the local level.

Scope

All emergency response and recovery operations conducted under ESF 1 will be in accordance with the *National Incident Management System (NIMS)*.

Assistance provided by ESF 1 includes, but is not limited to:

- Coordinating transportation activities and resources during the response phase immediately following an emergency or disaster
- Facilitating damage assessments to establish priorities and determine needs of available transportation resources
- Prioritization and/or allocation of all government transportation resources
- Processing all transportation requests from city agencies and emergency support functions. This ESF will coordinate evacuation transportation as its first priority
- Facilitate movement of the public in coordination with other transportation agencies

Policies

Transportation planning will be directed toward satisfying the needs of responding agencies requiring transportation routes to perform their assigned disaster missions.

Local transportation planning will use the most effective means of transportation to carry out the necessary duties during an incident. Local transportation planning recognizes

State and Federal policies, regulations, and priorities used to control movement of relief personnel, equipment, and supplies.

To facilitate the prompt deployment of resources, priorities for various incidents are developed and maintained through an interagency process led by city government prior to an incident. Each ESF is responsible for compiling, submitting, and updating information for inclusion in the ESF 1 prioritized shipments. Transportation planning will include the utilization of available primary and support agency capabilities.

Concept of Operations

General

The Emergency Operations Plan provides guidance for managing the use of transportation services and deployment of relief and recovery resources.

The Department of Public Works will provide a representative to the Emergency Operations Center (EOC). This representative will serve as liaison and provide information on road closures, alternate routes, infrastructure damage, debris removal and restoration activities.

A disaster may severely damage the transportation infrastructure and interrupt transportation services. Most localized transportation activities will be hampered by lack of useable surface transportation infrastructure. Any traffic left on the interstate from regional evacuation plans will be coordinated with the state to find and direct the traffic to appropriate refuges of last resort.

The damage to the transportation infrastructure may influence the means and accessibility level for relief services and supplies. Disaster responses, which require usable transportation routes, will be difficult to coordinate effectively during the immediate post disaster period. Clearing access routes will permit a sustained flow of emergency relief, although localized distribution patterns may be disrupted for a significant period.

All government transportation resources not being used for the emergency/disaster will be available for use. All requests for transportation support will be submitted to the EOC for coordination, validation, and/or action in accordance with this Emergency Support Function.

Hurricane Evacuation response and procedures can be found in the Evacuation Annex.

The City of Hampton Radiological Response Plan contains evacuation response and procedures for a radiological emergency in the City of Hampton and in the Chesapeake Bay.

Hampton will take the following into consideration when ordering an evacuation and planning mass transportation needs:

- Adequate warning
- Easily definable boundaries of evacuation zones
- Designation of evacuation routes to serve risk areas and traffic control along critical roadway segments and intersections, in coordination with the state's evacuation plan.

- Suitable transportation vehicles to remove evacuees from hazardous areas and transport to shelter, such as flat boats, high water clearance vehicles and buses

Evacuation Zones

- Hampton is divided into four (4) evacuation zones as illustrated in the Hurricane Response Plan
- The evacuation zones could also be modified and used for other types of evacuations that might be needed

Organization

Public Works will assume the role of coordinator for this ESF and they will report directly to the Logistics Section Chief. The City of Hampton, in conjunction with the Virginia Department of Transportation, is responsible for coordinating resources needed to restore and maintain transportation routes necessary to protect lives and property during an emergency or disaster.

Public Works will provide a liaison and provide information on road closures, alternate routes, infrastructure damage, and debris removal, rail and bus transit and restoration activities.

Public Works 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:

- Close infrastructure determined to be unsafe;
- Post signing and barricades; and
- Maintain and restore critical transportation routes, facilities, and services.

Actions

Preparedness Operations

- Develop supporting plans and procedures
- Conduct ESF specific training and exercises
- Provide support for evacuation planning
- Develop and maintain inventory of assets
- Develop and maintain notification rosters
- Coordinate resolution of ESF 1 after-action issues
- Conduct planning with designated support agencies
- The personnel will stay up to date with education and training that is required for a safe and efficient response to an incident

Response Operations

- ESF 1 staff coordinates the use of transportation resources to fulfill mission assignments and follow established practices and procedures
- Collect, analyze, and distribute information on the status of the City's transportation infrastructure
- Identify temporary alternative transportation solutions implemented by others when systems or infrastructure are damaged, unavailable, or overwhelmed
- Manage transportation services to support emergency operations
- Provide support and technical assistance to evacuations
- Coordinate mutual aid requests for transportation and assets

- Coordinate the provision of transportation to residents with medical needs during evacuations
- If necessary contact state or federal agencies and alert Secondary Agencies. Assess initial damage and work to decide on the priorities for reconstruction and restoration of critical transportation facilities
- Maintain records of cost and expenditures and forward them to the Finance/Administration Section Chief at the EOC

Recovery Operations

- Manage transportation associated with delivery of public services
- Coordinate with public transportation service providers to support availability
- Support return of evacuees
- Conduct ESF 1 after-action review

Mitigation Operations

- As appropriate, identify opportunities to mitigate the impacts of future incidents

Organizational Roles and Responsibilities

Public Works

- Prioritize and/or allocate the resources necessary to maintain and restore the transportation infrastructure and services
- Work with adjacent localities and the state on critical issues
- Identify and relocate critical resources to support the citizens and maintain City functions
- Provide traffic control assistance and damage assessment of the transportation infrastructure
- Determine the most viable transportation networks to, from, and within the disaster area and regulate the use of these transportation networks
- Identify, prioritize, procure, and allocate available resources to maintain and restore the transportation infrastructure
- Make available personnel, equipment and other assets to assist in the restoration and maintenance of the transportation infrastructure
- Partners with State and Federal departments as well as local industry to assess damage and impact on transportation and infrastructure
- Coordinates and implements, response and recovery functions under Primary agency statutory authorities
- Assists with determining the most viable transportation networks to, from and within the emergency or disaster area and supports the Police Division to create and maintain access to identified transportation networks
- Identifies resource requirements for transportation infrastructure and coordinates their allocation
- Provide frequent updates to the Operations Section Chief at the EOC as to the status of the transportation infrastructure
- Maintain financial records and forward them to Finance Section Chief

Police Division

- Conduct traffic control operations

- Coordinate with the state and adjacent localities on evacuation timing, if appropriate.
- Assist with determining the most viable transportation networks to, from and within the emergency/disaster area and regulates the use of these transportation networks
- Provide feedback to the ESF lead agency when a significant change in the transportation infrastructure is found
- Maintain financial records and forward them to Finance Section Chief

Hampton Schools

- Assist with evacuation planning and coordination
- Provide feedback to the ESF lead agency when a significant change in the transportation infrastructure is found
- Maintain financial records and forward them to Finance Section Chief

Parks and Recreation

- Assist with identifying, prioritizing, procuring, and allocating available resources to maintain and restore the transportation infrastructure
- Assist Public Works with logistical issues in order to accomplish common goals;
- Provide flat bottom boats when needed
- Provide feedback to the ESF lead agency when a significant change in the transportation infrastructure is found
- Maintain financial records and forward them to Finance Section Chief

Fire Division

- Provide feedback to the ESF lead agency when a significant change in the transportation infrastructure is found
- Assist with evacuation planning and coordination
- Maintain financial records and forward them to the Finance Section Chief

Hampton Roads Transit

- Assist with evacuation planning and coordination
- Assist with planning for transportation for those citizens with access and functional needs and those that are transportation dependent, especially when regular services are suspended due to weather conditions impacting the transportation network

Emergency Support Function 2 - Communication

Primary Agencies

911 Center (Emergency Communication Center/ECC)
Information Technology (IT)

Support Agencies

Office of Emergency Management (OEM)
311 Citizen Contact Center
City Manager's Office
Fire and Rescue
Police
Amateur Radio
Cox Cable
Verizon
Cavalier Telephone

Introduction

Purpose

The purpose of Emergency Support Function 2 – Communication is to support public safety and continuity of operations for the City of Hampton, VA by maintaining continuity of information and telecommunication equipment and other technical resources. ESF 2 is responsible for keeping the public and city employees informed in regards to an emergency situation, providing guidance when appropriate to help save lives and protect property, and supporting city agencies with the restoration and reconstruction of telecommunications equipment, computers, and other technical resources. This section describes the locality's emergency communications/notification and warning system. The locality will coordinate with Virginia's Emergency Operations Center (VEOC) should outside assistance be required.

Scope

All emergency response and recovery operations conducted under ESF 2 will be in accordance with the *National Incident Management System (NIMS)*. ESF 2 works to accurately and efficiently transfer information during an incident. Designated departments and supporting agencies coordinate Hampton's actions to provide the required telecommunications and the restoration of the telecommunications infrastructure. ESF2 also supports all city departments in the procurement and coordination of all telecommunications services from the telecommunications and information technology (IT) industry during an incident response. Communication is information transfer and involves the technology associated with the representation, transfer, interpretation, and processing of data among persons, places, and machines. It includes transmission, emission, or reception of signs, signals, writing, images, and sounds or intelligence of any nature by wire, radio, optical, or other electromagnetic systems. Accommodations for those that have communications disabilities will be made based on the type of accommodations requested by the person.

The 911 Center operates 24 hours a day, 7 days a week and serves as the Emergency Communications Center and the locality warning point. The ECC will initiate notification and warning of appropriate personnel.

Concept of Operations

General

The Emergency Operations Plan (EOP) provides guidance for managing emergency communications resources.

Hampton's 911 Center is the point of contact for receipt of all warnings and notification of actual or impending emergencies or disaster. The dispatcher on duty will notify other key personnel, chiefs and department heads as required by the type of report and standard operating procedures.

The 911 Center is accessible to authorized personnel only. The 911 Center is most often the first point of contact for the general public. The ECC has the capability to access the Emergency Alert System to deliver warnings to the public. If accommodations need to be made for those with communications disabilities, the City will provide appropriate accommodations based on an individual's particular need.

Hampton Information Technology (IT) will notify the vendor responsible for maintaining City radio equipment that an emergency exists and a technician is needed on-site or on standby to insure operability of radio systems throughout the emergency.

ESF 2 support is scalable to meet the specific needs of each incident response and response resources are drawn from a matrix of personnel and equipment available from the ESF 2 support agencies.

Telephone companies serving Hampton will ensure that communications essential to emergency services are maintained. Hampton's 311 Citizen Contact Center will serve as an additional contact point for the public to report non-emergency issues and to serve as a point of information on disaster operations for citizens. IT will coordinate with the telephone company to provide these services.

Amateur radio operators may provide emergency backup radio communications between the EOC and the VEOC, should normal communications be disrupted. They may also provide communications with some in-field operators.

While communicating, standard or common terminology will be used so that all parties involved in the conversation understand what is going on and are able to contribute to the conversation.

Organization

IT will assume the role of coordinator for ESF 2 and they will report directly to the Logistics Section Chief. The Office of Emergency Management (OEM) Coordinator will assure the development and maintenance of SOPs on the part of each major emergency support service. Each designated agency should maintain current notification rosters, designate and staff an official emergency control center, establish procedures for reporting appropriate emergency information, develop mutual aid agreements with like agencies in adjacent localities, 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 annex to this plan. OEM Coordinator will assure that all actions are completed as scheduled. The PIO will represent and advise the Incident Commander on all public information. This includes rumors that are circulating in the area, information being reported by local media, as well as warnings and emergency public information.

The EOC support staff will include support personnel as required relieving the decision-making group of handling messages, maintaining logs, placing maps, etc.

Hampton's 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, damage or 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 nongovernmental volunteer groups used to assist with emergency radio communications support will be under the authority of the Director of Emergency Management or the OEM Coordinator, in consultation with IT. Amateur radio and other nongovernmental volunteer operators will be required to actively participate in regular training and exercises established by the OEM and IT.

Actions

Preparedness Operations

- Develop supporting plans and procedures
- Ensure interoperability of public safety telecommunications
- Develop and maintain emergency alert and notification equipment, systems, and interoperability
- Conduct ESF 2 training and exercises
- Provide security for City information management systems
- Develop and maintain inventory of assets including auxiliary radio equipment and caches
- Develop and maintain notification rosters
- Provide for protection of vital electronic records
- Manage resolution of ESF 2 after-action issues
- Maintain backup emergency communications
- Conduct planning with designated support agencies

Response Operations

- Emergency warning may originate at the federal, state, or local level of government. Timely warning requires dissemination to the public by all available means:
 - 911 Center
 - Emergency Alert System
 - Wireless Emergency Alert System (WEA)

- City Intranet [can be accessed off the city's intranet page at (Hampton EOC)]
- City Email System
- Local radio, television stations, newspapers, kiosks
- 311 Citizen Contact Center
- Emergency notification system
- NOAA Weather Radio – National Weather Service
- Mobile public address system
- Telephone
- General broadcast over all available radio frequencies
- Amateur Radio Volunteers
- Provide technical assistance in data retrieval and restoration
- Provide communication services for emergency response operations
- Provide technical assistance to the EOC
- Assess the communications infrastructure and establish restoration priorities
- Assess the situation and establish appropriate authority and protocols to grant or deny access to enterprise facilities that house communications resources, infrastructure, and equipment
- Maintain critical services and systems
- Allocate emergency portable communications equipment
- Coordinate mutual aid requests for communications resources
- When possible, work with other jurisdictions to coordinate a regional response for ESF 2

Recovery Operations

- Provide communication services for recovery operations
- Restore (if necessary) auxiliary radio caches
- Conduct after-action review
- When possible, work with other jurisdictions to coordinate a regional response for ESF 2

Mitigation Operations

- As appropriate, identify opportunities to mitigate the impact of future incidents

Organizational Roles and Responsibilities

911 Center/ECC

- Maintains effective communications to preserve the capability to assist with directing and controlling emergency operations
- Emergency Communications Center will initiate notification and warning of appropriate personnel. Landline telephones, voice or data 2- way radio, and wireless telecommunications devices may be utilized to notify public officials, EOC staff, emergency personnel and others, as required
- Coordinate with appropriate personnel and private industry to test and upgrade communications equipment as necessary, and to ensure and enhance the City's communications capability
- Assign emergency duties and provide specialized training, as needed
- Develop communication procedures, to include adding or transferring telephones in the EOC or to alternate sites on short notice and to provide backup radio communications for operations in the field

- Alert on-duty personnel, chiefs, and department heads, as required, by the type of incident and standard operating procedures
- Alert special facilities, if appropriate, that would require assistance to evacuate from threatened areas
- Ensure continuity of operations for 911 Center
- Coordinate with amateur radio emergency coordinator to enhance existing communications networks and facilitate communications
- Notify all Public Works personnel and park rangers in the field during typical non-business hours if there is a watch or a warning
- Notify Director of Human Services, Health Department, and Hampton Roads Chapter of the Red Cross if shelters need to be opened
- Maintain financial records and forward them to Finance Section Chief
- Implement mobilization plans, as necessary

Information Technology Department

- Develop and maintain primary and alternate communications system, with the OEM for contact with local jurisdictions, state agencies, nongovernmental and private sector agencies required for mission support
- Ensure the ability to provide continued service as the Public Safety Answering Point for incoming emergency calls
- Assist with developing and maintaining an emergency communications program and plan
- Update the City's intranet site regularly to inform the public of current conditions and information
- Ensure communication lines and equipment essential to emergency services are maintained by the appropriate vendor
- Maintain financial records and forward them to Finance Section Chief

Emergency Management

- The OEM Coordinator or his/her designee could authorize the use of the Emergency Alert System if needed
- Work in collaboration with IT to develop and maintain primary and alternate communications system for contact with local jurisdictions, state agencies, nongovernmental and private sector agencies required for mission support
- Develop and maintain an emergency communications program and plan by:
 - Identifying warning devices to be used
 - Assigning responsibilities for activating warning systems
 - Including provisions for warning special facilities and individuals with special needs
- Contact Amateur Radio emergency coordinator when their support is needed
- Provide telephone service providers with a restoration priority list for telephone service prior to and/or following a major disaster
- Maintain financial records and forward them to Finance Section Chief

311 Citizen Contact Center

- Serve as a link between the public and the City of Hampton, VA
- Distribute accurate and timely information to Hampton's citizens
- Relay citizens' concerns to the PIO desk at the EOC
- Maintain financial records and forward them to Finance Section Chief

City Manager's Office

- Staff PIO desk in EOC for the duration of the incident
- Provide additional staffing in the EOC to assist with communications functions
- Coordinate 311 public information dissemination and call tracking
- Serve as a link between the public and the City of Hampton, VA
- Distribute accurate and timely information to Hampton's citizens
- Serve as the spokesperson for the City of Hampton, VA
- Work with media contact to distribute timely and accurate information
- Create and release press releases
- Check on and update information kiosks with appropriate information
- Maintain financial records and forward them to Finance Section Chief

Fire and Rescue

- Assist with notification through mobile public address systems if needed
- Maintain financial records and forward them to Finance Section Chief

Police

- Assist with notification through mobile public address systems if needed
- Maintain financial records and forward them to Finance Section Chief

Radio Amateur Civil Emergencies Services (RACES)

- The City may use amateur radio operator groups to assist with primary or alternate emergency radio communications support
- RACES is responsible for maintaining and operating the amateur radio communications network in accordance with an established MOU and their Standard Operating Procedures (see Tab 7 to this ESF for additional details)
- A RACES officer will attend all EOC briefings as required
- RACES and other non-governmental volunteer groups/operators used in this role will be under the authority of the OEM and Title 47 of the US Code of Federal Regulations (CFR), Part 97 Subpart A, Federal Communications Commission Rules and Regulations Sections 401-407
- Possible RACES locations are as follows:
 - Emergency Operations Center Radio Room
 - Open Shelters
 - Hampton Roads Red Cross
 - Salvation Army in Hampton
 - Public Works Operations
 - Police Division or Operations Center
 - Fire Stations or Operations Center
 - Medical Facilities
 - Hampton Public Health
 - Radio or TV Broadcast Stations
- All formal message traffic passed through RACES communications will be recorded on appropriate ICS form and will be reported to the EOC
- All emergency related information will be verified by the appropriate ESF before being transmitted
- Personal information will not be transmitted on open emergency support networks

- RACES will coordinate through the ESF 2 to ensure that critical communications resources are utilized
- RACES and other nongovernmental volunteer operators are required to have successfully passed a background check prior to being credentialed for this task
- Individuals will be allowed to function in RACES without being credentialed so long as they are not deployed to any disaster support location.
- RACES and other nongovernmental volunteer groups/operators are required to actively participate in regular training and exercises established by the OEM
- Additional information on RACES operations is found at ESF 2, Tab 7 and the Hampton RACES Standard Operation Procedures (SOP).

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Tab 1 to ESF 2 – Emergency Notification Procedures

Until the EOC is activated, the Emergency Communications Center (911) of Hampton will notify the following officials upon receipt of a severe weather flash flood or tornado watch or warning, or when directed by an on-scene incident commander:

Table 6. Emergency Notification Procedures

Official
Director of Emergency Management
Deputy Director of Emergency Management
Coordinator of Emergency Management
Deputy Coordinator of Emergency Management
Police Chief
Public Works
Parks and Recreation
City Schools
Public Information Officer
Fire Chief

Once operational, the EOC will receive messages directly from the State EOC. 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/her designee.

Tab 2 to ESF 2 – Radio Communications Systems and Talk Groups

Table 7. Radio Communication Talk Groups

RADIO TG ALIAS	NAME
Hampton Police Specific Talk Group	
HA-PTAC1	Hampton Police Tac 1
HA-W-DISP	Hampton Wythe Dispatch
HA-PINFO	Hampton Police Information
HA-C-DISP	Hampton Chesapeake Dispatch
HA-PTAC2	Hampton Police Tac 2
HA-PTAC4	Hampton Police Tac 4
HA-PTAC5	Hampton Police Tac 5
HA-PTAC6	Hampton Police Tac 6
HA-SWAT	Hampton SWAT Team
HA-PDMA1	Hampton Police Mutual Aid 1
HA-PDMA2	Hampton Police Mutual Aid 2
HA-INTAKE	Hampton Intake
HA-NARC	Hampton Narcotics
HA-ANCO	Hampton Animal Control
HA-NN-MA	Hampton - Newport News Mutual Aid
PD/FD/HCS	Police, Fire and Schools (REQUIRES APPROVAL BY FIRE ALSO)
Hampton Emergency Management Specific Talk Groups	
HA-EOC	Hampton Emergency Operations Center
HA-IC1	Hampton Incident Command 1
HA-IC2	Hampton Incident Command 2
HA-OP1	Hampton Operations 1
HA-OP2	Hampton Operations 2
HA-OP3	Hampton Operations 3
HA-OP4	Hampton Operations 4
HA-OP5	Hampton Operations 5
HA-OP6	Hampton Operations 6
HA-OP7	Hampton Operations 7
HA-OP8	Hampton Operations 8
HA-LO1	Hampton Emergency Management Logistics 1
HA-LO2	Hampton Emergency Management Logistics 2
HA-AD1	Hampton Emergency Management Administration 1
HA-FN1	Hampton Emergency Management Finance
HA-PL1	Hampton Emergency Management Planning
HA-COML	Hampton Communications Leader
HA-EMD&C	Hampton Emergency Management Direction & Control
HA-EMNS1	Hampton Emergency Management Neighborhood Services 1
HA-EMNS2	Hampton Emergency Management Neighborhood Services 2
HA-EMDA1	Hampton Emergency Management Damage Assessment 1
HA-EMDA2	Hampton Emergency Management Damage Assessment 2
HA-EMRS1	Hampton Emergency Management Response 1
HA-EMRS2	Emergency Management Response 2
HA-EMSH1	Emergency Management Shelter 1
HA-EMSH2	Emergency Management Shelter 2
HA-EMHLTH	Emergency Management Health
Hampton Fire Specific Talk Groups	
HA-FDISP	Hampton Fire Dispatch
HA-FDISP2	Hampton Fire Dispatch 2
HA-FTAC1	Hampton Fire Tac 1
HA-FTAC2	Hampton Fire Tac 2
HA-FTAC3	Hampton Fire Tac 3
HA-FTAC4	Hampton Fire Tac 4
HA-FTAC5	Hampton Fire Tac 5
HA-FTAC6	Hampton Fire Tac 6
HA-FTAC7	Hampton Fire Tac 7
HA-FTAC8	Hampton Fire Tac 8
HA-AIROPS	Hampton Air Operations

HA-FDMA	Hampton Fire Mutual Aid
HA-SP EVT1	Hampton Fire Special Events 1
HA-SP EVT2	Hampton Fire Special Events 2
HA-LAFB	Hampton Fire Langley AFB Hospital
HA-CAREPLX	Hampton Fire Sentara Careplex Hospital
HA-EMS 1	Hampton Fire EMS 1
HA-EMS 2	Hampton Fire EMS 2
HA-EMS 3	Hampton Fire EMS 3
HA-SMPLX	Hampton Fire Simplex Channel

Hampton System Wide Talk Groups

HA-CITY1	Hampton City Wide Talk Group on all City Radios
HA-CITY2	Hampton City Wide Talk Group on all City Radios
CW-SMPLX	Hampton City Wide Simplex Channel on all City Radios HA-
EM-911	Hampton Emergency 911 Talk Group on all City Radios

Hampton Parks Specific Talk Groups

HA-PARKS1	Hampton Parks & Recreation 1
HA-PARKS2	Hampton Parks & Recreation 2
HA-EVENT1	Hampton Parks & Recreation Events 1
HA-EVENT2	Hampton Parks & Recreation Events 2
HA-EVENT3	Hampton Parks & Recreation Events 3
HA-GUARD 1	Hampton Parks & Recreation Lifeguard 1
HA-GUARD 2	Hampton Parks & Recreation Lifeguard 2
HA-BBFARM	Hampton Parks & Recreation Bluebird Gap Farm

Hampton Coliseum Specific Talk Groups

HA-SECURITY	Hampton Coliseum Security
HA-FIRSTAD	Hampton Coliseum First Aid Station
HA-EVT-STAFF	Hampton Coliseum Event Staff
HA-OPS	Hampton Coliseum Operations
HA-BOX OFF	Hampton Coliseum Box Office
HA-PARKING	Hampton Coliseum Parking
HA-CONCSN	Hampton Coliseum Concessions
HA-SPARE1	Hampton Coliseum Spare 1
HA-SPARE2	Hampton Coliseum Spare 2
HA-DIRECTOR	Hampton Coliseum Director
HA-CONV1	Hampton Convention Center1 (NOT USED CURRENTLY)
HA-CONV2	Hampton Convention Center2 (NOT USED CURRENTLY)

Hampton Public Works Specific Talk Groups

HA-PWDSP	Public Works Dispatch
HA-PW1	Public Works 1
HA-FCLTY	Public Works Facilities
HA-DRAIN	Public Works Drainage
HA-ENT	Public Works Entomology
HA-SLDWST	Public Works Solid Waste
HA-SW2	Public Works Bulk Yard Waste
HA-STRTS	Public Works Streets
HA-SW1	Public Works Refuse/Recycling
HA-TRAFFC	Public Works Traffic
HA-WSTWTR	Public Works Wastewater
HA-ST-PLT	Hampton Steam Plant
HA-ST-SWP	Hampton Public Works Street Sweeping

Hampton Fleet Management

HA-FLTMNT	Hampton Fleet Management
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Hampton Sheriff

HA-SHRFDSP	Hampton Sheriff Dispatch
HA-SPOPS	Hampton Sheriff Operations
HA-JAIL	Hampton Sheriff Jail
HA-ANNEX	Hampton Sheriff Jail Annex
HA-INTAKE	Hampton Sheriff Intake
HA-CIVILP Ø	Hampton Sheriff Civil Process
HA-COURTS Ø	Hampton Sheriff Courts

HA-TRANSP	Hampton Sheriff Transportation
HA-SHRFT5	Hampton Sheriff Tac 5
HA-SHRFT6	Hampton Sheriff Tac 6

Hampton City Schools

HCS-TDISP	Hampton City Schools Transportation Dispatch
HCS-TDISP2	Hampton City Schools Transportation Dispatch
HCS-SUPVR	Hampton City Schools Transportation Supervisor
HCS-SECUR	Hampton City Schools Security
PD/FD/HCS	Hampton City Schools/Police/Fire
HCS-SHOP	Hampton City Schools Fleet Services
HCS-MAINT	Hampton City Schools Facilities Maintenance
HCS-TAC1	Hampton City Schools Tactical 1
HCS-TAC2	Hampton City Schools Tactical 2
HCS-TAC3	Hampton City Schools Tactical 3
HCS-TAC4	Hampton City Schools Tactical 4

Hampton Health Department

HA-HEALTH1	Hampton Health Department 1
HA-HEALTH2	Hampton Health Department 2

Hampton Veterans Administration Medical Center Police Division (VA-PD)

VA PD 1	Hampton Veterans Affairs Medical Center Police 1
VA PD 2	Hampton Veterans Affairs Medical Center Police 2
VA ADMIN	Hampton Veterans Affairs Medical Center Police Administrative

Orion Talk Groups (Managed by Orion Steering Committee and Orion Advisory Group, Requires MOU with OSC)

- OR1-IC1
- OR1-IC2
- OR1-IC3
- OR1-LO1
- OR1-LO2
- OR1-LO3
- OR1-OP1
- OR1-OP2
- OR1-OP3
- OR1-OP4
- OR1-OP5
- OR1-OP6
- OR1-OP7
- OR1-OP8
- OR1-OP9
- OR1-OP10

- OR2-AD1
- OR2-AD2
- OR2-AD3
- OR2-PL1
- OR2-PL2
- OR2-FN1
- OR2-FN2
- OR2-COV1
- OR2-COV2
- OR2-COV3
- OR2-COV4
- OR2-COV5

- OR3-HAP1
- OR3-HAP2
- OR3-HAP3
- OR3-HAF1
- OR3-HAF2
- OR3-HAF3
- OR3-HAEM

National Mutual Aid Channels (Programmed into all City Radios)

7CAL59D
7EMS60D
7TAC63D
7FIR64D
7TAC67D
7LAW68D
7TAC73D
7CAL75D
7TAC79D
7FIR81D
7TAC83D
7LAW85D
7TAC89D

8CAL90
8TAC91
8TAC92
8TAC93
8TAC94
8CAL90D
8TAC91D
8TAC92D
8TAC93D
8TAC94D

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Tab 3 to ESF 2 – Radio Resources

Table 8. Radio Resources

DEPARTMENT	BASE STATIONS	MOBILES	PORTABLES
Fire and Rescue	13	95	244
Police	8	227	406
Animal Control	1	6	11
General Services	0	19	6
Parks	1	39	41
Public Works	8	235	88
Schools	2	282	36
Sheriff's	6	49	113
Health	1	0	16
EOC	0	3	3
Coliseum			16
TOTALS	40	955	980

Information contained in this table is obtained from the Information Technology Division.

Tab 4 to ESF 2 – Regional ORION Radio System

ORION P25 700 MHz Trunked Radio System

System Designation

- Overlay Regional InterOperability Network (ORION) is currently a 5-channel, 14 site, region-wide trunked land mobile radio network.

System Type

- Motorola Astro 25 700 MHz Smartzone.

Responsible Agency

- ORION Steering Committee
- Ready Hampton Roads
- www.readyhamptonroads.org

Service Area

- This shared system provides mobile radio service throughout the Hampton Roads jurisdictions of Chesapeake, Gloucester, Hampton, Isle of Wight, James City, Newport News, Norfolk, Poquoson, Portsmouth, Suffolk, Surry, Virginia Beach, Williamsburg, and York.

Participating Agencies

- Chesapeake, Gloucester, Hampton, Isle of Wight, James City, Newport News, Norfolk, Poquoson, Portsmouth, Suffolk, Surry, Virginia Beach, Williamsburg, and York

Shared Frequencies or Talk Groups

- The ORION jurisdictions have agreed to implement a standardized zone plan for ORION talkgroups. Radios capable of operating on the ORION network shall have three (3) ORION zones programmed into the radio. The location of the zones are determined on a city by city basis. The Table 1.7 below lists all the talk groups on the shared talk groups on the ORION system that have been established for interagency communication for the City of Hampton.

Table 9. ORION Talk Groups

Table 9		
ORION Zones/Talk groups		
ORION1 (OR1-Shared)	ORION 2 (OR2-Shared)	ORION 3 (OR3-Hampton)
Incident Command 1 (IC1)	Administration 1 (AD1)	Police 1 (HAP1)
Incident Command 2 (IC2)	Administration 2 (AD2)	Police 2 (HAP2)
Incident Command 3 (IC3)	Administration 3 (AD3)	Police 3 (HAP3)
Logistics 1 (LO1)	Planning 1 (PL1)	Fire 1 (HAF1)
Logistics 2 (LO2)	Planning 2 (PL2)	Fire 2 (HAF2)
Logistics 3 (LO3)	Finance 1 (FN1)	Fire 3 (HAF3)
Operations 1 (OP1)	Finance 2 (FN2)	Emergency Mgt (HAEM)
Operations 2 (OP2)	Commonwealth of Virginia 1 (COV1) – VSP	Reserved for future use
Operations 3 (OP3)	Commonwealth of Virginia 2 (COV2) – VSP	Reserved for future use
Operations 4 (OP4)	Commonwealth of Virginia 3 (COV3)	Reserved for future use
Operations 5 (OP5)	Commonwealth of Virginia 4 (COV4)	Reserved for future use
Operations 6 (OP6)	Commonwealth of Virginia 5 (COV5) – VDOT	Reserved for future use
Operations 7 (OP7)	Reserved for future use	Reserved for future use
Operations 8 (OP8)	Reserved for future use	Reserved for future use
Operations 9 (OP9)	Reserved for future use	Reserved for future use
Operations 10 (OP10)	Reserved for future use	Reserved for future use

Tab 5 to ESF 2 – Emergency Notification Procedures

Severe Weather Watches and Warnings

Notifications will be made to city departments and officials to advise them of the potential severe weather risk so that they can take appropriate actions to protect their personnel and equipment.

1. The Emergency Communications Center and/or Office of Emergency Management will make the required notifications and pass on the information they receive in any severe weather watches, warnings or advisories to include:

- Severe Thunderstorms
- Gale force Winds
- Floods, Flash Floods, and abnormally high tides
- Heat and Wind Chill advisories
- Tornados

2. During normal business hours the following officials/departments will be notified by the ECC of any severe weather advisories, warnings, and watches:

- Coordinator/Deputy Coordinator of Emergency Management
- Assistant City Manager in charge of Public Safety
- Police Division: Chief of Police, Watch Commanders
- Division of Fire and Rescue: Fire Chief, Deputy Fire Chief, On-duty Battalion Chiefs, Fire Stations
- Public Works: Director of Public Works, Public Works Operations
- Parks and Recreation Department: Director of Parks and Recreation
- City Schools: Superintendent of Schools (when in session)

3. During non-business hours notification will be made to:

- Coordinator/Deputy Coordinator of Emergency Management*
- Assistant City Manager in charge of Public Safety
- Police Division: Watch Commanders
- Division of Fire and Rescue: On-duty Battalion Chiefs, Fire Stations
- Public Works: Any Public Works personnel in the field
- Parks and Recreation Department: Park Rangers

*Coordinator/Deputy of Emergency Management will advise if additional notifications should be made.

Major Emergency or Disaster

Notifications will be made to city departments and officials to advise them of actual or imminent emergency or disaster conditions which may require their response or impact their personnel and resources, so they can take appropriate actions.

1. Conditions requiring notifications to be made would include:

- Mass Casualty and/or Mass Fatality Incidents
- Hazardous Material Incidents which impact a significant number of residents
- Aircraft Incidents involving military or civilian aircraft
- Terrorist Attacks

2. During normal business hours the following officials/departments will be notified by the ECC and/or OEM of any actual or imminent emergency or disaster conditions:

- Coordinator/Deputy Coordinator of Emergency Management
- City Manager and Assistant City Manager in charge of Public Safety
- Police Division: Chief of Police, Watch Commanders
- Division of Fire and Rescue: Fire Chief, Deputy Fire Chief, On-duty Battalion Chiefs, Fire Stations
- Public Works: Director of Public Works, Public Works Operations
- Parks and Recreation Department: Director of Parks and Recreation
- City Schools: Superintendent of Schools (when in session)

3. Additional personnel who are to be notified when an immediate evacuation is required or an immediate need for temporary shelter is required.

- Director of Social Services
- Health Department
- American Red Cross

4. During non-business hours notification will be made to:

- Coordinator/Deputy Coordinator of Emergency Management*
- City Manager and Assistant City Manager in charge of Public Safety
- Police Division: Watch Commanders
- Division of Fire and Rescue: On-duty Battalion Chiefs, Fire Stations

*Coordinator/Deputy of Emergency Management will advise if additional notifications should be made.

Tab 6 to ESF 2 – Radio Amateur Civil Emergency Services (RACES)

1. **Purpose.** This tab is intended to outline coordinated operation between **the City of Hampton** government officials and the RACES organization before, during and after an emergency.
2. **Concept of Operations.** The City of Hampton is supported by amateur radio operators whom have committed themselves to providing support regardless of organizational affiliation. In order to satisfy requirements of §CFR 47, Part 97.407(a), all active RACES operators will be registered with the city sponsored RACES organization. This organization is called Hampton Radio Amateur Civil Emergency Services (RACES). Membership with all other organizations is strictly voluntary. Hampton RACES will be led by an Emergency Radio Officer (ERO) and assistants as appointed by the Hampton Emergency Management Coordinator. The main objective of RACES support is for amateur radio operators to be in position to serve as a backup for conventional communications channels when needed.
3. **Limits of Authority.** Participation in RACES in support of this plan shall not be deemed as a relinquishment of license control. No licensee shall deem anything in this plan to grant authority beyond their license limits. In addition, activities will be standardized and not exceed the limits established by this EOP, the Hampton Emergency Management Coordinator, US Code: §CFR Title 47, Part 97 or good engineering principles.
4. **Activation.** The City of Hampton Emergency Management Coordinator or designee is empowered to request the use of available volunteer communications resources. Activation will normally occur by contacting the ERO or alternates via email, telephone or other appropriate means. The ERO or alternate will activate those members needed to support operations.
5. **Emergency Operations Center Employment.** The primary responsibility for Hampton RACES is to provide reliable voice and data communications between the Hampton Emergency Operations Center (EOC) and city operated locations as directed by the Emergency Management Coordinator. This communication may be designated as a primary or backup resource, depending on the situation and what is requested by Emergency Operations Center. Based on the quantity of operators available for duty, the following will be the staffing priority: EOC & shifts and Shelters & shifts, other locations. Other operations may include: Fire Stations, Feeding Stations, Volunteer Resource Centers, American Red Cross Chapter House, commodity distribution centers, or other needs defined through the EOC.
 - a. **EOC Radio Room Operations.** The EOC radio room is normally manned whenever the EOC is at full activation regardless of other operations. In the absence of direct tasking, services will be established in the following priority order:

1. Tactical voice between EOC and shelters, or other city facilities as necessary
 2. Voice on Regional Net (other jurisdiction EOC RACES stations)
 3. Digital (packet) between EOC and shelters, or other city facilities as necessary
 4. Voice on local Info Net
 5. HF Voice between the Hampton EOC and the Virginia EOC
 6. Digital on the VDEN (Virginia Digital Emergency Net) Packet Network
- b. Shelter Operations. The deployed RACES operator will be considered the communications focal point for the shelter. As such the operating location should be in an office area with telephone access. In addition, a city 800 MHz radio should be provided. Two additional communication modes to be employed at the shelters are amateur radio voice and packet (digital messaging). In addition, the deployed RACES operator may be added to a shelter worker cell phone listing if desired by the shelter manager. Each shelter is slightly different in application, but standardized, city-owned equipment will be deployed. The equipment should be set up and inventoried upon receipt. City owned communications equipment will be deployed to the shelter regardless of whether the city intends to staff the RACES operator position. In that way, any follow-on RACES operator will have all required equipment available. Personally owned antennas will not be affixed any city facility.
- c. Other Operating Locations. When deploying to locations such as feeding stations, commodity distribution centers, local broadcast radio station, or volunteer centers the most likely method of communications will be the individual RACES operator's vehicle with personal radio equipment. Details on deploying to these locations will be worked out at execution. In all cases, RACES operators deployed will remain a part of the Hampton RACES organization, not the organization in which they are operating. This status allows the city volunteer status to remain in place.
- d. Community Reporting (Home) Operations. There are two primary aspects to these operations.
1. Community Emergency Response Team (CERT) liaison. Previously identified RACES operators will also serve as CERT liaison stations. These stations would remain in their homes and provide a communication link to the EOC for CERT team leaders in their operational area. The CERT members would establish contact with the RACES operator and the RACES operator would establish communications with the EOC on the info or tactical net (as is appropriate). This would allow the rapid flow of information between the CERT team in the field and the EOC.

2. Condition Reporting. This is weather conditions being reported by amateur radio operators or CERT members in the community. All amateur radio operators not deployed in support of operations are included in this effort. Reports will be made on a standard form to facilitate rapid, consistent information flow. CERT members who are not licensed amateur radio operators must make reports via telephone or other unlicensed communication method to the RACES representatives in the EOC. The RACES representative in the EOC will enter pertinent information into the Hampton WebEOC incident for the event.

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Emergency Support Function 3 - Public Works and Engineering

Primary Agency

Public Works

Support Agencies

Office of Emergency Management (OEM)
Community Development
Hampton and Peninsula Health Districts
Parks and Recreation
Extension Service
Commissioner of Revenue
Newport News Waterworks
Dominion Power
Virginia Department of Transportation
Virginia Department of Environmental Quality

Introduction

Purpose

Emergency Support Function (ESF) 3 - Public Works and Engineering will assess the overall damage to public facilities; Community Development will handle damage assessments for privately owned buildings. ESF 3 will coordinate and organize the capabilities and resources of the City of Hampton, VA to facilitate the delivery of essential services, technical assistance, engineering expertise, and other support to prevent, prepare for, respond to, and/or recover from an incident. ESF 3 will also conduct necessary inspections to ensure the integrity of buildings and streets, conduct emergency repairs and/or restoration, assist with damage assessment, assist with evacuation planning, and assist with debris removal and ensure that any rebuilding complies with existing zoning, building codes, and land-use regulations.

Scope

All emergency response and recovery operations conducted under ESF 3 will be in accordance with the *National Incident Management System (NIMS)*. ESF 3 is structured to provide public works and engineering-related support for the changing requirements of incident management to include preparedness, prevention, response, recovery, and mitigation actions. Activities within the scope of this function include:

- Conducting pre- and post-incident assessments of city structures and infrastructure;
- Conducting post-incident assessments of agriculture and private structures, vehicles, and boats
- Executing emergency contract support for life-saving and life-sustaining services;
- Developing contingency plans, including mutual aid agreements to cover necessary resource material and expertise to perform their duties in an emergency, such as sewage removal;
- Obtaining and storing appropriate resource material to effectively deal with common emergency response incidents;

- Identifying and maintaining liaison with business, industry, local contractors, local, state, and Federal agencies and governments who could provide additional expertise, equipment, resources and personnel if necessary;
- Providing technical assistance to include engineering expertise, construction management, and contracting and real estate services; and
- Providing emergency repair of damaged infrastructure and critical facilities.

Policies

Personnel will stay up to date with procedures through training and education. ESF 3 will maintain a communications station at the Public Works Operations Building during emergency operations and through recovery as required. The Primary Agency will develop work priorities in conjunction with other agencies when necessary. Local authorities will obtain required waivers and clearances related to ESF 3 support.

Vital Structures

Purpose

This section provides for the identification and management of critical/vital facilities.

Scope

Many of these identified facilities would be vital to emergency response during a major emergency or disaster situation. Other facilities would be critical for immediate and long-term recovery operations. Several categories of vital facilities and resources have been identified in the City of Hampton, VA.

Vital Facilities

- Public Shelter Facilities
- Health/Medical Facilities
- Government Facilities
- Communications Facilities
- Correctional Facilities
- Public Buildings
- Emergency Services Facilities

Vital Utilities

- Communication Network Components
- Electric Distribution System Components
- Transportation Networks
- Water Distribution/Waste Water Facilities
- Natural Gas Distribution System

Special Facilities

- Nursing/Rehabilitation Facilities
- Assisted Living Facilities
- Dialysis Facilities
- Day Care Facilities
- Group Homes

Vital Resource and Service Sites

- Private Shelter/Reception Centers

- Landfill and Debris Collection Sites
- Public/Private Supply Centers

Hampton maintains a list of public and private sector resources that could be utilized during an emergency/disaster situation. Hampton's vital facility information is updated on a regular basis. These records are then entered into the City's GIS system. Knowledge of vital facilities will reduce the dependence on unwritten and assumed information, will expedite damage assessment and loss estimation, and the identification of vital facilities allows for the prioritization of post-disaster areas and restoration.

Debris Disposal

Purpose

This section outlines procedures for disposal and containment of debris in the event an emergency/disaster situation results in widespread debris (downed trees, building materials, etc.).

Scope

Hampton's Public Works will be the city's agency handling this function. In an emergency/disaster situation, large amounts of debris may be produced. This debris will need to be disposed of properly. The location of heavily damaged areas will indicate whether or not temporary landfills need to be opened to store certain types of debris until disposal can be achieved. The City's debris plan is located in Debris Management Support Annex of this plan.

Hampton's Facilities Management Division will be in charge of assessing all public facilities in concert with each department that reports damage. Public Work's Facilities Management Division will be in charge of making repairs to the buildings.

Concept of Operations

General

In a disaster, buildings and structures may be destroyed or severely damaged. Public buildings, bridges, and other facilities may need to be reinforced or demolished to ensure safety. Public utilities may be damaged and be partially or fully inoperable. Access to the disaster areas may be dependent upon debris clearance and roadway repairs. Debris clearance and emergency road repairs will be given top priority to support immediate lifesaving emergency response activities.

Prompt assessment of the disaster area is required to determine critical response times and potential workloads. Early damage assessment must be made rapidly and be general in nature. Following an incident, a multitude of independent damage assessment activities will be conducted by a variety of organizations including the locality damage assessment teams, insurance companies, Virginia Department of Emergency Management (VDEM), utility companies, and Federal Agencies.

Organization

Public Works will assume the role of coordinator for ESF 3 and they will report directly to the Infrastructure Branch Director of the Operations Section. The Office of Emergency Management (OEM) Coordinator will be responsible for deploying damage assessment teams, consolidating damage data and compiling reports. At the Incident Commander's

request, the damage assessment teams' first priority will be to assess the structural damage.

Damage assessment teams will assess damage to the extent of their resources and in their areas of expertise. The Health Department may assist Public Works with damage assessments related to health hazards that may be caused by the disrupted disposal of sanitary wastes.

An Initial Damage Assessment Report will be completed by Coordinator of the OEM and submitted to the Virginia Emergency Operations Center within 72 hours of the event, outlining the severity of the problems and the determination of need for further assistance. Federal/State supported damage assessment precedes delivery of a Presidential Disaster Declaration and defines the specific needs for a long-term recovery.

To minimize threats to public health, Public Works will serve as liaison with the Virginia Department of Environmental Quality (DEQ) and the City Attorney to secure the necessary emergency environmental waivers and legal clearances that would be needed to dispose of emergency debris and materials from demolition activities. The Department of Public Works will coordinate with DEQ to monitor disposal of debris materials.

The city departments mentioned below will inspect all buildings for structural, electrical, gas, plumbing and mechanical damage following a disaster situation. They will ensure that any repairs or rebuilding that occurs following the incident will comply with the city building codes, zoning and land-use regulations and comprehensive plan.

Community Development Officials are responsible for determining the state of a privately-owned building and placing notification on the facility. The building owner retains responsibility for deciding whether to demolish or restore the structure, except in circumstances of imminent danger when Community Development may require demolition. During the recovery phase, the Community Development Official is responsible for the facilitation of the building permit issuance process and for the review and approval of the site-related and construction plans submitted for the rebuilding/restoration of residential and commercial buildings.

Actions

Preparedness Operations

- Develop supporting plans and procedures
- Conduct training and exercise
- Develop and maintain inventory of assets
- Develop and maintain notification rosters
- Develop plans and procedures for damage assessment
- Develop and maintain Hampton Debris Plan
- Manage resolution of ESF 3 after-action issues
- Conduct planning in coordination with support agencies
- Coordination and support of infrastructure risk and vulnerability assessments
- Participation in pre-incident activities, such as the positioning of assessment teams and contractors, and deploying advance support elements

Response Operations

- Implement debris removal plan and coordinate debris removal operations

- Ensure continuous wastewater and refuse collection services
- Coordinate emergency structural repairs to critical facilities
- Conduct damage assessment and mitigation on City facilities
- Provide sanitary sewer and refuse collection services
- Conduct structural inspections/evacuations of privately-owned residential and commercial buildings and structures
- Coordinate mutual aid requests for engineering and construction resources
- Begin keeping record of expenses and continue for the duration of the emergency
- Provide heavy construction equipment, trucks, operators, and construction supplies

Recovery Operations

- Implement (or continue) debris removal plan and coordinate debris removal operations
- As necessary, expedite the building permit and plan review and inspection process for repair or demolition of damaged structures
- Provide substantial damage assessment, reports, and certifications as required and in accordance with FEMA protocols
- Provide assistance in the monitoring and stabilization of damaged structures and the demolition of private structures designated as immediate hazards to public health and safety. Also, provide structural specialist expertise to support inspection of mass care facilities and search and rescue operations. (When necessary, demolition of public structures designated as immediate hazards to public health and safety will be coordinated by state or federal agencies such as Virginia Department of Environmental Quality (DEQ) or U.S. Environmental Protection Agency (EPA). For chemical, biological, and radiological weapons of mass destruction incidents, demolition is coordinated with ESF 10 - Oil and Hazardous Materials Response).
- Provide emergency repair of damaged infrastructure and critical public facilities (temporary power, emergency water, sanitation systems, etc.). Support the restoration of critical navigation, flood control, and other water infrastructure systems, including drinking water distribution and wastewater collection systems. Where appropriate, activities to restore infrastructure (e.g., debris removal, temporary housing mission, etc.) are closely coordinated with ESF 11 – Agriculture and Natural Resources. As appropriate, ESF 3 requests ESF 11 to provide technical support to help facilitate ESF 3 efforts to obtain necessary regulatory (cultural and environmental) clearances for infrastructure restoration activities. ESF 3 will seek technical assistance from the DHS/FEMA Disability Coordinator to ensure that accessibility standards are addressed during infrastructure restoration activities.
- ESF 3 may be responsible for managing, monitoring, and/or providing technical advice in the clearance, removal, and disposal of debris from public property and the reestablishment of ground and water routes into impacted areas. The scope of actions related to debris may include waste sampling, classification, packaging, transportation, treatment, demolition, and disposal. For purposes of ESF 3, the term “debris” includes general construction debris that may not contain inherent building material contaminants, such as asbestos and paint. Debris may include livestock or poultry carcasses and/or plant materials. When ESF 3 is activated for a debris mission, ESF 3 may also: collect, segregate, and transport to an appropriate staging or disposal site hazardous materials that are incidental to

building demolition debris, such as household hazardous waste and oil and gas from small motorized equipment; remove and dispose of Freon from appliances; and remove, recycle, and dispose of electronic goods. (The removal of hazardous material containers that may have become intermingled with construction debris, such as drums, tanks, and cylinders containing oil and hazardous materials, is managed under ESF 10.)

- The management of contaminated debris (e.g., chemical, biological, radiological, or nuclear contamination) will be a joint effort with ESF 10 and FEMA. The scope of actions related to contaminated debris may include waste sampling, classification, packaging, transportation, treatment, demolition, and disposal of contaminated debris and soil. For purposes of ESF 3, contaminated debris is intended to mean debris (e.g., general construction debris/rubble) that is being addressed within the debris zone and to support the overall objectives of ESF 3, such as clearing roads and public property.
- Conduct after-action review

Mitigation Operations

- Ensure National Flood Insurance Program enforcement
- Administer and enforce existing codes and ordinances
- Make recommendations for mitigating codes or ordinances where applicable
- Ensure building code enforcement

Organizational Roles and Responsibilities

Public Works

- Assist in developing and maintaining a debris plan
- Assist in identifying essential facilities, coordinate maintaining access to them during emergencies
- Provide facility maintenance and coordinate emergency repairs
- Coordinate the maintenance and continued operation of utilities
- Assist in conducting initial damage assessment
- Compile and submit ESF 3's initial damage assessments to Emergency Management Coordinator
- Provide personnel, equipment, supplies, and other resources to assist in emergency operations such as repairing roads, bridges, debris removal, flood fighting, and other related tasks
- Perform damage assessment activities of water systems and wastewater systems and determine necessary repairs
- Make emergency repairs to water system and wastewater system
- Make emergency repairs to essential city facilities
- Identify emergency landfill areas for debris removal
- Coordinate activities associated with emergency landfill operations
- Prioritize and conduct debris removal
- Provide personnel, equipment, supplies, and other resources to conduct preliminary damage assessment in the affected areas
- Compile all damage assessments and send them to ESF 3's desk in the EOC
- Provide technical engineering in determining emergency operations required for irrigation, flood control, dam, and other related areas
- Develop and maintain a damage assessment plan and ensure during an emergency/disaster that the necessary documentation is forwarded to EOC

- Inspect buildings for structural damage
- Maintain financial records and forward them to Finance Section Chief

Emergency Management

- Assist in developing and maintaining a damage assessment plan and debris plan
- Ensure during an emergency/disaster that the necessary documentation is forwarded to VEOC within 72 hours of the peak event
- Maintain financial records and forward them to Finance Section Chief

Community Development

- Coordinate initial damage assessment
- Provide personnel, equipment, supplies, and other resources to conduct preliminary damage assessment in the affected areas
- Assist with damage assessment
- Assist in identification of damaged areas through contact with neighborhood coordinators
- Compile all damage assessments and send them to ESF 3's desk in the EOC
- Recommend building and or zone changes to assist with mitigation efforts
- Develop and maintain a damage assessment plan and ensure during an emergency/disaster that the necessary documentation is forwarded to EOC
- Inspect buildings for structural damage
- Ensure all repairs comply with local building codes, zoning, land-use regulations and comprehensive plan
- Maintain financial records and forward them to Finance Section Chief

Hampton and Peninsula Health Districts

- Provide personnel, equipment, supplies and other resources to assist in conducting damage assessment of water systems and wastewater systems
- Compile all damage assessments and send them to ESF 3's desk in the EOC
- Assist in identifying suitable debris disposal sites and provide guidance on areas affected by hazardous materials
- Issue emergency environmental waivers for disposal of materials from debris clearance and demolition activities
- Maintain financial records and forward them to Finance Section Chief

Parks and Recreation

- Assist in conducting initial damage assessment
- Compile all damage assessments and send them to ESF 3's desk in the EOC;
- Assist in debris assessment and clean-up
- Maintain financial records and forward them to Finance Section Chief

Newport News Waterworks

- Make emergency repairs to water system and waste water system
- Provide personnel, equipment, supplies and other resources to assist with providing water for human health needs and firefighting operations

Dominion Energy

- Provide regularly updated information on the extent of power outages
- Make emergency repairs to electrical system, prioritizing restoration to critical facilities
- Provide personnel, equipment, supplies and other resources to work collaboratively with city departments to address identified safety threats, including downed poles/lines.

Virginia Natural Gas

- Provide regularly updated information on the disruption of service
- Make emergency repairs to gas system

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Emergency Support Function 4 - Fire Fighting

Primary Agency

Fire and Rescue

Support Agencies

Emergency Management

Introduction

Purpose

Emergency Support Function (ESF) 4 – Fire Fighting directs and controls operations regarding fire prevention, fire detection, fire suppression, rescue, emergency medical, and hazardous materials incidents; as well as to assist with warning and alerting, communications, evacuation, and other operations as required during an emergency. This section provides for the coordination of fire, rescue and emergency medical activities to ensure the safety of life and property within Hampton during emergency/disaster situations.

Scope

All emergency response and recovery operations conducted under ESF 4 will be in accordance with the National Incident Management System (NIMS).

ESF 4 manages and coordinates firefighting activities including the detection and suppression of fires, and provides personnel, equipment, and supplies to support the agencies involved in firefighting operations. ESF 4 will coordinate with the EOC to insure coordination of information and resources necessary to respond to emergencies based on city wide priorities.

Policies

Priority is given to public safety, fire fighter safety, and protecting property (in that order). Processes and procedures established by the National Wildfire Coordinating Group in the National Interagency Mobilization Guide and the Interagency Incident Business Management Handbook are followed, in accordance with the *National Incident Management System (NIMS)* and the *National Response Framework (NRF)*.

Coordination with and support of State and National fire suppression organizations is accomplished through the State Forester, State Fire Marshal, State emergency management agency, or other appropriate State agency and/or tribal fire suppression organizations operating under the Incident Command System (ICS) element of the *NIMS* Command and Management component. Efficient and effective fire suppression might require the use of mutual aid. Personnel will stay up to date with procedures through education and training.

Concept of Operations

General

Hampton Division of Fire and Rescue is prepared to assume primary operational control in fire prevention strategies, fire suppression, and hazardous material incidents (See the Hazardous Material Annex). Fire and Rescue personnel who are not otherwise engaged

in emergency response operations will assist other city agencies in warning and alerting the public, evacuation, and communications as is necessary and appropriate during an emergency situation.

When the ESF is activated all requests for fire fighting support will, in most cases, be submitted to the 9-1-1 Center for coordination, validation, and/or action.

The City Manager or designee will determine the need to evacuate large areas and will issue orders for evacuation or other protective action as needed. However, 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. If an evacuation becomes necessary warnings and instructions will be communicated through the appropriate means. In addition, Law Enforcement will assist Fire and Rescue with the use of mobile loudspeakers, bullhorns, or door to door notification to ensure that all affected residents have received the warning.

During an evacuation in which a large number of citizens are sheltered, initially Fire and Rescue may coordinate the positioning of an on-site EMS basic life support unit to support the shelter operation.

Organization

Fire and Rescue personnel will assume the role of coordinator for ESF 4 and they will report directly to the Emergency Services Branch Director of the Operations Section. The fire representative will be a part of the EOC ESF staff and will assist with the overall direction and control of emergency operations. The decision to request and implement Hampton Roads Metropolitan Medical Strike Team will be made by the Incident Commander.

Fire and Rescue 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.

Fire and Rescue has 284 career fire-fighters and approximately 85 operational volunteer fire-fighters.

Existing fire and rescue personnel and equipment will be able to cope with most emergency situations through the use of existing mutual aid agreements. When additional or specialized support is required, assistance can be obtained from neighboring jurisdictions, state, and federal agencies, through the city's Emergency Communication Center (ECC) or Emergency Operations Center (EOC) if it is operational. In a disaster, Fire and Rescue may be called upon to respond to fire and emergency medical calls, assist with rescue and extrication of trapped persons, assess hazardous materials situations, remove debris on primary roadways, conduct evacuations and reconnaissance, assist with traffic control and security. The neighborhood fire station may become a place where people go for information and assistance. Any additional regional or outside agencies that will assist Hampton Fire will be provided with at least 1 Hampton radio for communication purposes.

ICS will be implemented on an appropriate scale of every fire/rescue incident in Hampton. If fire or threat of fire is involved, the Fire Chief or his/her designated representative will be the Incident Commander. During the critical phases of an emergency/disaster, fire stations will be staffed continuously as conditions permit. Communications will be established with the ECC and the EOC. Dependent on the situation, a “No Response” order may be implemented to prevent injury to first responders until conditions improve. Once this order is given, emergency responders will cease responding to calls for service and seek shelter until the order is lifted.

Actions

Preparedness Operations

- Develop supporting plans and procedures
- Conduct training and exercise
- Develop and maintain inventory of assets
- Develop and maintain notification rosters
- Ensure protection of vital records
- Manage resolution of ESF-4 after-action issues
- Conduct planning with designated support agencies

Response Operations

- Provide fire protection and suppression
- Establish and operate staging areas as necessary
- Manage mutual aid issues
- Prioritize missions in accordance with guidance provided by the City Manager
- Conduct Windshield Surveys after a disaster and report back to EOC with findings

Recovery Operations

- Regulate and supervise burn sites for debris removal
- Conduct ESF 4 after-action review

Mitigation Operations

- As appropriate, identify potential opportunities for mitigating the impacts of future incidents

Organizational Roles and Responsibilities

Fire and Rescue

- Develop and maintain plans and procedures to provide fire and rescue services in time of emergency
- Check fire fighting and communications equipment
- Fire and Rescue representatives should report to the Local EOC to assist with operations
- Obtain an initial fire situation and damage assessment through established intelligence procedures; determines the appropriate management response to meet the request for assistance; and obtains and distributes, through appropriate channels, incident contact information to emergency responders mobilized through ESF 4
- Analyze each request before committing people and other resources; ensures employees will be provided with appropriate vaccinations, credentials, and personal protective equipment to operate in the all-hazard environment to which

- they are assigned; and ensures that all employees involved in all-hazard response will be supported and managed by an agency leader, agency liaison, or interagency Incident Management Team
- Ensure that an all-hazard, incident-specific briefing and training are accomplished prior to task implementation. This preparation will usually occur prior to mobilization where incident description, mission requirements, and known hazards are addressed. Key protective equipment and associated needs for tasks that employees do not routinely encounter or perform will be identified
 - Follow established procedures in responding to fires and hazardous materials incidents and in providing rescue services
 - Assist with clean up operations
 - Provide emergency medical services and casualty collection points
 - Complete and conduct hazardous materials incident response and training
 - Conduct radiological monitoring and decontamination
 - Assist with evacuation
 - Coordinate search and rescue
 - Provide EOC with frequent updates on the status of current incidents
 - Develop operational procedures to include
 - Internal and external alert notification
 - Expenditure documentation
 - Operational checklists
 - Support temporary shelter operations
 - Assist in initial warning and alerting
 - Request assistance from supporting agencies when needed
 - Arrange direct liaison with fire chiefs in the area
 - Implement Mutual Aid
 - Maintain financial records and forward them to Finance Section Chief

Emergency Management

- Assist in any plan development that is needed
- Assist in coordinating any needs as requested
- Maintain financial records and forward them to Finance Section Chief

Tab 1 to ESF 4 – Fire and Rescue Service Resources

Personnel

Chief	1	Employee Service Coordinator	1
Deputy Chief	1	Information System Coordinator	1
Assistant Chiefs	2	Fiscal Services Coordinator	1
Battalion Chiefs	12	Recruitment, Retention and Training Specialist	1
Fire Captains	13	Sr. Administrative Assistant	1
Fire Lieutenants	41	Communication Specialist	1
Medic Fire Fighters	176	Fire Safety Public Educator	1
Fire Fighters/EMT/Advanced	40	Sr. Warehouse Associate	1
		Staff Technician I	1
		Staff Technician II	3

Equipment

Aerial Tower w/Pump	2	HazMat	2
Aerial Ladder w/ Pump	3	High Water Vehicles	3
Backup Aerial	1	Inflatable Boats	1
Battalion Chief	2	Medic Units	9
Brush Units	1	Back up Medic Units	8
Buses	2	MIRT Support	1
EMS Field Supervisor	2	Mobile Command	1
Front Line Pumpers	7	Support	1
Backup Pumpers	9	Towing Trailers	8
Fire Boats	1	Misc. Vehicles (SUV, Sedans, etc...)	34
Fire Boat Rescue	1	Mass Casualty Bus	1

Emergency Support Function 5 – Emergency Management

Primary Agency

Emergency Management
Community Development

Support Agencies

Fire
Police
City Manager's Office
Marketing Inc.
Information and Technology
City Attorney
Risk Management
Finance
Public Works
All Other Departments

Introduction

Purpose

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

Scope

All emergency response and recovery operations conducted under ESF 5 will be in accordance with the *National Incident Management System (NIMS)*. ESF 5 serves as the support for all local departments 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, maintaining situational awareness, and other support as required.

ESF 5 is a coordination point for departments across the spectrum of domestic incident management from hazard mitigation and preparedness to response and recovery. ESF 5 will identify resources for alert, activation, and subsequent deployment for quick and effective response. ESF 5 will coordinate emergency information being released to the public through Public Communications, maintaining accuracy and timeliness. The Office of Emergency Management will contact and maintain communications with Virginia's

Emergency Operations Center (VEOC) if state and/or federal assistance is required. The EOC works to support the Incident Command System if one is in place, and will set up the structure in the center using the appropriate emergency support functions required to meet the incident needs. Appropriate ICS forms will be filled out as needed.

Policies

When activated, the EOC will provide direction, control, and coordination of resources. The EOC provides guidance, decision making, and resources to the emergency support functions. It obtains information from a variety of sources and seeks information to develop an accurate picture of the emergency/disaster.

To manage their operations, all emergency support functions will collect and process information. The EOC will focus on collecting critical information which is of common value or need to more than one emergency support function or operational element to create an overall perspective of the incident. Emergency Support Functions need to provide this critical information which will be used to develop action plans, reports, briefings, and displays.

The Planning Section supported by planners from Fire, Police, and Community Development will produce situation reports, which will be distributed to EOC staff and on-scene incident command staff. The staff of the EOC will support short-term and long-term planning activities. Plans will be short and concise, based on priorities established by the City Manager. 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.

ESF 5 provides an overall locality-wide, multi-agency command system implemented to manage operations during a disaster. ESF 5 staff supports the implementation of mutual aid agreements to ensure seamless resource response. ESF 5 provides representatives to staff key positions on Emergency Response Teams.

Departments participate in the incident action planning process, which is coordinated by ESF 5. The EOC staff will not release information directly to the public. Staff will provide information to External Affairs for release to the public or the media.

Concept of Operations

General

The Emergency Management Coordinator (EMC) will assist in the development and maintenance of Standard Operating Procedures on the part of each major emergency support function. Generally, each department should maintain current notification rosters, 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 departments with assigned responsibilities in this plan should be aware of the hazards that have the greatest potential for a local disaster and are most likely to occur.

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

The EOC can be opened by the City Manager or the EMC. EOC support staff will include a GIS technician and other support personnel as required in order to assist the decision-making group by 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 readily accessible. The Director of Emergency Management will be briefed at the daily briefing and when major events occur via email and WebEOC.

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.

Briefing and Situation Updates

The Coordinator will establish briefing times due to new information that will be available or at shift change. Briefings will be presented in a PowerPoint, if available; all briefings will be saved as well. Each ESF will complete briefing slides for inclusion in the full briefing, specifically including:

1. Situation update
2. Actions taken by surrounding jurisdictions
3. Decisions made and procedures carried out since last briefing
4. Decisions that need to be made and actions or procedures that need to be carried out
5. Any actions or items which are open or unresolved

Current data will be posted on the WebEOC incident board. All personnel should review the board continually for the most recent information. All situation reports will be provided to the 911 Center, the 311 Citizen Contact Center, and the Public Information Officer personnel.

Organization

The Office of Emergency Management will assume the role of coordinator for ESF 5 and report directly to the Planning Section Chief.

Emergency Management Coordinator (EMC) will report to the City Manager and will fill in the ICS chart as needed. Emergency operations will be directed and controlled from the EOC. The EOC staff will consist of the City Manager, Coordinator, and Deputy Coordinator(s) of Emergency Management, and key department heads or their designated representatives. The succession of authority within these key departments should be available in each department's Continuity of Operations Plan (COOP). EOC support personnel to assist with communications, internal logistics, finance, external affairs and administration will also be designated. The City Manager will be available for decision-making as required. The City Manager is also responsible for coordinating the development and implementation of hazard mitigation plans. The department heads of regulatory agencies or designees are responsible for enforcing compliance with rules, codes, regulations, and ordinances.

The Incident Commander (IC) will utilize ICS. Depending on the nature and scope of the incident it may be handled solely by the IC, or it may require coordination with the EOC. In major disasters there may be more than one incident command post. The IC will generally be a representative from the Primary Agency. During disasters, management

and coordination functions can be accomplished at the EOC, thereby allowing field units to concentrate on essential tasks. Responsibility for the performance of ESFs is assigned to agencies that conduct similar activities during normal operations. Where such an alignment of ESF and normal operations are not possible, the establishment of an emergency organization is required. During an emergency/disaster, the City Manager exercises direction and control, establishes policy and provides overall supervision of the emergency/disaster operations. The Section Chief or other designated party is responsible for the coordination and performance of the ESF.

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 Mayor and the City Council, in coordination with the City Manager.

The EMC will assure the development and maintenance of established procedures on the part of each major emergency support function during small events. In larger events the leader for ESF 5 will be in charge of this function. Each department should maintain current notification rosters, designate staffing as appropriate for an official department operation center, if applicable, designate EOC representatives, establish procedures for reporting appropriate emergency information, and provide ongoing training to maintain emergency response capabilities.

The EMC will insure that all actions are completed as scheduled. The City Manager 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 EMC will coordinate training for this ESF and conduct exercises involving the EOC.

Actions

Preparedness Operations

- Develop and conduct training and exercises related to ESF 5 and EOC operations
- Complete a hazard analysis and develop all-hazard plans that account for a variety of social and economic needs and contain provisions to ensure that plans are applied equitably and that the needs of minorities and vulnerable communities are met during emergencies
- Provide emergency preparedness leadership to City departments
- Develop and maintain the ESF 5 Annex to the EOP, the EOC standard operating procedures, and associated checklist and job aids
- Develop and maintain COOP plan for the EOC
- Manage and operate the WebEOC system
- Coordinate resolution of ESF 5 after-action report (AAR)
- Conduct planning with designated support departments
- Update and maintain Critical Facilities list that can be used to help ensure a quick recovery
- Develop and maintain a set of incident-specific Essential Elements of Information for situational awareness

- Ensure compatibility between this plan and the emergency plans and procedures of key facilities and private organizations within the locality
- Operate the EOC and ensure facility readiness for activation
- Maintain a notification roster of EOC personnel and their alternates
- Conduct community outreach/awareness to promote personal preparedness

Response Operations

- Develop and maintain a capability for emergency operations and reflect it in the EOP
 - Make individual assignments of duties and responsibilities to staff the EOC and implement emergency operations
 - Coordinate with the 311 Citizen Contact Center to provide information to the public when EOC is activated
 - Establish a system and procedure for notifying EOC personnel
 - Identify adequate facilities and resources to conduct emergency operations at the EOC
 - Coordinate Emergency Management mutual aid agreements dealing with adjunct jurisdictions and relief organizations, such as the American Red Cross
 - Develop plans and procedures for providing timely information and guidance to the public in time of emergency through ESF 15
 - Test and exercise plans and procedures
 - Conduct community outreach/mitigation programs
- Provide technical assistance and administrative support in the preparation and processing of emergency declarations, protective action guidelines, and related issues
- Recommend declaration of local emergency and evacuation when appropriate
- Serve as primary liaison to VDEM and the VEOC
- Provide emergency information to the public in coordination with ESF 15
- Determine level of EOC activation and issue notifications
- Ensure notification to EOC staff and their arrival time for each position
 - Follow up with each position every 10 minutes until appropriately staffed
 - Once all are present notify the VEOC
- Provide situation reports and requests for assistance to the VEOC
- Prepare and distribute the situation report
- Manage the overall emergency information collection process
- Manage EOC operations
- Identify operational periods and staffing for the EOC
- Facilitate the action planning process and publish the EOC action plan each operational period
- Coordinate operations and provide necessary direction and control for response and recovery activities
- Provide logistical support to on scene emergency response personnel
- Maintain essential emergency communications through the established communications network, also establish backup communications to VEOC
- Coordinate requests for non-mutual aid assistance
- Coordinate with Public and Private entities
- Record, process, and track requests for resources submitted to the EOC

- Coordinate with neighbor jurisdictions on incident situation, risks, and possible support requirements
- Maintain regional situation awareness through participating in conference calls and updating information in the regional Hampton Roads Common Operating Picture Dashboard

Recovery Operations

- Compile an initial damage assessment report and send to the VEOC within 72 hours
- Coordinate with VDEM on state and federal relief programs
- Complete After Action Report (AAR)

Mitigation Operations

- Develop and maintain hazard and risk analysis for the City as a baseline for developing a City mitigation strategy
- Define and encourage hazard mitigation activities, which will reduce the probability of the occurrence of disaster and/or reduce its effects

Organizational Roles and Responsibilities

Emergency Management

- Provide information to citizens that will assist them in developing their emergency preparedness plans
- Activate and convene local emergency assets and capabilities as needed
- Coordinate with law enforcement and emergency management organizations
- Coordinate short and long-term planning activities
- Appoint appropriate personnel to be Planning Chief and administer Planning Section
- Maintain continuity of government
- Direct and control emergency operations, as requested
- Submit state required reports and records
- Conduct initial warning and alerting
- Ensure EOC is fully stocked with supplies and that all equipment is functional
- Coordinate with specific departments as needed to develop a relationship with private and public industry to ensure compatibility of emergency plans and procedures
- Create a demobilization plan using ICS 221 form, and assist in completing demobilization
- Provide emergency public information, in coordination with ESF 15
- Maintain financial records and forward them to Finance Section Chief

Community Development

- Support planning section function of ESF with appropriate personnel
- Identify and coordinate access to available facilities for the following functions:
 - Refuges of last resort
 - Disaster assistance centers
 - Family assistance centers
 - Staging areas
 - Continuity of government operations

- Maintain financial records and forward them to Finance Section Chief

Fire

- Support planning section function of ESF with appropriate personnel
- Maintain financial records and forward them to Finance Section Chief

Police

- Support planning section function of ESF with appropriate personnel
- Provide Intelligence Position for the planning section and connection to the Real Time Information Center
- Maintain financial records and forward them to Finance Section Chief

City Manager's Office

- Maintain continuity of government operations
- Provide direction and control of emergency operations
- When appropriate declare and terminate local emergency
- Coordinate disaster assistance and recovery
- Maintain financial records and forward them to Finance Section Chief

Marketing & Outreach

- Provide emergency public information

Information and Technology

- Provide a GIS technician during EOC activations
- Implement plans and procedures to ensure computers, automated data systems, and data are backed upon a regular basis, particularly when notified of an impending threat
- Monitor the communication systems including cell phones to ensure adequate communications are available throughout the city to respond to a disaster
- Provide technology support during EOC activations
- Maintain financial records and forward them to Finance Section Chief

City Attorney

- Advise the City concerning legal responsibilities, powers, and liabilities regarding emergency operations and post disaster assistance
- Assist the City Manager in maintaining continuity of government
- Ensure declaration and termination of local emergency are completed and approved by City Council as appropriate
- Draft emergency legislation, as required
- Maintain financial records and forward them to Finance Section Chief

Risk Management

- Advise the City on issues of mitigation and recovery
- Maintain financial records and forward them to Finance Section Chief

Finance

- Ensure accountability of emergency related expenses
- Coordinate documentation of emergency related expenses for State and Federal reimbursement, as appropriate

- Ensure materials and services procured under emergency procurement procedures are accounted for at closeout of emergency
- Appoints appropriate personnel to be Finance and Administration Chief and administer Finance and Administration Section

Public Works

- Direct and coordinate strategies to prevent property and environmental damage
- Assist in evacuation efforts
 - The department is limited to single person and/or small group evacuation using existing equipment
 - No riders are permitted in open beds of dump trucks, pick-ups, etc
- Maintain financial records and forward them to Finance Section Chief

Convention and Visitor Bureau

- Support EOC logistics by coordinating food and supply purchases for EOC personnel and other service providers

All City Departments

- Ensure department and agency respective functions and organizations are prepared for disaster operations that might affect the community, including periods of routine operations, increased readiness, response operations, recovery, and demobilizations
- Develop and maintain resource lists that detail the type, location, contact arrangements, and acquisition procedures of the resources identified as being critical
- Preparations of appropriate procedures, emergency plans or Standard Operating Procedures, to address emergencies and conduct at least annual reviews of the materials for utility and applicability to the City's emergency's needs
- Maintain established key personnel rosters and contact information
- Review plans annually and provide updates to OEM to include ensuring plans are applied equitably and that the needs of the minority and vulnerable communities are met during emergencies
- Establish lines of succession for organizational functions
- Provide for the protection of all vital records and other resources within their area of responsibility
- Establish reporting procedures to assess and report to the appropriate ESF on injuries, loss of life, and damage to facilities and equipment associated with the emergency
- Use ICS sheets and WebEOC to document emergency records and reports, to include expenses
- Assist in the development of public information materials for distribution to the public in emergencies
- Conduct annual emergency readiness seminars for employees and their families;
- Ensure employees understand that they should be prepared to work in a non-traditional and supporting roles when needed
- Assist with tasks as assigned
- Assist with planning projects
- Maintain financial records and forward them to Finance Section Chief

- The Department Head of each agency involved in emergency/disaster response or recovery activities will:
 - Maintain operational control of the agency's personnel, equipment, and supplies
 - Identify a minimum of one primary and four alternate representatives capable of functioning as the agency representative at the EOC

DRAFT

Tab 1 to ESF 5 – Emergency Management Contact List

<u>Position</u>	<u>Name</u>	<u>Work Phone</u> (REDACTED- Info on file)	<u>Cell Phone</u>
Emergency Management Director	Mary Bunting		
Deputy Director	Steven Bond		
Emergency Management Coordinator	Hui-Shan Walker		
Emergency Mgmt. Deputy Coordinator	Gwen Pointer		
Emergency Mgmt. Deputy Coordinator	Sara Snowden		
Police	Mark Talbot		
Sheriff	Karen Bowden		
Fire and Rescue Fire Chief (Interim)	Jason Monk		
Public Works Director (Interim)	Jason Mitchell		
District Health Director	Dr. Natasha Dwamena		
Director of Parks and Recreation	David McCauley		
Director of Human Services	Tamara Temoney-Porter		
City Attorney	Cheran Cordell Ivery		
Public Information Officer	Robin McCormick		

Tab 2 to ESF 5 – Primary EOC Staffing

Skeletal Staffing

Emergency Management Coordinator
Emergency Management Deputy Coordinator
Emergency Management Planner
Fire and Rescue Chief or Designee
Police Chief or Designee
Information and Technology
GIS representative
Message Clerk

Full Staffing

Emergency Management Director or Designee
Emergency Management Coordinator
Emergency Management Deputy Coordinator
Emergency Management Planner
Police Chief or Designee
Fire and Rescue Chief or Designee
Superintendent of Schools or Designee
Health Department Representative
Social Services Representative
Red Cross
Message Clerk
PIO Officer
Public Works Director or Designee
Director of Fleet Services or Designee
City Attorney Representative
Information and Technology

- GIS representative
- General IT person

Public Information/Rumor Control

Public Information Officer
Phone Operators
Message Clerk
Messenger
Security

ALTERNATE EOC STAFFING

To be completed for an event as appropriate.

Emergency Support Function 6 – Mass Care, Housing, Human Services

Primary Agency

Social Services

Support Agencies

Hampton and Peninsula Health Districts
Emergency Management
Parks and Recreation (lead agency for POD operations)
Hampton Public Schools
Police
Fire and Rescue
Hampton Redevelopment and Housing Authority
Economic Development
Hampton-Newport News Community Service Board
American Red Cross
Virginia Voluntary Organizations Active in Disaster
Radio Amateur Civil Emergency Services (RACES)

Introduction

Purpose

Emergency Support Function (ESF) 6 coordinates the delivery of local mass care, emergency assistance, housing, and human services to individuals and/or families impacted by natural or human caused disasters.

ESF 6 provides shelter, food, and emergency first aid, prior to and immediately following a declared emergency or disaster. ESF 6 also provides for a disaster welfare inquiry system to collect, receive, and report information about the status of victims and assist with family reunification, along with operating a family assistance center. ESF 6 assists with bulk distribution of emergency relief supplies to emergency/disaster victims through a Point of Distribution (POD) operation when needed.

Scope

ESF 6 promotes the delivery of services and implementation of programs to assist individuals, households, and families impacted by potential or actual incidents. All emergency response and recovery operations conducted under ESF 6 will be in accordance with the National Incident Management System (NIMS).

Hampton Department of Social Services, as the lead agency, and in conjunction with other support agencies and partners, will maintain more specific policies and procedures to address the various elements of this ESF. Accompanying manuals or plans will help provide a stronger basis for emergency operations and future planning.

The information in this ESF is based upon the work of the Hampton Roads Regional Catastrophic Planning Team and other regional, statewide or national guidance.

Recommended Concepts of Operations for Local Shelters and Refuges of Last Resort (December 2013) provides a regional consensus on local sheltering and refuges of last resort (ROLR). That document provides recommended minimum standards for shelters and ROLR staffing and facility capabilities as a target to work towards. Excerpts from the document are included as tabs at the end of this ESF.

ESF 6 promotes the delivery of services and the implementation of programs to assist individuals, households, and families impacted by an incident. This includes economic assistance and other services for individuals. ESF 6 includes the following primary functions:

- Mass Care
- Emergency Assistance
- Housing
- Human Services

Mass Care includes emergency sheltering, feeding operations, emergency first aid, bulk distribution of emergency items, and collecting and providing information on victims to family members in an effort to reunite families who have been separated during the emergency.

Emergency Assistance addresses the needs beyond traditional mass care provided at the local level to include coordination with the state for activation of state managed shelters; state coordinated reunifications services; and functional needs support services. In Hampton, these services include but may not be limited to:

- Support during evacuations (including registration and tracking of evacuees) and assistance in reuniting family members;
- Provision for aid and services to segments of the population who may have special needs;
- Assistance with household pets and service animals' evacuation and/or sheltering;
- Other emergency services for support to specialized shelters, support to medical shelters, nonconventional shelter management, coordination of donated goods and services, and coordination of voluntary agency assistance.

Housing refers to the provision of assistance for short- and long-term housing needs of victims is a continuing process as the emergency evolves from response to recovery. Initial housing may be in the form of available shelters or access to a refuge of last resort. As the emergency abates and damage assessments are made, short term housing solutions are identified as a means of moving displaced people from shelters back to their homes if possible. Where damage precludes the immediate return home, assistance may be provided until other arrangements are made or the home is repaired. Longer term housing needs are identified when significant damage occurs, requiring housing repair or replacement of pre-storm housing stock. That may include renovation, rebuilding or relocation.

Human Services includes the collection of information on victims to reunify families/pets and to meet immediate needs for financial assistance, longer term food, clothing and shelter needs. This function provides victims recovery related services such as counseling, identifies support and services for persons with special needs, expedites the processing of new benefits claims, and assists in collecting information for victim compensation for criminal acts. Reestablishment of essential services for all

communities would take place through the normal processes for accessing such services. If daycare is needed for one to gain services, a list of available daycares will be provided.

Potential hazards may require evacuation. The actual situation will determine the scope of the evacuation and the number of evacuees who could utilize a shelter.

Initial response activities will focus on meeting urgent needs of emergency/disaster victims, including members of special needs groups and unaccompanied minors. Additional assistance will be based on needs of the emergency/disaster victims, the emergency/disaster situation and available resources. All unaccompanied minors separated from their families will be provided services from Child Protective Services until parents can be located. Following an assessment of their particular situation, they may be entered into national databases such as the American Red Cross Safe and Well or National Missing and Exploited Children's network to assist with family reunification.

Disasters with significant casualties or transportation related incidents may require the establishment of a reception center/family assistance center (FAC). A reception center may be initially established with limited services to allow for the EOC, surrounding jurisdictions, and the state to determine the need to expand to an FAC.

Policies

The Emergency Management Coordinator, in coordination with the EOC, will determine if a shelter is to be opened. Which shelters to open and in what order will be determined based on the event and availability of facilities. Incident Commanders may coordinate with the Emergency Management Coordinator to open a temporary shelter when the EOC is not activated.

The Director of Social Services is tasked with the supervision, coordination and operation of disaster shelters with the cooperation of other city departments. All shelter staff, regardless of agency, will report to the shelter manager upon arrival and will remain available for duties as directed by the shelter manager.

Hampton's shelters will operate according to the operating principles, policies, and procedures outlined in the Hampton Department of Human Services Emergency Shelters Operations Policy. Communications with the EOC will be maintained when shelters are open. RACES will provide supplemental communication including voice and data at each shelter.

The protocols of the Hampton and Peninsula Health Districts will govern medical services in shelters. In the event that the local health district is not represented at a shelter, other medical personal such as school nurses or EMS personnel may assist with the provision of necessary medical services.

If centralized sheltering facilities are established, citizens will be transported from individual shelters to the centralized location. Once the area is rendered safe and evacuees are able to return to their residence, transportation will be provided as necessary.

When the shelter population is reduced to a level that is no longer cost efficient, the Director of Social Services will determine the need for temporary lodging arrangements in

coordination with the Director of Emergency Management. The Director of Emergency Management in coordination with the EOC will authorize shelter closure.

Public emergency sheltering will provide accommodations to all population groups. Appropriate provisions must be made within the shelters to accommodate people with disabilities and functional/access needs that do not require hospitalization. This is accomplished in part by encouraging and facilitating self-sufficiency.

If the City of Hampton opens shelters for an emergency that may have exposed people to contamination (such as a radiological event or a hazmat incident), the shelter manager will work with the Hampton Division of Fire and Rescue to determine what method of screening is needed to ensure the risk of contaminating the shelter is minimized or eliminated. Hampton Fire may request mutual aid from regional and state partners to monitor and detect contamination. In the case of radiological incident or threat, the radiological plan may be implemented.

All local government/volunteer/private sector resources will be utilized as necessary. When needed, sheltering, feeding and emergency first aid activities will begin as quickly as resources can be mobilized. When the incident is anticipated, such as severe weather events with advance notice, the staging of resources at particular facilities may occur before the incident to reduce the amount of time needed to mobilize.

It is critical to maintain the confidentiality of information and individuals' privacy during emergencies. There is also a need to share information about persons identified on shelter lists, casualty lists, hospital admission, etc. with individuals who are trying to reunite families. Coordination among agencies to provide one contact point will help to minimize the number of inquiry points for families. Information will be made available to family members to the extent allowable under confidentiality regulations.

If Hampton is requested to activate a shelter(s) to support another jurisdiction, the shelter would operate the same as any shelter for Hampton residents, unless otherwise directed by the requesting jurisdiction(s). All costs for the requested shelter(s) would be maintained separately from other shelters operating in the city so that expenses may be billed to the requesting jurisdiction.

Adequate records must be maintained for all costs incurred in order to be eligible for post-disaster assistance, if it becomes available. The EOC will determine the forms, format and timeframe for reporting of ESF 6 expenses at the time of the emergency. This will allow for the most current federal or state reporting requirements to be met without duplicating effort. In general, all expenses related to the preparation, operations, demobilization, returning the facilities and equipment to their normal use, and labor costs should be captured.

Concept of Operations

Sheltering

Organization

The Department of Social Services is the lead agency for ESF 6, they will report directly to the Social Services Branch Director of the Operations Section in the EOC. They may

develop and maintain policy, procedures, manuals or other job aids to assist them in completing this ESF.

The Superintendent of Schools or designee, assisted by the Social Services is responsible for the reception and care of evacuees when school facilities are being utilized as shelters. Public school employees may be assigned support tasks.

Law enforcement will provide security; Hampton Police will provide animal control including coordination of pet sheltering, with assistance from other agencies as needed.

The Peninsula and Hampton Health Districts along with Hampton EMS providers will provide first aid and limited medical care service at the shelter. Public school nurses may also provide medical care at the shelter.

Hampton Fire will provide EMS providers as needed. They will also provide logistics for the specialized medical needs trailer, including transportation. Hampton Fire will provide transportation for shelter trailers.

Hampton Parks, Recreation & Leisure Services will provide community center facilities for ESF 6 services as directed by the EOC.

Department of Economic Development will provide contact with available commercial space that may be available for alternate shelters, refuge of last resort locations, points of distribution locations, or short term / temporary housing areas.

General Information

The Department of Social Services will be responsible for registration and record keeping. Hampton uses an automated registration system approved by the Virginia Departments of Emergency Management/Social Services when available. This allows other jurisdictions and the state to easily track the residents of different jurisdictions. This system is used to assist in reuniting families that may have been separated during the emergency. Upon arrival, each registrant shall provide information for a shelter worker to complete the shelter registration. As a backup means of registration, Social Services will maintain paper stock of registration forms compatible with the automated registration input. Records will be maintained on the whereabouts of all evacuees throughout emergency operations then safeguarded as shelters close.

Social Services and the Hampton and Peninsula Health Districts will assure that people with functional medical needs are accommodated in the time of an emergency. Public information materials are available for specialized populations so that they will be aware of the primary hazards as well as mitigation and response actions they should take.

While all shelters in Hampton can accommodate those with access and functional needs, those with special medical needs will be asked during registration if they would like to be transferred to a shelter which may provide additional support for medical needs. All shelter staff are briefed on how to assist everyone at the shelters so they can maintain their independence. If additional specialized/specialty equipment or services are needed at a shelter the shelter manager will relay that information to the EOC and the Logistics section will work to meet that need.

Those who have been in special housing such as a domestic violence shelter or are the subject of a protective order may provide the name of the abuser so that information can be entered into the shelter registration system. A cross check can be done when individuals enter the shelter so that they will not reside in the same area.

ESF 5 will coordinate with ESF 15 to make public notification of shelter openings, closings, times, and what citizens need to bring with them. When time permits, evacuees will be advised to bring the following items with them if circumstances permit: three days' worth of supplies, to include but not limited to water, food, clothing, medicines, comfort items, baby food and supplies, pillows, and sleeping bags or blankets.

Shelters may have a limited supply of hygiene kits, clean up items, and infant care supplies, which could be passed out at the shelter, if needed. All orders for additional items will be requested from the EOC as needed. However, for the personal comfort and care of evacuees, it is stressed they should bring personal items to a shelter that will make them and their family members more comfortable during their stay.

Pet owners who are sheltering pets should be advised to have pet supplies to include leashes, cage/pet carrier, food and water bowls, food, pet medical records, identification means such as photos, cleaning supplies, and pet toys.

In order to support services to those with animals and those with access and functional needs, Hampton maintains limited specialized equipment stored in movable trailers to assist with meeting the needs of both groups.

Shelters will make best efforts to exclude media from the shelter to protect the privacy of all individuals.

In the event of a small-scale evacuation, shelter and care may be provided at the nearest safe facility, which could include public schools, City recreation facilities, local motels, faith-based facilities, or other available facilities. In the event of a large-scale evacuation or displacement of residents, or when the Coordinator along with the Incident Commander decides that a larger facility is required, they will advise the Superintendent of Schools or designee and Social Services of this decision. The Superintendent of Schools or designee, in conjunction with Social Services, will then activate one or more of the designated schools in the City as shelter(s).

To the best of Hampton's ability, all shelters will be free of pests and rodents. If needed, EOC will locate exterminators to assist with vermin control.

Should crisis-counseling services be required, trained mental health professionals will be provided by Hampton Newport News Community Services Board. These services may be made available during shelter operations or there may be a referral for services after the emergency.

Shelters will coordinate their operations with the EOC through situational awareness tools such as cell phone, email, amateur radio, and WebEOC or other software and communications means that are available. The EOC will determine the frequency and timing of situational reports to be provided regarding the status of operations at the

shelter(s) and evacuees. The Hampton EOC will then relay information to the Virginia EOC as needed.

Shelter locations and suitability should be re-evaluated on the same cycle as the EOP re-promulgation, every 4 years. See Tab 1 to ESF 6 Shelter Locations and Resources. Shelter policies and manual will be reviewed annually and revised as needed.

Actions

Actions are organized based on the emergency management cycle to include prevention/preparedness, response, recovery and mitigation. The actions listed here are for guidance, the listings are not intended to be all inclusive. Additional action items should be taken as appropriate, and then added to the listing to ensure they are considered during future emergencies. They are provided below in a checklist format to assist in documenting the actions have been considered or completed by EOC staff.

Preparedness

- Develop supporting plans and procedures
- Utilize the Hampton Roads Regional Catastrophic Planning Team (RCPT) *Recommended Concept of Operations for Local Shelters and Refuge of Last Resort* to support comprehensive planning
- Designate shelters or refuges of last resort
 - Verify maximum capacities for each shelter based on general population, functional needs and socially-distanced populations
 - Conduct training for shelter operations, mass care, and other training
 - Coordinate arrangements for lodging small numbers of displaced persons in hotels or other non-city owned shelters rather than operating a city shelter.
- Conduct training and exercises
- Develop and maintain inventory of agency resources
- Develop and maintain notification rosters
- Anticipate and resolve special problems, such as receiving nursing home patients, closing of schools, etc..
- Manage resolution of ESF after-action issues
- Ensure protection of vital records
- Identify ESF 6 staffing capabilities and determine gaps; develop pre-scripted mission requests to State for additional needs
- Identify ESF 6 resource requirements (shelter supplies, commodities, durable and expendable medical supplies); develop standby contracts and/or develop pre-scripted mission requests to the State to fill gaps
- Identify public and commercial facilities that may be used for ESF 6 operations including alternate or temporary shelters, refuge of last resort locations, points of distribution locations, or short term / temporary housing areas

Response Operations

- Provide for basic immediate needs of disaster victims
- Open and operate mass care shelters and reception centers
- Provide mass feeding
- Provide mass transportation from evacuated areas to shelters and return
- Receive and care for evacuees and displaced persons.
- Register and maintain accurate records on their status

- Provide staff support to Family Assistance Centers (FAC)
- Provide mental health services for disaster victims
- Prioritize missions in accordance with guidance provided by the City Manager
- Verify ESF 6 staffing capabilities and gaps; utilize pre-scripted mission requests to State for additional needs
- Verify ESF 6 resource requirements (shelter supplies, commodities, durable and expendable medical supplies); implement standby contracts and/or utilize pre-scripted mission requests to the State to fill gaps.
- Initiate/participate in regional mass care teleconferences to coordinate mass care support/issues with other Hampton Roads jurisdictions

Recovery Operations

- Continue to receive and care for displaced persons
- Provide essential services and resources to individuals and families
- Facilitate ESF 6 after-action review
- Conduct emergency Supplemental Nutrition Assistance Program as needed
- Coordinate short and long-term housing assistance

Mitigation Operations

- As appropriate, identify potential opportunities for mitigating the impacts of future incidents
- Identify volunteer organizations that could assist in shelter and mass care operations and develop cooperative agreements
- In coordination with volunteer organizations, identify suitable alternative and/or transitional shelters and feeding facilities

Organizational Roles and Responsibilities

Lead Agency - Social Services

- Develop and update sheltering plans and procedures
- Update and maintain shelter team members and contact phone numbers
- Coordinate registration and dormitory management
- Coordinate shelter operations, and other training
- Provide Team leaders, assistant team leaders, and staff members
- Assist in disaster outreach and awareness with the Social Services sector
- Designate managers and other key staff personnel
- Stock and maintain shelter manager kits
- Coordinate logistical and fiscal activities for ESF 6
- Plan and support meetings with secondary agencies, and ensure all agencies are informed and involved
- Provide registration and record keeping
- Coordinate with the Community Services Board to assess community behavioral health needs following an emergency/disaster
- Provide emergency assistance for displaced persons
- Coordinate release of information for notification of relatives with Law Enforcement, Health, Hospitals and FAC (if established)
- Coordinate shelter operations
- Provide personnel, supplies and other resources to assist with shelter operations for victims of the affected emergency/disaster area
- Coordinate with Hampton and Peninsula Health Districts to ensure health standards, including food sanitation and water, are maintained at all service sites

- Coordinate the services of any trained volunteers that are needed for sheltering
- Assist in the development and maintenance of a shelter operations plan
- Provide situational reports to the EOC concerning the status of evacuees and of operations at the shelters
- Maintain financial records and forward them to the Finance Section Chief

Support Agencies:

Economic Development

- Coordinate with local businesses and Chamber of Commerce to identify or gain access to commercial facilities that may be used for ESF 6 operations including alternate or temporary shelters, refuge of last resort locations, points of distribution locations, or short term / temporary housing areas

Emergency Management

- Assist in the development and maintenance of a shelter operations plan
- Assist with planning and supporting meetings with secondary agencies, and ensures all agencies are informed and involved
- Coordinate and integrate overall efforts
- Implement shelter facilities and refuge of last resort MOU's and other agreements
- Determine the maximum capacities for each potential shelter
- Coordinate with Police/Hampton Animal Response Team to develop plans and procedures to receive and care for the animals of the evacuees
- Coordinate with various departments who have direct contact with the public, to identify unmet needs.
- Unmet needs identified will be submitted to Logistics Section for resolution.
- Maintain financial records and forward them to Finance Section Chief

Fire and Rescue

- Provide medical and ambulance service
- Provide towing & other logistics for medical shelter trailers
- Maintain financial records and forward them to Finance Section Chief

Parks and Recreation

- Provide personnel, supplies and other resources necessary to conduct shelter operations for victims of the affected emergency/disaster when requested
- Update and maintain shelter team members and contact phone numbers
- Assist in sheltering operations
- During shelter operations provide frequent updates as to the shelter status to the EOC
- Maintain financial records and forward them to Finance Section Chief
- Provide towing of non-medical trailers for sheltering equipment and supplies

Police/Hampton Animal Response Team

- Coordinate with Emergency Management to develop plans and procedures to receive and care for the animals of the evacuees
- Assist in the implementation of the pet sheltering plan
- Update and maintain shelter team members and contact phone numbers
- Provide security at all emergency shelters and refuges of last resort
- Maintain financial records and forward them to Finance Section Chief

Hampton and Peninsula Health Districts

- Provide nurse coordinators and nursing staff to evaluate medical problems, coordinate transfer to other facilities if needed, and to institute needed follow up and/or assistance during shelter operations
- Provide assistance for population with disabilities and functional/access needs
- Update and maintain roster of shelter team members and contact phone numbers
- Assist in provision of medical supplies and services
- Ensure health standards are maintained at each service site
- Coordinate provision of emergency medical support at the shelter sites with Fire Division
- Develop plans and procedures to receive and care for persons with disabilities evacuated from residential homes and treatment facilities that operate 24 hours a day, 7 days a week
- Maintain financial records and forward them to Finance Section Chief

Hampton Newport News Community Service Board

- Coordinate pre-event notification to clients with EOC
- Provide mental health professionals for crisis-counseling services as required
- Assign counselors to the shelters and Disaster Recovery Centers
- Provide individuals to interpret sign language for the hearing impaired
- Assess community behavioral health needs following an emergency/disaster

Hampton Public Schools

- Provide kitchen and janitorial personnel along with appropriate equipment and supplies to accomplish associated tasks
- Provide mass feeding as required
- Update and maintain roster of shelter team members and contact phone numbers
- Facilitate the opening of emergency shelter sites upon request by the Director of Emergency Management or his/her designee
- Develop plans and procedures to transport, receive, and care for an indeterminate number of evacuees and pets who need sheltering
- Assist with shelter upgrading and building maintenance
- Provide mass transportation as required
- Maintain financial records and forward them to Finance Section Chief

Hampton Redevelopment and Housing Authority

- Assist displaced residents of HRHA managed properties and residents with Section 8 vouchers with locating long-term housing
- Assist in creating a short- and long-term housing plan
- Coordinate with EOC pre-event notification to clients
- Maintain financial records and forward them to Finance Section Chief

Hampton Roads Chapter of the American Red Cross

- Assist with the development of a shelter operations plan
- Assist with recruitment of shelter volunteers
- Conduct lodging for small number of displaced persons in hotels or other non-city owned shelters
- Provide shelter liaisons along with equipment, supplies, and other resources to support in setting up and running of the shelter facilities
- Coordinate re-supply of food stocks for shelters
- Supply shelters with cots and blankets

- Assist in the coordination of the Disaster Welfare Inquiry Center
- Assist in providing initial mental health counseling and support services

Private Sector Agencies

- Implement Emergency Action Plans and coordinate with local EOC for assistance as needed.

Radio Amateur Civil Emergency Services (RACES)

- Amateur radio stations will be set-up as a minimum in each open shelter
- Provide 24-hour coverage at each shelter
- Provide a minimum of backup voice communications between the shelter and the EOC
- Provide data communications if possible (on a secondary basis) between the shelter and the EOC.

Virginia Voluntary Organizations Active in Disaster

- Assist with provision of goods and services

Concept of Operations Points of Distribution

Organization

ESF 6 assists with bulk distribution of emergency relief supplies to emergency/disaster victims through a Points of Distribution (POD) operation when needed.

The Department of Social Services is responsible for the coordination of all mass care activities including Points of Distribution.

Other City departments will provide resources and staff to assist with operations as tasked.

General Information

A Point of Distribution (POD) is a centralized location where life-sustaining commodities/supplies, such as food, water, tarps and medicines/antidotes are delivered and distributed to impacted populations following an emergency or disaster. Two types of PODS will be used in Virginia:

- Commodity PODs - Those established post event for the purpose of distributing life sustaining commodities such as water, food and tarps and other bulk resources. Commodity PODs can be fixed sites or mobile, depending on the specific requirement.
- Medical PODs - Those established under the State's Strategic National Stockpile Program for purposes of distributing pharmaceuticals, antidotes and prophylactic medications in the event of a pandemic, biological or chemical attack.

The purpose of a POD is for local jurisdictions to establish initial points where the general public will obtain life sustaining emergency relief supplies until such time as power is restored, and traditional facilities such as retail establishments reopen and/or when comfort stations, fixed and mobile feeding sites and routes, and relief social service programs are in place.

Tab 1 to ESF 6 - Shelter Locations and Resources

There are 11 designated shelters for the City of Hampton. They are listed in the most likely order of opening; however, the circumstances of each event may impact shelter site selection. This list includes the city’s shelters, generator capacity, and their sheltering capacity. The shelter manager and the principal of the school or facility manager are responsible for verifying the information when the shelter opens. This information is subject to change. Once the decision is made to open shelters, the Shelter Manual will be used for the operation of the shelter. The Shelter Manual is maintained as a separate document from the EOP.

Table 10: Shelter Locations and Resources

Shelter Name	Evacuation Zone	Generator	Pets	Capacity AFN at 120 SQ FT	Capacity Social Distancing 110 SQ FT	Capacity Pre-Landfall at 15 SQ FT
Tier 1 Shelters						
George P. Phenix PreK-8 School 1061 Big Bethel Rd.	D	750 kw	40	20	67	433
Bethel High School 1067 Big Bethel Rd.	D	80 kw	100	0	95	588
Hunter B. Andrews PreK-8 School 3120 Victoria Blvd.	D	750 kw	40	20	67	433
Thomas Eaton Middle School 2108 Cunningham Dr.	B	80 kw	10	0	24	60
Northampton Community Center 1435 Todds Ln.	D	150 kw	10	0	26	55
Social Services 1320 LaSalle Ave.	C	250 kw	10	25	25	50
Tier 2 Shelters						
Cesar Tarrant Middle School 1435 Todds Ln.	D		Y	0	98	396
Hampton High School 1491 W. Queen St.	C		Y	0	103	349
West Hampton Community Center 1638 Briarfield Rd.	A		Y	0	26	55
Lindsey Middle School 1636 Briarfield Rd.	A		Y	0	24	328
Hines Middle School 561 McLawhorne Dr. Newport News	Inland		N	0	24	375

Tab 2 to ESF 6: Recommended Shelter Staffing

Table 11. Shelter Staffing

Shelter Staffing Template 2 SHIFTS		50-PERSON SHELTER			100-PERSON SHELTER			200-PERSON SHELTER			500-PERSON SHELTER			STAFF SHELTER (100-PERSON)		
ROLE	OPEN	OPERATE		OPEN	OPERATE		OPEN	OPERATE		OPEN	OPERATE		OPEN	OPERATE		
		7a-7p	7p-7a		7a-7p	7p-7a		7a-7p	7p-7a		7a-7p	7p-7a		7a-7p	7p-7a	
Shelter Manager	1	1		1	1		1	1		1	1					
Administrative Assistant	1	1		1	1	1	1	1	1	2	3	2				
Crisis counselor/Mental Health associate	1	1	1	1	1	1	2	2	2	2	4	2				
Shift Supervisor			1			1		1	1			3				
Registration Manager	1	1	1	1	1	1	1	1	1	2	1	1				
Registration Staff	1	1		1	1	1	4	2	2	8	5	5				
Canteen/Dining associate	1	1		1	1		3	3	1	8	8	3				
Volunteer Coordinator	1	1	1	1	1	1	1	2	1	2	4	2				
Health Services/Emergency Medical Staff	1	1	1	1	1	1	1	2	1	2	3	1				
Custodial Staff	1	1	1	1	1	1	1	1	1	1	2	1				
Security Staff	1	1	1	1	1	1	2	2	2	3	3	3				
Information Associate	1	1		1	1		1	1		3	3	1				
Kennel Staff (if providing pet sheltering)	1	1	1	1	1	1	2	2	1	3	4	1				
TOTAL	12	12	8	12	12	10	20	21	14	34	37	25	0	0	0	
Shelter Staffing Template 3 SHIFTS		50-PERSON SHELTER			100-PERSON SHELTER			200-PERSON SHELTER			500-PERSON SHELTER			STAFF SHELTER (100-PERSON)		
ROLE	7a-4p	3p-12a	11p-8a	7a-4p	3p-12a	11p-8a	7a-4p	3p-12a	11p-8a	7a-4p	3p-12a	11p-8a	7a-4p	3p-12a	11p-8a	
Shelter Manager	1			1			1			1						
Administrative Assistant	1	1		1	1	1	1	1	1	2	3	2				
Crisis counselor/Mental Health associate	1	1		1	1		2	2		3	3					
Shift Supervisor		1	1		1	1	1	2	2	2	3	3				
Registration Manager	1	1	1	1	1	1	1	1	1	2	1	1				
Registration Staff	1	1	1	1	1	1	4	2	1	8	5	2				
Canteen/Dining associate	1	1		1	1		3	3	1	10	6	2				
Volunteer Coordinator	1	1		1	1		2	2		3	3					
Health Services/Emergency Medical Staff	1	1	1	1	1	1	1	2	1	2	3	2				
Custodial Staff	1	1	1	1	1	1	1	1	1	2	2	1				
Security Staff	1	1	1	1	1	1	2	2	2	3	3	3				
Information Associate	1	1		1	1		1	1		3	3					
Kennel Staff (if providing pet sheltering)	1	1	1	1	1	1	2	2	1	4	4	1				
TOTAL	12	12	7	12	12	8	22	21	11	41	35	17	0	0	0	



Tab 3 to ESF 6: Refuge of Last Resort (ROLR) Concept of Operation

Excerpt from the *Recommended Concepts of Operations for Local Shelters and Refuges of Last Resort* (December 2013, Page 18)

Refuge of Last Resort (ROLR) - A refuge of last resort serves as a last means of providing a relatively safer area of refuge from immediate incident/event impacts until it is safe to re-locate. They provide no shelter services to those seeking refuge and usually are not intended to be and/or designated as a “shelter” by a locality. Refuges of last resort may be located close to established evacuation routes in order to easily accommodate person(s) who may become stranded on the road during imminent hazardous conditions. Once the incident/event has passed, populations within the refuge of last resort may be required to leave and may transition to a shelter or other location within or out of the impacted area(s).

Refuge of Last Resort (ROLR) Facility Characteristics

The following criteria for ROLR facilities were developed as a minimum standard for ROLR facilities. It is understood that in some cases, this list represents a goal rather than a statement of current capabilities. In addition, it may be valuable to work with the State in addressing ROLRs, particularly for localities along the identified major evacuation routes for Eastern North Carolina and Hampton Roads.

Refuges of Last Resort (ROLR) should meet the following recommended minimum criteria:

- The structure is rated for a minimum of resistance to Category 2 hurricane winds based on the Saffir- Simpson wind Scale.
- The structure is NOT located in the surge zone associated with a Category 1 hurricane.
- The structure meets or exceeds current building codes or ANSI A 58.1-1982 or ASCE 7-98 at the time of construction.
- The structure is ADA compliant*
- The structure has restroom facilities for men and women with a ratio of 1 toilet per 40 people.
- Available parking to meet the intended capacity of the refuge, including ADA designated spaces.
- There is a standing MOU/MOA with the facility if not a jurisdiction-owned/operated structure.
- The facility has cleaning and janitorial supplies on site to support the capacity of the refuge.
- The facility is provided with an appropriate security staff to enforce a “no weapons, drugs or alcohol” policy and maintain the safety and security of those within the building and the building itself.
- Facility capacity is rated at 10 square foot/person/expected occupied spaces due to the very short term expected use of the facility (less than 24 hours).

Tab 4 to ESF 6: Service Animal Guidance

Excerpt from the *Recommended Concepts of Operations for Local Shelters and Refuges of Last Resort*, (December 2013, Page 23)

Service Animal guidance from the US Department of Justice

The sheltering of animals considered “service animals” by the USDOJ is an important consideration for all shelters and ROLRs. The accommodation of service animals is not the same as establishing a pet shelter for the general public. Appropriate steps must be taken to accommodate these animals in any shelter while addressing the general shelter population issues such as pet allergies, fear of animals, feeding issues and animal waste disposal. The following guidance from the USDOJ should be used to assist shelter and ROLR managers in appropriately managing service animals within their facilities.

- Beginning on March 15th 2011, only dogs are recognized as service animals under Titles II and III of the ADA.
- A service animal is a dog that is individually trained to do work or perform tasks for a person with a disability.
- Generally, Title II and Title III entities must permit service animals to accompany people with disabilities in all areas where members of the public are allowed to go.

In addition to the provisions about service dogs, the Department’s revised ADA regulations have a new, separate provision about miniature horses that have been individually trained to do work or perform tasks for people with disabilities.

(Miniature horses generally range in height from 24 inches to 34 inches measured to the shoulders and generally weigh between 70 and 100 pounds.) Entities covered by the ADA must modify their policies to permit miniature horses where reasonable. The regulations set out four assessment factors to assist entities in determining whether miniature horses can be accommodated in their facility. The assessment factors are whether:

- The miniature horse is housebroken;
- The miniature horse is under the owner’s control;
- The facility can accommodate the miniature horse’s type, size, and weight; and
- The miniature horse’s presence will not compromise legitimate safety requirements necessary for safe operation of the facility.

NOTE: When it is not obvious what service an animal provides, only limited inquiries are allowed. Staff may ask two questions: (1) is the dog a service animal required because of a disability, and (2) what work or task has the dog been trained to perform. Staff cannot ask about the person’s disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.

Tab 5 to ESF 6: Functional Needs & Special Services Awareness

Excerpt from the *Recommended Concepts of Operations for Local Shelters and Refuges of Last Resort*, dated (December 2013, Appendix D, Page 46)

When people with disabilities or other functional and access needs seek shelter, it is important to work with them individually to assess their needs and to determine the best way to meet those needs. Many individuals find mass care shelter arrangements difficult, since they are separated from their personal items and familiar surroundings. This can be more difficult, and often frustrating, for an individual with a disability who, as a result of a disaster or emergency, has been cut off from people and equipment that they rely on for assistance.

The Americans with Disabilities Act defines a **disability**, with respect to an individual, as a physical or mental impairment that substantially limits one or more of the major life activities such as caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working.

(The Americans with Disabilities Act,

Retrieved 12/10/2010 from: <http://www.ada.gov/qasrvc.htm>)

People have different ability levels including but not limited to:

- Use of manual or motorized wheelchairs, crutches, canes or walkers
 - Blindness or having vision impairments
 - Deafness or hard of hearing
 - Having emotional (mental) or intellectual impairments
 - Having medical conditions such as allergies, epilepsy or asthma
 - Having difficulty communicating in English or English as a second language
 - Being frail
 - Have a number of other conditions or combinations of conditions needing assistance.
- (ARC Serving People with Functional and Access Needs in Shelters (FANS) Course)*

Tab 6 to ESF 6: Hampton Facilities Potentially Needing Public Shelter in Event of Evacuation

Special Facilities

The welfare of the staff and residents in a facility is the responsibility of the facility. The facility director is responsible for developing and carrying out an effective safety program to deal with the daily operations of the facility. The facility director is responsible for coordinating and obtaining necessary assistance from local emergency response agencies. They should take whatever action is necessary and appropriate to protect the health and welfare of staff and residents in or around the facility, until such time the emergency response service agencies arrive. If a facility cannot meet the needs of its residents and staff during a disaster according to their emergency operations plan they should contact the city for assistance.

Table 12. Nursing Homes and Assisted Living

Facility	Location	Capacity
Coliseum Convalescent & Rehabilitation Center	305 Marcella Rd	180
Devonshire	2220 Executive Dr	55
Northampton Convalescent & Rehabilitation Center	1028 Topping Ln	70
Waterview Health and Rehabilitation Center	414 Algonquin Rd	130
Sentara Nursing Center	2230 Executive Dr	86
Commonwealth Assisted Living	1034 Topping Ln	52
Commonwealth Assisted Living	1030 Topping Ln	102
Carlson Cottage	39 Doris Carlson Dr	8
The Transitional Apartments	39 Doris Carlson Dr	2
Seton Manor	215 Marcella Rd	112
Bethel Helping Hands	11 Big Bethel Rd	6
Hampton House	260 Chapel St	12
Tender Care (Adult Home)	1616 Todds Ln	7
Sunrise House	1310 Todds Ln	50
Golden Years Assisted Living	40 Hunt Club Blvd	96

Table 13. Mobile Home Parks

Facility	Location	Homes
Aberdeen Mobile Home Park	108 Old Aberdeen Rd	16
Gardner's Trailer Park	2920 N Armistead Ave	117
Guthries Trailer Park	127 Semple Farm Rd	20
Hampton Mobile Park	2305 Shell Rd	66
Semple Farm	125 Semple Farm Rd	22
Langley Village Mobile Homes	2 Collier Dr	90

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Tab 7 to ESF 6: Information on City of Hampton Points of Distribution (POD) Operations

Opening a Point of Distribution Site

POD sites are established when the Office of Emergency Management or EOC, in collaboration with partner agencies and organizations, determines that one of the following has been met:

A	An incident significantly impedes or disrupts (or is expected to disrupt) normal access to life-sustaining commodities for the local population for at least 48 hours AND the local or state Mass Feeding Plan cannot meet the needs of the population, or is not appropriate based on the precipitating incident.
B	A visible need for non-life-sustaining commodities arises in the population AND this need cannot be met through existing mechanisms in the private or public sector.
C	The City Manager directs the Office of Emergency Management or EOC to establish a POD capability.

POD Types

The U.S. Army Corps of Engineers (USACE) has conducted a significant amount of research and planning for the establishment and operations of commodity PODs and has developed an automated planning tool to assist local jurisdictions in POD planning. Under the USACE POD model, there are three types of PODs – Type I, Type II, and Type III.

Each POD type has recommended standards for staffing, equipment and supplies, space requirements, surface requirements, and site layout.

All City of Hampton PODs are designated as either vehicle or pedestrian Type I meaning they can all serve a population of 20,000 per day.

Details on POD types and requirements are contained in the City of Hampton Point of Distribution (POD) plan.

Commodity POD Equipment Requirements by Type

The following is a guide for the equipment requirements by type for Commodity PODs. Pre-event site planning will assist in identifying the actual equipment and supplies required for each POD site.

Table 14: Pod Equipment and Supply Requirements

POD Equipment and Supply Requirements								
Equipment	Unit	Vehicle POD				Pedestrian		Mobile
		I	II	III	UT	I	II	
36" warehouse fan	Each	2	2	1	1	2	2	0
50 amp spider boxes (electrical distribution kit)	Each	2	2	1	1	2	2	0
Barricades	Each	12	12	6	4	12	12	0
Barricade tape (1,000 ft rolls)	Roll	4	4	2	2	4	4	2
Batteries (assorted sizes based on equipment needs)	Box of 12	4	4	2	2	4	4	2
Batteries (compatible w/public safety radios)	Each	4	4	2	2	4	4	2

POD Equipment and Supply Requirements								
Equipment	Unit	Vehicle POD				Pedestrian		Mobile
		I	II	III	UT	I	II	
Box Cutter	Each	4	4	2	2	4	4	2
Chain Set	Set	1	1	1	1	1	1	0
Chalk	Box	10	10	5	2	10	10	0
Duct Tape	Roll	4	4	2	2	4	4	2
Dumpster (20 yard) w/service contract	Each	4	2	1	1	4	4	0
Ear Plugs, Disposable	Pair	79	43	25	15	50	28	10
Extension Cords, 12/3 GA, 50'	Set	10	10	5	2	10	10	0
Fire extinguisher, dry-chem	Each	3	2	1	1	2	2	1
First Aid Kit	Kit	3	2	1	1	2	2	1
Flashlights, "D" Cell (2), Industrial	Each	12	12	6	4	12	12	4
Folding Chairs	Each	79	43	25	15	50	28	5
Folding Table, 8'	Each	10	10	5	3	10	10	2
Forklifts	Each	3	2	1	1	2	2	0
Fuel for all equipment (regular & diesel)	Gal	TBD	TBD	TBD	TBD	TBD	TBD	TBD
Hand/tally counter	Each	4	4	2	1	4	4	1
Hand Trucks	Each	6	6	6	2	6	6	2
Hard Hats	Each	79	43	25	15	50	28	5
Haz Mat Spill Kit	Kit	1	1	1	1	1	1	1
Measuring Tape	Each	1	1	1	1	1	1	1
Megaphone w/hand mike	Each	1	1	1	1	1	1	1
Pallet Grabbers	Set	1	1	1	1	1	1	0
Pallet Jacks, Hand-operated	Each	3	2	1	1	2	2	0
Portable Light Towers w/generators	Each	4	4	4	1	4	4	0
Portable Toilets w/service contract	Each	6	4	2	2	4	4	0
Portable wash station/hand sanitizer, w/service contract	Each	3	2	1	2	2	2	0
Radio, public safety	Each	4	4	2	2	4	4	2
Recycle Bins w/service contract	Each	2	2	1	1	2	2	0
Safety Glasses	Each	79	43	25	15	50	28	10
Safety vests (standard: ANSI 207)	Each	79	43	25	15	50	28	10
Shade Tents, 20' x 40'preferred	Each	2	2	1	1	2	2	0
Support belts or vests (medium, back)	Each	25	13	7	5	18	9	5
Talk-about two-way radios	Dozen	16	16	8	4	16	16	0

POD Equipment and Supply Requirements								
Equipment	Unit	Vehicle POD				Pedestrian		Mobile
		I	II	III	UT	I	II	
Traffic cones (12 inch)	Each	30	15	10	10	15	15	10
Trash Bags (Box of 18-20)	Box	10	10	5	3	10	10	3
Trash Can, 96 gallon, wheeled	Each	2	2	1	1	2	2	1
Vehicle Chocks	Set	4	2	1	1	2	2	1
Whistle	Each	4	4	2	1	4	4	0
Work Gloves	Pair	79	43	25	15	50	28	10
Administrative Supplies								
Calculator	Each	2	2	1	1	1	1	1
Computer, Laptop	Each	2	2	1	1	1	1	1
Copier/Scanner/Printer	Each	2	2	1	1	1	1	0
Hole Punch (3-hole)	Each	2	2	1	1	2	2	0
Ink Cartridge	Each	3	3	1	1	3	3	0
Marker, Dry Erase	Each	10	10	5	3	10	10	3
Marker, Permanent	Each	15	15	7	3	15	15	3
Nametags	Each	400	400	200	100	400	400	50
Paper (8 ½ x 11)	Ream	10	10	5	3	10	10	1
Pens	Dozen	36	36	18	12	36	36	12
Whiteboard	Each	2	2	1	1	2	2	0
Zip Ties	Each	50	50	25	15	50	50	15

Once the decision has been made to establish POD capabilities, the following actions should be taken quickly:

- Notify POD Operations Team
 - Provide locations and timeline for activation
- Coordination site activation including any needed Memorandum of Understanding/Agreement
- Coordinate movement of commodities to sites per schedule
- Put out the public message. Identify the:
 - Locations of sites
 - Operational hours
 - Commodities provided
 - Terms (one time per City of Hampton household, per car, etc.)

The PODs will be established across the city in key locations to provided needed relief to the citizens. Each POD will provide operate 12 hours and support approximately 20,000 families per day.

PODs require a matrix of staff to function. Community Emergency Response Teams (CERT) are trained to organize the PODs but they do not possess sufficient resources or authority to operate without city staff supervision. Staffing (duties are spelled out in the City of Hampton POD Field Guide):

TABLE 15: POD Positions

Position	Source	Vehicle POD	Pedestrian POD
POD Manager	City Staff	1	1
Deputy POD Manager	CERT Team *	1	1
Safety Officer	CERT Team *	1	1
Security/Police Supervisor	HPD	1	1
Security/Police Staff	HPD	4	0
Loading Point Crew Leader	CERT Team *	1	1
Loading Point Specialists	Volunteers	36	16
Flow Crew Leader	CERT Team *	1	1
Flow Specialists	Volunteers	8	10
Supply Crew Leader	CERT Team *	1	1
Supply Specialists*	Volunteers	6	6
Totals		61	39

* Position would be filled by City Staff (Public Works or Parks & Recreation) if CERT members not available

TABLE 16: Recommended Commodities Distributed:

Commodity	Quantity/Person	Quantity/Vehicle
Bottled Water	4 Liters or 1 Gallon	1 case of water (12 Liters) or 3 Gallons
MREs	2	6
Tarps	n/a	1

Supply/Resupply Concept: The POD operation is dependent on getting commodities delivered to the POD sites. Commodities cannot be delivered before the team is ready to receive them at each site. Undispersed commodities will be returned to the staging area at the end of the day for secure storage. After POD locations have been determined, a logical route will be determined based on the condition of the roads between the staging area and each POD.

Emergency Support Function 7 - Resource Support

Primary Agency

Economic Development

Support Agencies

Parks and Recreation

Public Works

Emergency Management

Finance

Fire and Rescue

Police

Red Cross

Virginia Department of Emergency Management (VDEM)

Introduction

Purpose

Emergency Support Function (ESF) 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. ESF 7 functions in coordination with the Logistics Support Annex.

Scope

All emergency response and recovery operations conducted under ESF 7 will be in accordance with the National Incident Management System (NIMS). 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. ESF 7 will establish a framework for the integration of internal and external logistics partners through increased collaboration in the planning, sourcing, acquisition, and utilization of resources. ESF 7 will help accelerate communication among all service support elements in order to minimize recovery efforts in the impacted area and reestablish State and local self-sufficiency as rapidly as possible. Hampton 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.

Policies

The initial emergency response will be dependent upon local public and private resources. Identify if adequate local resources 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. 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 Emergency Management Coordinator 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. All resource expenditures will be reported.

Concept of Operations

General

ESF 7 in coordination with Economic Development 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 government security as required.

ESF 7 will be responsible for securing and providing the necessary resource material and expertise in respective areas, through public as well as private means, to efficiently and effectively perform assigned duties in the event of an emergency. Resource lists will be developed and maintained that detail the type, location, contact arrangements, and acquisition procedures of the resources identified as being critical. 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 of Emergency Management and Emergency Management Coordinator, in coordination with the City Attorney, Finance Director, and Human Resources Director, will assist city departments in the procurement of the necessary resources, to include contracting specialized services and hiring additional personnel, to effectively respond to and recover from the emergency. 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. The City of Hampton will work in coordination with other jurisdictions to assist with resources for larger regional incidents as our resources allow. Priorities will be set regarding the allocation and use of available resources. Distribution plans will be applied equitably to ensure that the needs of minorities and vulnerable communities are met during emergencies.

Organization

Economic Development, with assistance from Fire and Public Works, will assume the role of coordinator for ESF 7 as well as the Logistics Section Chief. 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 Finance Director and Procurement official.

The Director of the Social Services, 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

Preparedness Operations

- Develop supporting plans and procedures

- Conduct ESF 7 training and exercises
- Develop and maintain inventory of assets
- Develop and maintain inventory of critical resources and potential suppliers
- Develop and maintain notification rosters
- Coordinate resolution of ESF 7 after-action issues
- Protect vital records
- Develop contracts for resources
- Develop pre-scripted mission requests to State for known resource gaps

Response Operations

- Procure critical resources
- Lease facilities
- Receive, transport, store, and deliver donated supplies and commodities
- Provide assistance to departments in locating resource and service providers
- Provide technical assistance in purchasing and procurement
- Allocate resources in accordance with guidance provided by Emergency Management
- Conduct daily logistics call with VDEM and other HR localities

Recovery Operations

- Provide assistance to departments in locating resource providers
- Receive, transport, store, and deliver donated supplies and commodities
- Provide technical assistance in purchasing and procurement
- Restock commodities and supplies as necessary

Mitigation Operations

- As appropriate, identify potential opportunities for mitigating the impacts of future incidents

Organizational Roles and Responsibilities

Economic Development

- Lead the creation of a city resource list
- Provide personnel, equipment, supplies and other resources to assist in resource management operations
- Identify actual or potential facilities and ensure they are ready and available to receive, store, and distribute resources (government, private, donated)
- Develop resource lists that detail type, location, contact arrangements, and acquisition procedures for critical resources
- Review compatibility of equipment of other departments and surrounding jurisdictions and identify specialized training or knowledge required to operate equipment
- If transporting goods through a cordoned area, work with Police for an escort of the goods or for pre-approval to pass through the secure zone
- Develop Standard Operating Procedures to manage the processing, use, inspection, and return of resources coming into area
- Maintain financial records and forward them to Finance Section Chief

Parks and Recreation

- Assist in the transport of goods
- Assist in the development of resource list
- Provide personnel, equipment, supplies, facilities, and other resources to assist in resource management operations
- Identify personnel requirements and training needs to effectively carry out mission
- Assist in identifying essential resources to carry out mission in each functional area and to support operation of critical facilities during the disaster
- Provide the ESF coordinator with frequent updates during resource management operations
- Maintain financial records and forward them to Finance Section Chief

Public Works

- Assist in the transport of goods
- Assist in the development of resource list
- Develop contingency plans to provide emergency lighting, procure and distribute emergency water and provide sewage disposal, if necessary
- Provide the ESF coordinator with frequent updates during resource management operations
- Maintain financial records and forward them to Finance Section Chief

Emergency Management

- Locate, procure, and issue resources to other agencies to support the emergency response or to promote public safety
- Locate and coordinate the use of available space for incident management activities
- Provide personnel, equipment, supplies and other resources to assist in resource management operations
- Coordinate and determine the availability and provision of consumable supplies
- Prepare mutual aid agreements with surrounding jurisdictions to augment local resources
- Develop training/exercises to test plan, and to ensure maximum use of available resources
- Coordinate and develop pre-scripted 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.)
- Assist with the development and maintenance of a resource management plan
- Provide the ESF coordinator with frequent updates during resource management operations
- Maintain financial records and forward them to Finance Section Chief

Finance

- Assist in procurement of items and personnel as needed
- Provide the ESF coordinator with frequent updates during resource management operations
- Maintain financial records and forward them to Finance Section Chief

Fire and Rescue

- Assist in the transport of goods
- Assist in the development of resource list
- Provide Mobile Command Unit as needed
- Provide the ESF coordinator with frequent updates during resource management operations
- Maintain financial records and forward them to Finance Section Chief

Police

- Assist in the transport of goods
- Assist in the development of resource list
- Collaborate with Economic Development on when and where the goods will be allowed to pass through cordoned areas
- Provide the ESF coordinator with frequent updates during resource management operations
- Maintain financial records and forward them to Finance Section Chief

DRAFT

Emergency Support Function 8 – Public Health and Medical Services

Primary Agency

Hampton and Peninsula Health Districts

Support Agencies

Fire and Rescue

Public Works/ Newport News Water Works

Hospital Systems

Red Cross

Virginia Department of Environmental Quality

Virginia Department of Health

Virginia Department of Agriculture and Consumer Services

Introduction

Purpose

Emergency Support Function (ESF) 8 – Health and Medical provides for coordinated medical, public health, mental health, and emergency medical services to save lives in the time of an emergency. The City of Hampton wants to ensure a comprehensive public health and medical response following an emergency/disaster. One of ESF 8's goals is to assure continuance of medical care services and the availability of medical supplies. The second ESF 8 goal is to ensure emergency medical treatment for disaster casualties. The third goal is to provide measures for communicable disease prevention and control (disease surveillance, investigation, containment, and communication), including environmental health. The final goal is to detect mental health issues and prevent harmful stress levels in the general population.

Scope

All emergency response and recovery operations conducted under ESF 8 will be in accordance with the *National Incident Management System (NIMS)*. ESF 8 meets public health and medical needs of victims affected by an incident. This support is categorized in the following way:

- Assessment of public health/medical needs;
- Public health surveillance;
- Safety and security of drugs, biologics, and medical devices;
- Blood and blood products;
- Mass fatality management, victim identification, and decontaminating remains;
- All-hazard public health and medical consultation, technical assistance, and support;
- Medical care personnel and medical equipment and supplies;
- Assist with patient evacuation; and
- Promoting health equity by identifying and prioritizing resources and decision points impacting marginalized and at-risk individuals and communities.

Policies

- The Hampton and Peninsula Health Districts coordinate all ESF 8 response actions using its own internal policies and procedures;
- Each ESF 8 organization is responsible for managing its respective response assets after receiving coordinating instructions;
- The Public Information Officer is authorized to release general medical and public health response information to the public after consultation with the Health Director.
- The Hampton and Peninsula Health Districts determine the appropriateness of all requests for public health and medical information; and
- The Hampton and Peninsula Health Districts are responsible for consulting with and organizing public health and subject matter experts as needed.

Concept of Operations

General

During a threatened or actual emergency, the Health Director or his/her designated representative will direct coordinated health and medical services from the Emergency Operations Center (EOC). Coordination with adjacent jurisdictions will take place as required.

Should a disaster substantially overwhelm local medical and rescue resources, support and assistance will be requested from medical institutions and emergency medical services (EMS) providers in neighboring jurisdictions. The crisis augmentation of trained health and medical volunteers may also be appropriate. Essential public health services, such as food and water inspections, will be provided by the Hampton and Peninsula Health Districts as augmented by state-level resources and manpower. If there is a need to provide potable water Hampton will work with the VEOC to bring in outside water. The Health Director does have the authority to issue boil water notices for some water issues. Public health advisories will be issued only after coordination with the EOC.

During an evacuation in which a large number of people are sheltered in designated shelters, local EMS providers and/or the local Hampton and Peninsula Health Districts will set up and staff an emergency medical aid station in the shelters. The Police Division will provide security and the Hampton and Peninsula Health Districts will monitor food safety and shelter sanitation and provide disease surveillance and 'contact' investigations if warranted. If needed the Hampton and Peninsula Health Districts will also notify the city when there are major septic issues and portable latrines or another sort of sanitary way of disposing of human waste is needed.

In disasters involving a large number of fatalities, the Office of the Chief Medical Examiner (OCME) may request assistance from local funeral directors. Local funeral homes will assist the Hampton and Peninsula Health Districts and the Chief Medical Examiner's Office in disasters involving mass fatalities. The OCME must identify the deceased before they are released to funeral homes. A large building may need to be designated to serve as a temporary morgue. Careful consideration should be given to the selection of a temporary morgue due to future use of the facility or resource. The Virginia Funeral Directors Association will provide equipment, supplies, and manpower as needed for such a localized disaster (See Incident Annex).

Organization

The Hampton and Peninsula Health Director or his/her representative will assume the role of coordinator for ESF 8 and they will report to the Human Services Branch Director of the Operations Section. An emergency medical services representative will be assigned to the EOC in order to coordinate the emergency medical response. A fire and rescue representative will serve as the emergency medical services representative and will be a part of the EOC staff and will assist with the overall direction and control of emergency operations. All of the emergency medical services vehicles are dispatched through the Hampton Emergency Communications Center.

The following organizations provide emergency health services in the locality:

- Hampton and Peninsula Health Districts
- Emergency Medical Services Providers (EMS)
- Sentara CarePlex Hospital
- Veteran's Administration Medical Center
- Langley Air Force Base Hospital

Hampton is also served by Nightingale MEDEVAC services operating out of Sentara Norfolk General Hospital as well as Life Evac III which provides services to the region from West Point (See Tabs 1 and 3). Because of their speed, vertical flight, and minimal landing requirements, helicopters are able to respond quickly to emergency situations and provide rapid evacuation of seriously injured and, in some cases, critically ill patients to specialty care centers (e.g., trauma centers). Each helicopter consists of a specialty pilot and crew in addition to the latest life support and communications equipment.

If Hampton needs to surge our medical capacity for EMS we have 2 surge medic units that can be staffed by Hampton Fire and Rescue staff immediately. There are also 6 additional EMS vehicles that are equipped to respond, however, staffing would have to be located before they could be used. The Incident Commander on scene would assign a staging officer and they would coordinate all additional units for a disaster, including private partners such as American Medical Response and Medical Transport Incorporated.

The City of Hampton uses the Commonwealth of Virginia's triage tags and they are currently not interoperable with the National and U.S. Department of Defense system. A few members of the Fire Division have had training on the Joint Patient Assessment and Tracking System.

Actions

Preparedness Operations

- Designate an individual to coordinate medical and health services
- Develop and review supporting plans and procedures
- Conduct ESF 8 training and exercises
- Develop and maintain inventory of medical resources within the City
- Develop and maintain the City of Hampton Pandemic Influenza Response plan
- Develop and maintain Points of Distribution plan for mass vaccination or distribution of medicines
- Recruitment and training of the Medical Reserve Corps
- Develop and maintain inventory of critical resources and potential suppliers
- Develop and maintain notification rosters

- Protect vital records
- Establish a working relationship and review emergency roles and plans with the local hospital, healthcare providers, nursing homes, assisted living facilities and emergency medical services providers
- Coordinate resolution of ESF 8 after-action issues
- Conduct planning with designated support agencies
- Develop standby contracts for known resource gaps
- Develop pre-scripted mission requests to the State for known resource gaps (staff, durable medical equipment, expendable medical equipment, etc)
- Develop capability triggers to request State and Federal medical teams, such as DMAT and DMORT
- Ensure that equipment and resources are available and ready to be activated

Response Operations

- Establish and operate mass dispensing sites
- Coordinate medical resource acquisition and management
- Coordinate medical, health, and emergency medical transportation services
- Provide for patient registry and tracking
- Coordinate situation assessment of the medical infrastructure, services, and medical needs
- Coordinate and run medical special needs shelter
- Coordinate fatality management services
- Issue drinking water and food restriction advisories
- Provide emergency public health services
- Provide active disease surveillance and control
- Provide laboratory surveillance and technical expertise
- Conduct environmental health issues
- Coordinate with DMORT on identifying and responding to gravesites/cemeteries that are impacted
- Coordinate and collaborate with other HR jurisdictions during multijurisdictional incidents

Recovery Operations

- Prepare and issue drinking water and food restrictions
- Support damage assessment related to health hazards
- Provide public health services
- Provide active disease surveillance and control
- Continue to provide health services and coordinate medical services
- Assist the Medical Examiner in the identification and disposition of the deceased
- Conduct environmental health assessments
- Conduct ESF 8 after-action review

Mitigation Operations

- Implement appropriate mitigation and preparedness activities
- Identify potential opportunities for mitigating the impacts of future incidents

Organizational Roles and Responsibilities

Hampton and Peninsula Health Districts

- Maintain records and monitor the status of persons injured during the emergency

- Maintain a roster of key officials in each medical support area
- Identify and relay information about shortfalls in medical supplies to the EOC
- Provide personnel, equipment, supplies and other resources necessary to coordinate plans and programs for public health activities during an incident
- Provide outreach to serve identified behavioral health needs
- Provide preventive health services
- Issue health advisories in coordination with ESF 5
- Coordinate medical, health, and emergency medical transportation services
- Long Term Care coordination
 - Establish a working relationship and review emergency roles and plans with the local hospital, healthcare providers, long term care facilities and emergency medical services providers
 - Check on facilities to make sure they are still able to operate at an appropriate level
 - Coordinate with EOC if such facilities have needs we can assist with
- Hospital coordination
 - Coordinate with hospitals and other health providers on response to health needs
 - Develop and maintain procedures for providing a coordinated response
 - Coordinate with hospitals on patient care issues and operations
 - Assist with obtaining additional resources when local supplies are exhausted
 - Coordinate with hospitals for additional on-scene personnel, if needed
 - Coordinate medical, public health, and mental health services
- Medical support to Shelters
 - Screen incoming evacuees and monitor their medical needs
 - Provide medical care to evacuees according to Virginia Department of Health public health nursing protocols
 - Coordinate the referral of evacuees needing medical care that cannot be provided at the shelter
 - Coordinate with ESF 6 to identify shelter occupants that may require assistance
- Mass Casualty Incidents
 - Assist in establishment of collection points and emergency care centers
 - Assist in expanding medical and mortuary services to other facilities
 - Identify deceased with assistance from local law enforcement and Virginia State Police
 - Assist the Office of Chief Medical Examiner in the identification and disposition of the deceased
- Contamination control and prevention issues
 - Provide consultative assistance to the City as to the identity, toxicity, and proper disposal of hazardous substances
 - Coordinate assistance with Virginia Department of Health, Division of Solid and Hazardous Waste Management
 - Provide health services, such as testing food and water supplies and controlling communicable diseases, as required
 - Provide coordination of laboratory services
- Provide frequent updates to the EOC as to the status of Public Health
- Identify and prioritize resources and decision points impacting marginalized and at-risk individuals and communities
- Maintain financial records and forward them to Finance Section Chief

Fire and Rescue

- Provide personnel, equipment, supplies and other resources necessary to ensure emergency medical services to save lives in time of emergency/disaster
- Coordinate with hospital medical control on patient care issues and operations
- Follow established procedures in responding to emergency medical incidents
- Coordinate transportation of the sick and injured with area hospitals or receiving facilities and other EMS agencies
- Provide frequent updates to the EOC as to the status of EMS
- Maintain financial records and forward them to Finance Section Chief

Public Works and Newport News Water Works

- Certify emergency water supplies for human consumption
- Provide water quality control
- Assist with the damage assessment of water and sewage facilities, as required
- Provide frequent updates to the EOC as to the status of Public Works projects
- Maintain financial records and forward them to Finance Section Chief

Hospitals in the City of Hampton, VA

- Assess and provide stress management support for City and School employees;
- Provide medical for those injured or ill
- Provide laboratory services to support emergency public health protection measures
- Obtain crisis augmentation of health/medical personnel (e.g., physicians, nurse practitioners, laboratory technicians, pharmacists, and other trained volunteers) and supplies as needed
- Assess behavioral health needs following an incident, considering both the immediate and cumulative stress resulting from the incident
- Assist in expanding medical and mortuary services to other facilities if required
- Coordinate with EMS and other health providers on patient care capacity
- Work with public health on community health issues
- Work with Regional Healthcare Coordination Center on hospital surge capabilities
- Train and exercise for mass trauma/casualty events
- Promote health equity by identifying and prioritizing resources and decision points impacting at-risk individuals and communities

Tab 1 to ESF 8 – Health and Medical Resources

Hampton Fire and Rescue

Number of Personnel

- | | |
|------------------|-----|
| 1. EMS providers | |
| • full-time | 279 |
| • Volunteer | 28 |

Sentara CarePlex Hospital

- | | |
|------------------------------|---|
| 1. Physicians | 339 active;
339 with privilege, active included |
| 2. Registered Nurses | 445 |
| 3. Licensed Practical Nurses | 13 |
| 4. Nursing Care Partners | 73 |
| 5. Bed count | 222 Licensed Beds
142 Surge Beds
132 Average Daily Census |

Hampton Health District

- | | |
|---|----|
| 1. Physicians | 1 |
| 2. Registered Nurses | 11 |
| 3. Nursing Assistants | 3 |
| 4. Epidemiologists | 1 |
| 5. Sanitarians | 6 |
| 6. Pharmacists | 0 |
| 7. Emergency Management and
Response Planner | 1 |
| 8. Office Support Supervisors (Clerical) | 12 |
| 9. Nurse Practitioners | 2 |

MEDEVAC

In the event that MEDEVAC transport is required, Hampton uses service from Nightingale, which is approximately 7 minutes from the requesting hospital.

Tab 2 to ESF 8 – Emergency Medevac Services

Table 17. Medevac Services

HELICOPTER MEDEVAC	ALERT
Life Evac	(877) 902-7779
MED-FLIGHT-1 (VSP Chesterfield)	(804) 553-3445
NIGHTINGALE (Norfolk General)	(800) 572-4354
PHI Air Care	(703) 776-2930 or (866)-417-1821
USCG Search and Rescue – Sector Hampton Roads	(757) 638-6641*1 or (757) 483-8567

Tab 3 to ESF 8 – Virginia Funeral Directors Association, Inc. Mortuary Disaster Plan Organization

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.

Concept of Operations

In the event of a mass fatality disaster situation, the State EOC will contact the Office of the Chief Medical Examiner (OCME), who will notify the Virginia Funeral Directors Association (VFDA). Once contacted by the OCME, 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.

Organization

The Virginia Funeral Directors Association (VFDA) is responsible for the statewide coordination of the mortuary activities in the state. 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 OCME 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.

Emergency Support Function 9 - Search and Rescue

Primary Agencies

Fire and Rescue
Police

Support Agencies

Emergency Management
Hampton and Peninsula Health Districts
Information Technology
Civil Air Patrol
Volunteer Search and Rescue Groups
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

All emergency response and recovery operations conducted under ESF 9 will be in accordance with the National Incident Management System (NIMS). The City of Hampton, VA is susceptible to many different natural and technical hazards that may result in the damage or collapse of structures within the city. 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, bodies of water, or other open terrain.

Policies

The Emergency Operations Plan (EOP) provides the guidance for managing the acquisition of Search and Rescue resources. All requests for Search and Rescue will be submitted to the Emergency Operations Center (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. ESF 9 will coordinate with other agencies. Personnel will stay up to date with procedures through training and education.

Urban Search and Rescue Task Forces (US&R) are considered Federal assets under the Robert T. Stafford Act but can be considered State assets when requesting the two US&R Teams located in Virginia and can be requested through the VEOC.

Concept of Operations

General

Hampton Division of Fire and Rescue and Law Enforcement will be responsible for rescue and search operations during a disaster with assistance from EMS

Organization

In most cases Fire and Rescue will assume the role of coordinator for ESF 9 and they will report directly to the Emergency Services Branch Director of the Operations Section. Fire and Rescue will be the primary agency in any search and rescue operation. Community Development, 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. Information Technology will assist with any equipment, maps, and staff that are needed. In a secondary role local Law Enforcement will assist with perimeter security, communications, and assistance as required. Fire and Rescue provides EMS as a secondary role and 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

Preparedness Operations

- Develop supporting plans and procedures
- Conduct training and exercise
- Develop and maintain notifications rosters
- Manage resolution ESF 9 after-action issues
- Conduct planning with designated support agencies
- Conduct outreach to the community on Amber, Senior, Critically Missing Adult, Endangered Child and Missing Person with Autism alerts

Response Operations

- Conduct confined space search and rescue operations
- Conduct collapsed structure (urban) search and rescue
- Conduct technical rescue operations
- Conduct water rescue and recovery
- Provide emergency medical services
- Conduct ground search and rescue operations
- Provide site access control
- Provide traffic control and management
- Provide security for search and rescue sites

Recovery Operations

- Conduct after-action review

Mitigation Operations

- As appropriate, identify potential opportunities for mitigating the impacts of future incidents

Organizational Roles and Responsibilities

Fire and Rescue

- Develop and maintain plans and procedures to implement search and rescue operations in time of emergency
- Provide personnel, equipment, supplies, and other resources necessary to locate, extract and treat the injured/trapped victims
- 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).
- Manage search and rescue task force deployment to, employment in, and redeployment from the affected area
- Develop policies and procedures for effective use and coordination of search and rescue
- Provide status reports on search and rescue operations throughout the affected area
- Follow established procedures in responding to search and rescue incidents
- If search involves missing child (children) notify DSS - Child Protective Services of suspected abuse or neglect as soon as possible but no longer than 24 hours after having reason to suspect that abuse or neglect occurred.
- Maintain financial records and forward them to Finance Section Chief

Police

- Provide personnel, equipment, supplies and other resources necessary for security at the emergency/disaster area
- Assist with the control of ingress and egress of personnel and equipment
- Provide the ESF coordinator with frequent updates as to the status of security in the emergency/disaster area
- Develop procedures and provide training for the search and rescue of missing persons
- If search involves missing child (children) notify DSS – Child Protective Services of suspected abuse or neglect as soon as possible but no longer that 24 hours after having reason to suspect that abuse or neglect occurred
- Maintain financial records and forward them to Finance Section Chief

Emergency Management

- Coordinate the acquisition of personnel, supplies, and administrative support necessary to conduct Search and Rescue operations
- Request further assistance from Virginia Department of Emergency Management for additional Search and Rescue resources
- Maintain financial records and forward them to Finance Section Chief

Hampton and Peninsula Health Districts

- Advise search and rescue medical teams on industrial hygiene issues

Information Technology

- Assist with any equipment, maps, staff, and vehicles.

Emergency Support Function 10 - Oil and Hazardous Materials Response

Primary Agency

Fire and Rescue

Support Agencies

Police

Emergency Management

Virginia Department of Emergency Management (VDEM)

Virginia Department of Environmental Quality

Introduction

Purpose

Emergency Support Function (ESF) 10 – Oil and Hazardous Materials Response provides support in response to an actual or potential discharge and/or uncontrolled release of oil or hazardous materials when activated. This section also 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

All emergency response and recovery operations conducted under ESF 10 will be in accordance with the *National Incident Management System (NIMS)*. 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. 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
- Abandoned hazardous waste sites
- Terrorism incidents involving Weapons of Mass Destruction

The level of response required for an incident is determined by:

- Quantity, quality and the toxic effects of the material involved in the release
- Population and/or property threatened
- Type and availability of protective equipment required for the released material
- Consequences if no immediate action is taken

The scope of ESF 10 includes the appropriate actions to prepare for, respond to, and recover from a threat to public health, welfare, or the environment caused by actual or potential oil and hazardous materials incidents. Appropriate general actions can include, but are not limited to: actions to prevent, minimize, or mitigate a release; efforts to detect and assess the extent of contamination (including sampling and analysis and environmental monitoring); actions to stabilize the release and prevent the spread of

contamination; analysis of options for environmental cleanup and waste disposition; implementation of environmental cleanup; and storage, treatment, and disposal of oil and hazardous materials. Examples of specific actions may include: sampling a drinking water supply to determine if there has been intentional contamination; stabilizing the release through the use of berms, dikes, or impoundments; capping of contaminated soils or sludge; use of chemicals and other materials to contain or retard the spread of the release or mitigate its effects; decontaminating buildings and structures; using drainage controls, fences, warning signs, or other security or site-control precautions; removing highly contaminated soils from drainage areas; removing drums, barrels, tanks, or other bulk containers that contain oil or hazardous materials; and other measures as deemed necessary.

In addition, ESF 10 may be used under appropriate authorities to respond to actual or threatened releases of materials not typically responded to under the National Oil and Hazardous Substances Pollution Contingency Plan but that pose a threat to public health or welfare or to the environment. Appropriate ESF 10 response activities to such incidents include, but are not limited to, household hazardous waste collection, monitoring of debris disposal, water quality monitoring and protection, air quality sampling and monitoring, and protection of natural resources.

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.

Hampton's hazardous material response is limited to initial assessment and possible containment of minor incidents. If the emergency exceeds the capabilities of local resources, the Regional Hazmat Response Team, located in Newport News, VA will respond as necessary. If additional resources are required the VDEM, Hazardous Materials Officer, will provide information and assist in coordination of additional resources.

Policies

- Fire Department personnel will be properly trained
- Fixed Facilities will report annually under SARA Title III
- A facility involved in a hazardous material incident will provide all information on a timely basis as required by SARA, Title III, Section 304
- The U.S. Department of Transportation Emergency Response Guidebook, alone, or in combination with other reference material, is used as a guide to determine initial protective actions at incidents involving hazardous materials
- Fire Chief or designee will assume primary operational control of all hazardous materials incidents
- Fire Chief or designee will determine the need to evacuate or shelter in place
- Mutual aid agreements will be implemented
- Establish communications with ESF 5 and ESF 15

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.

Organization

Fire and Rescue will assume the role of coordinator for ESF 10 and they will report directly to the Emergency Services Branch Director of the Operations Section. 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. Incident responses will be coordinated in accordance with the Peninsula LEPC Emergency Response Plan and established Fire and Rescue Standard Operating Procedures. The Fire Chief or designee will assume primary operational control of all hazardous materials incidents.

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

The City Manager, 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 lives 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.

Should an evacuation become necessary, warning and directions for evacuation and/or protect in place will be disseminated via all appropriate means. Responding agencies will use mobile loudspeakers, bullhorns and/or go door-to-door to ensure that residents in the threatened areas have received evacuation warning.

Actions

Preparedness Operations

- Coordinate oil and hazardous material response planning
- Manage environmental compliance and reporting (LEPC)
- Conduct training and exercises
- Develop and maintain notification rosters
- Manage resolution of ESF 10 after-action issues
- Conduct planning with designated support agencies

Response Operations

- Provide for response and containment for oil and hazardous material incidents
- Provide hazard identification
- Determine need for evacuations – risk analysis, plume, and dispersion modeling
- Determine need for reception centers and/or shelters
- Manage decontamination

Recovery Operations

- Monitor site clean-up and restoration
- Conduct after-action review

Mitigation Operations

- As appropriate, identify potential opportunities for mitigating the impacts of future incidents

Organizational Roles and Responsibilities

Fire and Rescue

- Develop and maintain the Hazardous Materials Emergency Response Plan
- Collect SARA Tier II reports
- Make sure responding personnel comply with all national and state regulations for the incident.
- Respond to the incident and assess the situation
- Determine the need for immediate evacuation or sheltering in place
- Conduct radiological monitoring and decontamination operations
- Coordinate with the EOC
- 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 and plans with other private, local, state, and federal agencies
- Provide frequent updates to the Public Safety Branch Director at the EOC as to the status of the transportation infrastructure
- Maintain financial records and forward them to Finance Section Chief

Police

- Provide personnel, equipment, supplies and other resources necessary for security at the emergency/disaster area
- Assist with the control of ingress and egress of personnel and equipment
- Provide the ESF coordinator with frequent updates as to the status of security in the emergency/disaster area
- Maintain financial records and forward them to Finance Section Chief

Emergency Management

- Coordinate the acquisition of personnel, supplies, and administrative support necessary to conduct Hazmat operations
- Request further assistance from Virginia Department of Emergency Management for additional Hazmat resources
- Maintain financial records and forward them to Finance Section Chief

Emergency Support Function 11 - Agriculture and Natural Resources

Primary Agency

Virginia Extension Services

Secondary/Support Agencies

Hampton and Peninsula Health Districts

Police Department

Local/Regional Food Banks

Virginia Voluntary Organizations Active in Disaster (VVOAD)

Introduction

Purpose

Emergency Support Function (ESF) 11 – 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/zoonotic disease, highly infective plant disease, or economically devastating plant pest infestation; assurance of food safety and security; and protection of natural and cultural resources and historic property resources during an incident.

Scope

All emergency response and recovery operations conducted under ESF 11 will be in accordance with the *National Incident Management System (NIMS)*. Ensuring that food products affected by the incident are safe; removing unsafe foods from commerce; and ensuring a partnership among federal, state, local, and private sector entities in providing timely, accurate information and in taking appropriate actions to mitigate the impact of the incident.

Food related emergencies may result from a variety of factors:

- Natural disasters or man-made event that affects food or impact human health (e.g., hurricane, floods, power outages) that result in the loss of food due to spoilage or contamination.
- Unintentional contamination of food that results in a public health threat or food-borne disease such as improper processing or production.
- Deliberate contamination of food to cause harm to the public or the economy.

Activities will be undertaken to:

- Identify food assistance needs;
- Obtain appropriate food supplies;
- Arrange for transportation of food supplies and distribution to the designated areas or shelters;
- Assist with food distribution to residents;
- 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/wildlife and agricultural 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.
- Conduct damage assessments related to agriculture, livestock, and seafood

Concept of Operations

General

The Virginia Extension Services will assume the coordinator's role of the ESF. The coordinator will organize staff based on the three functional areas. It organizes and coordinates resources and capabilities to facilitate the delivery of services, assistance, and expertise.

ESF 11 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.

ESF 11 also ensures the safety and security of the commercial supply of food (meat, poultry and egg products) following an incident.

ESF 11 identifies and secures sites for food distribution and identifies, secures and arranges for the transportation of food to designated areas.

Organization

Virginia Extension Services will assume the role of coordinator for ESF 11 and they will report directly to the Logistics Section Chief. The coordination depends on what kind of assistance is required at the time. When an incident requires assistance from more than one of the functions, Human Services provides overall direction.

Once the ESF is activated the coordinator will contact appropriate support agencies to assess the situation and determine appropriate actions.

The locality will activate its Emergency Operations Center (EOC). A local emergency may need to be declared to initiate response activates.

For food supply safety and security, the Virginia Department of Agriculture and Consumer Services and the Health Department coordinate the field response.

Actions

Preparedness Operations

- Develop supporting plans and procedures to include communications and federal and state agencies as well as trade associations
- Develop and maintain notification rosters
- Conduct planning, training, and exercises
- Maintain agency notification roster
- Coordinate resolution of ESF-11 after-action issues

Response Operations

- Coordinate City support to Virginia and Federal authorities responding to the incident
- Investigation of incidents involving food sold by retail establishments or contaminated at the packing and distribution point (within Virginia)
- Coordinating with the United States Department of Agriculture/Food and Drug Administration for incidents with implications outside of Virginia
- Ensure that unsafe foods are removed from commerce
- Ensure that food products affected by a food-related incident are safe for human consumption if offered for sale
- Facilitate a partnership among state, federal, local, and private entities to provide timely and accurate information in order to mitigate the impact of the incident

Recovery Operations

- Conduct after-action review
- Continue to monitor food safety and general sanitation and provide active disease surveillance

Mitigation Operations

- As appropriate, identify potential opportunities for mitigating the impacts of future incidents

Organizational Roles and Responsibilities

Virginia Extension Services

- Determine the critical needs of the affected population
- Catalog available resources and locate these resources in collaboration with the Health Department
- Ensure food is fit for consumption
- Coordinate shipment of food to staging areas
- Work to obtain critical food supplies that are unavailable from existing inventories
- Provide inspection, fumigation, disinfection, sanitation, pest termination and destruction of animals or articles found to be contaminated or infected in collaboration with the Health Department
- Ensure proper handling and packing of any samples and shipments to the appropriate research laboratory in collaboration with the Health Department
- Provides information and recommendations to the Health Department for outbreak incidents
- Assigns veterinary personnel to assist in delivering animal health care and performing preventative medicine activities
- Identify animal and plant disease outbreaks
- Provide mitigation protection and recovery information to area commercial food producers and garden centers
- Assist Community Development in conducting damage assessment
- Assists with planning for and evacuating non-domestic animals from Hampton
- Provides guidance to unaffected areas as to precautions that may be taken to ensure animal and plant health
- Maintain financial records and forward them to Finance Section Chief

Hampton and Peninsula Health Districts

- Assist with making sure food is fit for consumption
- Assist with providing inspections, fumigations, disinfection, sanitation, pest termination and destruction of animals or articles found to be contaminated or infected
- Evaluate the adequacy of inspectors, program investigators and laboratory services relative to the incident
- Establish logistical links with organizations involved in long-term congregate meal service
- Establish need for replacement food products
- Maintain financial records and forward them to Finance Section Chief

Police

- Conduct subsequent investigations jointly with other law enforcement agencies
- Maintain financial records and forward them to Finance Section Chief

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Tab 1 to ESF 11 – Emergency Food Consumption Standards

Table 18. Emergency Food Consumption Standards

Per Person Food Groups and Food Items Per Week Standard

Food Group	Items per person for 1 week
Meat and meat alternatives	3 lbs
Eggs	6 eggs
Milk	7 pints
Cereals and cereal products	4 lbs
Fruits and vegetables	4 lbs
Food fats and oils	0.5lbs
Potatoes	2 lbs
Sugars, syrups, honey, and other sweets	0.5 lbs
Total pounds per week	27 lbs

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Emergency Support Function 12 - Energy

Primary Agency

Emergency Management

Support Agencies

Dominion Energy

Virginia Natural Gas

State Corporation Commission

Department of Mines, Minerals, and Energy

Introduction

Purpose

Emergency Support Function (ESF) 12 – Energy describes procedures to restore the public utility systems critical to saving lives; protecting health, safety and property, and to enable ESFs to respond.

Scope

All emergency response and recovery operations conducted under ESF 12 will be in accordance with the *National Incident Management System (NIMS)*. ESF 12 will collect, evaluate, and share information on energy system damage. It will also estimate the impact of energy system outages within the affected area. The National Response Framework the term “energy” includes producing, refining, transporting, generating, transmitting, conserving, building, distributing, maintaining, and controlling energy systems and system components. All energy systems are considered critical infrastructure. ESF 12 will provide information concerning the energy restoration process such as projected schedules, percent completion of restoration, and other information as appropriate.

Policies

ESF 12 addresses significant disruptions in energy supplies for any reason, whether caused by physical disruption of energy transmission and distribution systems, unexpected operational failure, unusual economic, or international political events.

ESF 12 addresses the impact that damage to an energy system in one region may have on energy supplies, systems, and components in other regions relying on the same system. It will also maintain lists of energy-centric critical assets and infrastructures, and continuously monitors those resources to identify and mitigate vulnerabilities to energy facilities. The restoration of normal operations at critical facilities will be a priority. Maintain a list of critical facilities and continuously monitor those to identify vulnerabilities. All personnel will stay up to date with procedures through education and training. ESF 12 goals are to provide fuel, power, and other essential resources to Hampton and will work with utility providers to set priorities for allocating commodities.

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 more likely to result from extreme hot weather conditions or disruptions to generation

facilities. Other energy shortages, such as interruptions in the supply of natural gas or other petroleum products for transportation and industrial uses, may result from extreme weather, strikes, international embargoes, disruption of pipeline systems, or terrorism.

The suddenness and devastation of a catastrophic disaster or other significant event can sever key energy lifelines, constraining supply in impacted areas, or in areas with supply links to impacted areas, and can also affect transportation, communications, and other lifelines needed for public health and safety. There may be widespread and prolonged electric power failures. Without electric power, communications will be interrupted, traffic signals will not operate, and surface movement will become grid locked. Such outages may impact public health and safety services, and the movement of petroleum products for transportation and emergency power generation. Thus, a major, prolonged energy systems failure could be very costly and disruptive.

If an area of the city were to suddenly lose power the Office of Emergency Management would work with Dominion Energy or Virginia Natural Gas to reroute the needed energy so services could be restored as soon as possible. If services cannot be restored in a timely fashion and it is extremely cold or warm out the city will look at opening shelters or cooling/heating centers in the areas affected.

Organization

Emergency Management will assume the role of coordinator for ESF 12 and they will report to the Infrastructure Branch Director under the Operations Section Chief. In the wake of such a major disaster, EOC will be assisted by state-level assets to help in the emergency efforts to provide fuel and power and other essential resources as needed. The priorities for allocation of these assets will be to:

- Provide for the health and safety of individuals and families affected by the event;
- Provide sufficient fuel supplies to local agencies, emergency response organizations, and service stations in critical areas;
- Help energy suppliers obtain information, equipment, specialized labor, fuel, and transportation to repair or restore energy systems;
- Recommend / comply with local and state actions to conserve fuel, if needed;
- Coordinate with local, state, and federal agencies in providing energy emergency information, education, and conservation guidance to the public;
- Coordinate information with local, state, and federal officials and energy suppliers about available energy supply recovery assistance;
- The Emergency Operations Center (EOC) will send requests to Virginia's Emergency Operation Center (VEOC) for fuel and power assistance.

The private sector will be relied upon to manage independently until it can no longer do so, or until the health, safety, and welfare of citizens are at risk. The industries will be expected to establish their own emergency plans and procedures and to implement them through their own proprietary systems.

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, 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

Preparedness Operations

- Develop supporting plans and procedures
- Participate in training and exercises
- Develop and maintain notification rosters
- Coordinate resolution of ESF 12 after-action issues
- Conduct planning with designated support agencies
- Develop restoration priorities by energy type
- Identifying a prioritized list of local critical infrastructure/services impacted by the prolonged loss of natural gas, petroleum products, and/or electricity

Response Operations

- Manage the collection and distribution of information related to energy supply, infrastructure, and restoration
- Coordinate assistance to energy system restoration operations
- Maintain information on the status of fuel supplies and distribution
- Coordinate with energy vendors during outages and rationing to maintain situational awareness
- Coordinate with other Hampton Roads Jurisdictions on energy, if warranted

Recovery Operations

- Monitor status of energy infrastructure restoration
- Conduct after-action review

Mitigation Operations

- As appropriate, identify potential opportunities for mitigating the impacts of future incidents

Organizational Roles and Responsibilities

Emergency Management

- Work with private sector to establish procedures for local fuel suppliers/distributors
- 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
- Coordinate emergency assistance to individuals as required
- Identifies resources needed to restore energy systems
- Identify, quantify, and prioritize the minimum essential supply of fuel and resources required to ensure continued operation of critical facilities such as public utilities and schools
- Monitor the status of all essential resources to anticipate shortages
- Maintain liaison with fuel distributors and local utility representatives
- Implement local conservation measures
- Implement procedures for determining need and for the distribution of aid
- Allocate available resources to assure maintenance of essential services

- Provide frequent updates to the Infrastructure Branch Director at the EOC as to the status of the transportation infrastructure
- Maintain financial records and forward them to Finance Section Chief

Dominion Energy

- Make emergency repairs to electrical infrastructure system; and
- Provide personnel, equipment, supplies and other resources to assist with providing electricity for human health needs and firefighting operations.

Virginia Natural Gas

- Make emergency repairs to electrical infrastructure system; and
- Provide personnel, equipment, supplies and other resources to assist with providing electricity for human health needs and firefighting operations.

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Emergency Support Function 13 - Public Safety and Security

Primary Agency

Police

Support Agencies

Sheriff's Office

Emergency Management

Fire and Rescue

Public Works

Virginia State Police

Virginia Department of Transportation

Introduction

Purpose

Emergency Support Function (ESF) 13 – Public Safety and Security is to maintain law and order, to provide public warning, to provide for the security of critical facilities and supplies, to provide a "safe scene" for the duration of a traffic disruptive incident, to assist the evacuation of threatened areas, to provide access control to evacuated areas or critical facilities, to assist with search and rescue operations, to assist with identification of the dead, and prevention, protection, and investigation of terrorism incidents.

Scope

All emergency response and recovery operations conducted under ESF 13 will be in accordance with the *National Incident Management System (NIMS)*. ESF 13 capabilities support incident management requirements including, but not limited to, force and critical infrastructure protection, security planning and technical assistance, technology support, and general law enforcement assistance in both pre-incident and post-incident situations. ESF 13 is designed to respond during a time of emergency using existing procedures. These procedures are in the form of department directives or procedures that cover all types of natural disasters, technological hazards, and acts of terrorism; incidents include flooding, hazardous materials spills, transportation accidents, search and rescue operations, traffic control, and evacuations. In the event of a state or federally declared disaster, the Governor can provide National Guard personnel and equipment to support local law enforcement operations.

Policies

During a disaster, safety measures may be needed to protect life and property. Hampton Division of Police will retain operational control. The Incident Commander will determine the need for security at the scene. Police, in coordination with the Coordinator of Emergency Management, will identify areas of potential evacuation.

- Police will survey the needs of the community with regards to public safety and determine the resources priorities
- During an evacuation, traffic control personnel may be needed to ensure an orderly flow of traffic and proper parking at reception centers/shelters

- Law enforcement will be needed in evacuated areas to prevent looting and protect property
- Evacuation of jails may require additional personnel
- When donation centers, Points Of Distribution (PODS), family assistance centers, and other disaster related facilities are operating, there will need to be a law enforcement presence in the center

Concept of Operations

General

The mission of the Public Safety and Security function is to maintain law and order, protect life and property, provide traffic control and law enforcement support, guard essential facilities/supplies and coordinate mutual aid. If the National Guard is called in for a State or Federally declared disaster they will only be used for low-risk duties such as security and traffic control. The 911 Center is the point of contact for the receipt of all warnings and notification of actual or impending emergencies or disasters.

A hazardous or potentially hazardous situation could justify the need for evacuation for a short period of a few hours to several days or weeks, depending on the hazard and its severity. In order to limit access to the hazard area, various personnel and devices will be required, such as the following:

- Personnel to direct traffic and staff control points
- Signs to control or restrict traffic
- Two-way radios to communicate to personnel within and outside the secured area
- Control point(s)
- Adjacent highway markers indicating closure of area
- Markers on surface roads leading into the secured areas
- Patrols within and outside the secured areas
- Established pass system for entry and exit of secured areas

The Virginia Department of Transportation Residency Shop or Public Works has general responsibility for signing and marking.

Organization

Hampton Division of Police will assume the role of coordinator for ESF 13 and they will report directly to the Emergency Services Branch Director of the Operations Section. Law enforcement will utilize their normal communications networks during disasters. The Emergency Management Coordinator, in coordination with law enforcement and fire and rescue, should delineate areas that may need to be evacuated. Law enforcement will set up control points and roadblocks to expedite traffic to reception centers or shelters and prevent reentry of evacuated areas. They will also provide traffic control and security at damaged public property, shelter facilities and donations/distribution centers. Should an evacuation become necessary, warning and evacuation instructions will be put out via radio, television, email, and other sources as needed. Law enforcement and fire and rescue will use mobile loudspeakers to ensure that all residents in the threatened areas have received the evacuation warning.

Actions

Preparedness Operations

- Develop and maintain all hazard plans to provide for effective law enforcement, prompt warning and evacuation assistance, traffic control and crowd control, the security of vital facilities and supplies, shelters, and evacuated areas
- Develop strategies to effectively address special emergencies that may require distinct law enforcement procedures, such as civil disorders, hostage or terrorist situations, and bomb threats
- Assign emergency duties and provide the necessary training to ensure that the strategies will be promptly and effectively implemented
- Develop supporting plans and procedures
- Conduct training and exercises
- Develop and maintain notification rosters
- Develop and maintain mutual aid agreements
- Manage resolution of ESF 13 after-action issues
- Conduct evaluation of operational readiness
- Conduct planning with designated support agencies

Response Operations

- Alert all appropriate personnel and special facilities
- Maintain law and order; investigate potential criminal acts, such as terrorist incidents
- Coordinate with other HR jurisdiction's on ESF 13 related issues and planning
- Maintain situational awareness
- Provide traffic management and access control
- Maintain essential communications with all ESF 13 personnel, including mutual aid and National Guard resources.
- Conduct search and rescue operations
- Enforce curfew as established by an emergency declaration or executive order
- Establish traffic control points to monitor and manage evacuations
- Coordinate and manage mutual aid resources including the National Guard
- Provide security and control access to designated areas, including traffic control
- Provide security protection at designated response and recovery sites
- Provide support for temporary morgue operations
- Provide emergency communications and dispatch resources
- Implement mutual aid agreements with others

Recovery Operations

- Provide security and control access to designated areas, including traffic control
- Assist with re-entry of evacuees
- Provide emergency communications and dispatch resources
- Conduct after-action review

Mitigation Operations

- As appropriate, identify potential opportunities for mitigating the impacts of future incidents

Organizational Roles and Responsibilities

Police

- The Hampton Police Chief or his/her designee is responsible for this ESF's coordination of operations
- Determine public safety and security requirements and identify resource priorities
- Provide security personnel at the EOC
- Evacuations
 - Identify potential evacuation routes in accordance with VDOT's hurricane plan and the City of Hampton's designated evacuation routes
 - Alert traffic control and security teams and have them preposition
 - Provide security for evacuation routes
 - Provide initial warning and alerting
 - Provide security at evacuation pick-up points
 - Control access to evacuated areas
 - Provide traffic and crowd control as required
 - Assist with the implementation of the evacuation procedures for the threatened areas, if necessary
 - Coordinate traffic control with VDOT and the State Police
- Maintain police intelligence capability to alert government agencies and the public to potential threats
- Test primary communications systems and arrange for alternate systems
- Provide security at shelters and refuges of last resort
- Resolve conflicting demands for public safety and security resources
- Implement existing mutual aid agreements with other jurisdictions, if necessary
- Assist the Office of the Chief Medical Examiner with identification of the dead
- Provide frequent updates to the Public Safety Branch Director at the EOC as to the status of the transportation infrastructure
- Maintain financial records and forward them to Finance Section Chief

Sheriff's Office

- Provide personnel, equipment, supplies, and other resources necessary to assist in law enforcement activities
- Create and maintain a jail evacuation plan
- Provide traffic control, law enforcement, and security at damaged city property
- Assist with security staffing at shelter facilities and donation center
- Identify shelter locations if the inmates at the city jails need to be relocated
- Provide care and security of inmates in jails, as well as those being relocated
- Provide ESF coordinator with frequent updates as to the status of law enforcement activities
- Maintain financial records and forward them to Finance Section Chief

Emergency Management

- Assist in identifying essential facilities and develop procedures to provide for their security and continued operation in the time of an emergency
- Develop and maintain a re-entry plan
- Develop and maintain a credentialing plan for all personnel assigned with disaster responsibilities
- Maintain financial records and forward them to Finance Section Chief

Fire and Rescue

- Test primary communications systems and arrange for alternate systems
- Assist with the implementation of the evacuation procedures for the threatened areas
- Maintain financial records and forward them to Finance Section Chief

Public Works

- Assist Police in controlling access to the evacuated area by erecting traffic barriers at strategic points

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Tab 1 to ESF 13 – Police Division and Sheriff Office Resources

Personnel

Chief	1	Public Service Officers (PPT)	6
Assistant Chiefs	3	Communications	49
Captains	5	Animal Control	8/1 WAE
Lieutenants	12	School Crossing Guards (PPT)	31
Sergeants	37	Cadets	6
Corporals	50	Info Clerks	7
PTL/MPO/SPO	204	Civilians	56/28 WAE

Equipment

Marked Cars, 4D Sedans	35	SWAT Truck	2
Unmarked Cars, 4D Sedans	54	Crime Scene Vans	4
Marked, K9 SUVs	12	Marked, Police Boats	5
Unmarked, SUVs	25	John Boat	1
Marked, Patrol Trucks	2	Gator	1
Marked, Cadet Trucks	4	Golf Cart	1
Marked, PSO Trucks	2	Light Towers	4
Marked, SUVs	57		

Sheriff Office Resources

Personnel

Sheriff	1
Undersheriff (Interim)	1 (Major assigned)
Major	1
Captains	4
Lieutenants	8
Sergeants	16
Deputies	54

Equipment

Marked Cars, 4D Sedans	13	Marked Jeep	1
Unmarked Cars, 4D Sedans	14	Trailers	4
Marked, SUVs	6	Unmarked Bus	1
Unmarked, SUVs	3		
Marked, Vans	5		
Unmarked, Vans	5		
Marked, Passenger Bus	1		

Emergency Support Function 14 – Long Term Community Recovery and Mitigation

Primary Agency

Community Development

Support Agencies

Emergency Management

Social Services

Schools

Information Technology

Economic Development

Assessor's Office

Public Works

Parks, Recreation and Leisure Services

Fire and Rescue

Police

Hampton and Peninsula Health District

City Manager

Hampton Redevelopment and Housing Authority

Red Cross

Local Disaster Recovery Task Force

Virginia Voluntary Organizations Active in Disaster (VVOAD)

Virginia Department of Housing and Community Development

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. Long-Term Community Recovery provides a mechanism for coordinating Local, State, and Federal governments, nongovernmental organizations (NGOs), and the private sector to enable community recovery from the long-term consequences of extraordinary disasters. ESF 14 accomplishes this by identifying and facilitating availability and use of sources of recovery funding, and providing technical assistance (such as impact analyses) for community recovery and recovery planning support.

The Recovery Annex provides a framework for the transition from response operations to conducting intermediate and long-term recovery operations from all hazards incidents. The actions identified in the ESF 14 – Long Term Community Recovery and Mitigation Annex (Response Phase) will transition to recovery operations (Recovery Phase). Recovery operations will be managed using the National Incident Management System (NIMS) and is consistent with the National Disaster Recovery Framework (NDRF).

Scope

All emergency response and recovery operations conducted under ESF 14 will be in accordance with the *National Incident Management System (NIMS)*. ESF 14 support may

vary depending on the magnitude and type of incident and the potential for long term and severe consequences. Assistance provided by ESF 14 includes but is not limited to: bringing the government to full pre-disaster operating levels, restoring the community to pre-disaster normalcy, providing mitigation analysis and program implementation. ESF 14 will address significant long-term impacts in the affected area on housing, business and employment, community infrastructure, and social services. This annex addresses recovery actions for long-term community recovery planning, housing restoration and reconstruction, economic recovery, infrastructure and lifeline restoration and reconstruction, continued provision of public safety and security, continued provision of community services, and the protection of natural and cultural resources. This annex is applicable to all departments and agencies within the City of Hampton and is coordinated by the Office of Emergency Management. Those agencies that don't have roles and responsibilities during the response phase may be tasked with supporting recovery operations.

Short-Term Goal, Objectives and Priorities

Goal

Return the affected part of the community to pre-disaster, or preferably, improved conditions while maintaining the quality of life for the citizens of Hampton.

Objectives

- Prevent or limit property loss,
- Provide safety measures and security,
- Reestablish essential services, programs, and infrastructure.

Short-Term Recovery Priorities

- Damage Assessment
- Debris Management
- Re-entry
- Human Services
- Continuity of Operations and Continuity of Government (COOP/COG)
- Utility Restoration
- Temporary Housing
- Early Economic Recovery
- Public Information

Long-Term Recovery Priorities

- Community Redevelopment
- Economic Restoration
- Implement goals of established community plans such as the Hampton Community Plan and Strategic Master Plans, the Capital Improvement Plan and other applicable plans.

Situation

The extent of recovery support requirements is dependent upon the size, scope, and severity of the disaster. Small disasters impacting a limited geographical area of the city or limited population may not require the full recovery capabilities of the City of Hampton. However, during a large or catastrophic event, such as a major hurricane, the full scope of the City's recovery capabilities, along with support from the Commonwealth of Virginia and the Federal Government will be required.

Planning Assumptions

- This annex is intended to be used in preparation for and after a disaster of such magnitude that long-term recovery efforts become necessary.
- Activation of full recovery capabilities of this annex assumes an incident of significant magnitude has occurred; such an incident may be regional/multijurisdictional in nature or confined to the City of Hampton.
- Damage in the City will be catastrophic in nature, and will cause the disruption of normal life support systems and the disruption of regional economic, physical, and social infrastructures.
- Critical infrastructure/key resources (CIKR), including public and private utilities, will be severely impacted. CIKR restoration may last well into the recovery phase.
- Effective response and recovery will exceed the normal capabilities of the City of Hampton.
- Prior to or concurrent with activation and implementation of this Annex, Continuity of Operations and Continuity of Government plans will be implemented and emergency response and continuity of essential functions will be provided to the degree possible.
- Regional mutual aid, pre-positioned contracts, emergency procurements, Statewide Mutual Aid, and Emergency Management Assistance Compact resources will be requested.
- Volunteer organizations within and from beyond the region will implement their disaster relief programs; residents and disaster relief organizations from other areas will send food, clothing, supplies, and personnel based on their perception of the needs of the City of Hampton.
- Many resources critical to the disaster recovery process will be scarce, and competition to obtain such resources will be significant.
- Many City personnel will be disaster survivors, suffering damage to their homes and personal property.

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. A successful recovery effort is inclusive of the whole community. Long-term community recovery services will be provided with consideration of persons with access and functional needs and will be equitably applied to meet the needs of minority and vulnerable communities.

Long-term community recovery uses the post-incident environment as an opportunity to measure the effectiveness of previous community recovery and mitigation efforts. The City will facilitate the application of loss reduction building science expertise to the rebuilding of critical infrastructure. Personnel will stay up to date with policies and procedures through training and education.

Long-term community recovery efforts build resilience focusing on disaster resistance through permanent restoration of infrastructure, housing, agricultural industry, natural resources, community well-being, and the local economy, with attention to mitigation of future impacts of a similar nature.

Lead and Supporting Agencies will work to ensure that operating procedures are consistent and interoperable with the EOP. Lead and Supporting Agencies will establish internal communications and information exchange protocols to ensure program-wide awareness and transparency. Assets available to any Recovery Support Function will be made available to support City-wide recovery activities in coordination with the Logistics and Finance/Administration Sections.

Concept of Operations

General

Community Development will be the lead coordinating agency in the life-saving and emergency relief component of the recovery process and the construction phase. The initial focus for ESF 14 will be on damage assessment to determine the extent of the damage and whether or not a request for a state and/or federal declaration is warranted, if such declarations have not already been requested and/or issued.

Recovery will be accomplished through identifying strategies, employing available resources and setting action priorities to meet the community needs during recovery. Re-establishing and stabilizing government functions, intelligence information sharing across public, private and non-profit sectors, and engaging partnerships to help to overcome the physical, emotional and environmental impacts of a disaster will be top priorities.

Recovery is divided into short-term, intermediate, and long-term. The community as a whole, and different functional areas of recovery, are likely to advance through the recovery at different paces. As a result, the Recovery organization may be activated fully or partially, and different functional areas may be activated and demobilized according to need.

- **Pre-Disaster.** The pre-disaster period is equivalent to the preparedness phase and includes activities taken in advance of an incident or emergency to develop, support and enhance operational capabilities, facilitate an effective and efficient response, and recovery from the incident.

Some of the objectives identified in this Annex during the pre-disaster phase may be discrete actions, while others should be continuously addressed to ensure the City's recovery preparedness. Generally, OEM will provide leadership, support, and coordination as necessary for pre-disaster objectives.

- **Disaster Response and Transition to Recovery.** The response phase takes place during and immediately after an incident and continues until response goals – life safety issues, incident stabilization, and protection of property, critical systems support, and infrastructure – are met. During the response phase, ESF 14 will begin planning for recovery.
- This process returns the vital networks and services to minimum operating standards. Items and actions to be focused on in this phase include:
 - Emergency Services
 - Communication 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 areas
 - Establishing a disaster application center
- Short-term Recovery. Short-term recovery involves providing essential public health and safety services, restoring interrupted utilities, reestablishing transportation routes, and providing food and shelter for those displaced by the incident.

Short-term recovery typically overlaps with both emergency response and intermediate recovery.

The short-term recovery process may be completed in days, weeks, or months. Short-term recovery will transition to long-term recovery when all disaster related actions to stabilize the community are completed. The timeframe for completion of the recovery process will vary considerably based on factors including, but not limited to:

- Type and scale of the disaster
 - Availability of resources
 - Presence of secondary hazards, and
 - Level of pre-disaster recovery activities completed.
- Intermediate Recovery. Intermediate recovery involves returning individuals, families, critical infrastructure, and essential government or commercial services to a functional – if not pre-disaster – state. Such actions are often characterized by temporary actions that provide a bridge to permanent measures.

Intermediate recovery may begin within days of a catastrophic incident and may last weeks or months afterward, depending on the severity of the disaster. Immediate recovery typically overlaps with both short-term and long-term recovery.

This phase may include:

- Completion of the damage assessment
 - Completion of the debris removal
 - Repairing/rebuilding of the transportation system
 - Repair/rebuilding of public and private buildings and facilities
 - Repair/rebuilding of private homes and businesses
 - Hazard mitigation projects
- Long-Term Recovery. Long-term recovery involves activities designed to return life to normal or to an improved state, such as rebuilding or relocating damaged or destroyed social, economic, natural, and built environments and moves toward self-sufficiency, sustainability, and resilience to future disasters. The long-term recovery phase begins once the community is in a position to begin planning for permanent reconstruction and revitalization of the impacted area, and it may last for multiple years, even as other functions of the community return to normal.

Some long-term recovery activities can begin almost immediately after an incident, as policy and planning associated with short-term and intermediate actions will guide long-term decisions.

Transition from Response to Recovery

The transition from Response to Recovery is a gradual process, the pace and timing of which will depend upon the circumstances, but will take place mainly during short-term recovery. As response activities diminish, recovery activities will increase. As the scope of the disaster dictates, selected ESFs will transition over to Recovery Support Functions (RSFs) as they are activated. The Response phase EOC Manager will transfer direction and control to the Local Disaster Recovery Manager.

The determination to formally transition from Response to Recovery will be made by the Director of Emergency Management, using the following criteria as a guide:

- Immediate life-safety concerns associated with a disaster incident have been contained
- The demand for normal and emergency services on City governmental and/or non-governmental entities exceeds the capability of these entities because of ongoing or unmet needs from the response phase, or because of new needs
- The situation is expected to persist for an extended period of time
- The City Manager has requested the Governor declare a “state of emergency” and requested the state make as appropriate, a request to the President for a declaration of emergency or disaster under the Robert T. Stafford Disaster Relief and Emergency Assistance Act.

Although all city 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, schools, 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, community development, 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 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.

Damage Assessment

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.

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, if needed. 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.

Debris Management

Debris management is managed by Public Works as described in the EOP Debris Management Support Annex and is coordinated by ESF-3 in the EOC in conjunction with the Public Works Storm Response Center. The first push of debris occurs during the response phase as required for life safety. Coordination with ESF-3 for the clearing of secondary routes as well as staging areas is critical for safe re-entry of citizens to the impacted areas, to repair critical infrastructure, the delivery of resources and the unique capabilities for the restoration of essential services continued through the short-term recovery phase. Debris management emphasizes the reduction of environmental and economic impact through effective coordination of local, state, and federal interagency partnerships.

Re-entry

Re-entry for business owners, citizens and property owners is a priority after a disaster. An assessment of the evacuation zones and impacted areas will be completed once conditions are favorable for the initiation of assessments. In order to ensure the safety of the residents and business community, necessary preparations for re-entry of the general public will commence once the area has been deemed safe as outlined in the EOP Evacuation Support Annex.

Human Services

Following any disaster and after lifesaving activities are complete, the focus shifts to assisting individuals and households in meeting basic needs and returning to self-sufficiency. It is imperative to provide residents with the appropriate resources and support during the time that critical services and infrastructure are not operational. During response ESF 6 Mass Care, Housing and Human Services and ESF-17 Volunteers and Donations Management facilitates delivery of goods and services to meet basic human needs until those provisions can be obtained by individuals locally. This function will continue to be operational and support the community during short-term recovery.

Human Services also encompass the coordination and delivery of federal disaster assistance programs. Residents will be able to obtain information about disaster assistance programs and the application process at the Disaster Recovery Center (DRC).

Critical Programs

Depending on the magnitude of the event, short-term recovery can encompass health and welfare issues. Critical programs include:

- DSS – Emergency Food Stamp Program
- FEMA – Disaster Unemployment Assistance Program
- FEMA – Disaster Legal Services Program
- FEMA – Crisis Counseling Assistance
- American Red Cross – Case Management

Continuity of Operations and Continuity of Government (COOP/COG)

Continuity of Operations and Continuity of Government (COOP/COG) in emergency situations is critical as COOP/COG ensures continued performance of essential functions and minimizes the damage and loss of critical functions of government. It also ensures leadership succession if needed and reduces disruptions in public services.

Disasters may interrupt critical functions which provide for the safety and well-being of Hampton residents. The continuity of these critical functions during short-term recovery is essential to maintain safety for citizens.

Government's ability to manage public safety and provide the applicable assistance after a disaster is imperative to short-term recovery and assures the citizens of government's stability.

Although the majority of safety hazards are often associated with the immediate response to disaster, protection of citizens remains a priority as the transition is made from response into the short-term recovery phase. Protection to citizens is not only related to their physical safety, but extends to threats posed by financial exploitation.

Vital records must be preserved to allow city departments to provide much needed services.

Critical Facilities

The restoration of critical facilities is prioritized. These critical facilities include the 911 Center, the EOC, Magistrate's Office, hospitals, radio system towers and networks, police stations, fire stations, jails, major government buildings, emergency shelters/schools, police training center, fire training center, nursing homes, fuel site and sewer pump stations.

Utility Restoration - Critical Services and Infrastructure

Transportation resources and systems are essential in recovery. The ability to restore critical services quickly and efficiently may significantly improve the quality of life of citizens in impacted areas throughout the recovery process.

Critical infrastructure during short-term recovery refers to the restoration of utilities including power, potable water, and wastewater treatment infrastructure and communication networks. ESF-3 Public Works and Engineering and ESF-12 Energy, manage the restoration of critical services and infrastructure in the EOC during response and short-term recovery.

Temporary Housing

After a disaster, residents who have sustained significant impacts to their home will transition from emergency shelters to temporary housing. When a large area has significant impacts from a disaster, the demand for large amounts of temporary housing will increase. This will be one of the most critical and essential components of recovery and may be one of the most challenging relief efforts. The Temporary Housing RSF will coordinate with FEMA who manages the federal temporary housing program.

Planning for temporary housing must address policy obstacles. Procuring adequate temporary housing sites may involve extension of infrastructure and overcoming land-use issues. Considerations for environmental impacts may create additional problems for long-term recovery.

Early Economic Recovery

Short-term economic survival for most businesses depends upon their ability to access and recover inventory from heavily damaged areas, their ability to find capital to finance reconstruction especially in the event they are uninsured or under-insured.

Business continuity plans can assist business owners in identifying the vulnerabilities and their financial wherewithal so they are better prepared to position themselves in times of disaster.

It is critical to get services such as grocery stores and childcare services returned to the impacted area. Temporary business locations may be a consideration depending upon the magnitude of the disaster.

Public Information

Dissemination of public information in short-term recovery will be an essential component in sharing information as it relates to Points of Distribution (PODS), Disaster Recovery Centers (DRC), and other disaster related information, all of which will be managed through the PIO and the JIC if established.

Long-Term Recovery

Community Redevelopment

By taking advantage of post-disaster opportunities in community redevelopment, a community may be able to create a more attractive and resilient community. Essential to community redevelopment is the economic component of recovery. Attracting an effective mix of industrial and commercial uses that will enhance the local economy and make the best use of its labor pool and other resources.

Planning for post-disaster community redevelopment is naturally connected to the comprehensive planning process, zoning and code enforcement. During the reconstruction phase of a disaster, review of the logic of existing land-use regulations and the opportunity to revise them in accordance with the community's stated goals to develop resilient and sustainable practices as a by-product of the community planning process.

Economic Restoration

Disruption of services and transportation related losses, loss of tourism, and other potential losses in economic activity pose a major economic threat to the economic vitality of a community.

After the initial onset of a disaster, there may be a rapid decrease in economic activity. There may be an acceleration in economic activity from the rebuilding processes and through the infusion of outside funding of reconstruction projects. As the long-term recovery comes to an end, the economic activity stabilizes.

Links to Other Community Plans

Existing plans offer opportunities that may go unnoticed during catastrophic disasters. Post-disaster reconstruction ordinance will assist in addressing many of the land issues related to disaster.

Partnerships

Successful long-term recovery will require the involvement of the whole community. Continued collaboration in the preparedness and response phase with all partners allows for effective plans and leads to greater community resilience. Interaction between the City of Hampton and all non-governmental entities within the City (including private companies, non-profit organizations, stakeholders, and the general public) will enhance long-term recovery progress.

Mitigation

The Hampton Roads Hazard Mitigation Plan, 2022 contains goals, objectives, strategies and actions to mitigate the effects of hazards or emergencies associated with risks identified in the Threat and Hazard Identification and Risk Assessment (THIRA). The plan also identifies mitigation projects and priorities that will be reviewed and implemented as applicable in the recovery phase.

Implementing hazard mitigation during recovery is important in preventing and reducing property damage, reducing economic losses, minimizing social dislocation and stress, minimizing agricultural losses, maintaining critical facilities in functional order and protecting infrastructure from damage.

Organization

During disaster recovery, City of Hampton elected officials maintain full authority to direct recovery activities and to pass resolutions and ordinances that promote the City's recovery efforts, as allowed by law. Further, City of Hampton appointed officials maintain full authority to direct recovery activities according to their designated powers and responsibilities.

Community Development will assume the role of coordinator for ESF 14 and they will report directly to the Human Services Branch Director of the Operations Section. The Director of Emergency Management will direct response, recovery, and reconstruction efforts in the disaster impacted areas of the locality, in coordination with the Emergency Management Coordinator, all local departments, and the appropriate state and federal agencies.

Hampton Recovery Center

OEM may establish a Hampton Recovery Center during the response phase to begin planning for the recovery process, support the damage assessment process, ensure documentation of disaster-related operations and expenditures, and provide for coordination with VDEM on recovery program issues and implementation.

When the Long-Term Recovery and Mitigation Annex is implemented, the City Manager appoints a Local Disaster Recovery Manager, as defined in the National Disaster Recovery Framework (NDRF), as the City's primary point of contact for recovery programmatic and organizational implementation and coordination with State and Federal Disaster Recovery Coordinators. If a Unified Command is established for multijurisdictional recovery operations, the LDRM will participate in this effort on behalf of the City of Hampton.

Recovery operations will be structured consistent with the principles of the Incident Command System (see Figure 6 below), including:

- It will be scalable and flexible to adapt to the size and scope of the disaster recovery effort
- Only positions that are needed will be filled
- Each activated position will be filled by whomever has the right skill-set and experience at the time
- Responsibilities tasked to any position that are not activated will revert up the chain of command to that position's supervisor
- The staffing, scale, and structure of the recovery organization may expand, change, or contract over time, as indicated by the situation

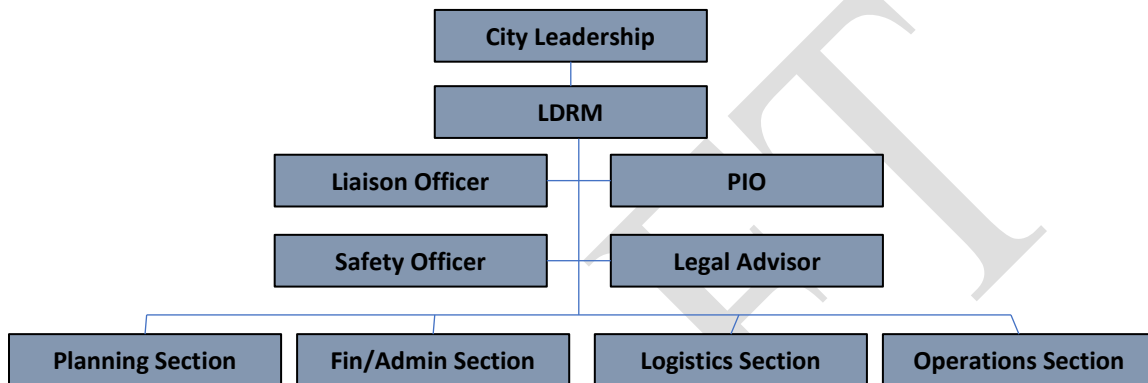


Figure 6: City of Hampton Recovery Organizational Chart

Recovery Support Functions (RSFs)

RSF Branches may be established within the Operations Section at the discretion of the Operations Section Chief. Recovery objectives will in large part be accomplished by staff at this level, working out of existing City agencies or in private or non-profit sector organizations.

The RSF Branches identified in this Annex are consistent with the NDRF. Depending on the scope and scale of the incident, *only those RSF Branches determined to be necessary will be activated*. In many cases, the RSF Branches are staffed by similar agencies identified in Emergency Support Functions under the Response phase. The RSF Branches are:

- Community Recovery Planning
- Economic
- Natural and Cultural Resources
- Housing
- Infrastructure
- Safety and Security
- Community Services

Recovery Groups

Within the RSF Branches, functional groupings of City agencies and other organizations will be further subdivided into Recovery Groups based on the scope and mission of the task. Recovery Groups contain the assets and capabilities to implement goals and strategies identified in this Annex and other incident-specific long-term recovery plans.

Their purpose is to coordinate government, nongovernmental, and stakeholder agencies, departments, and organizations to support recovery operations.

Recovery Groups will be activated by the Operations Section Chief as early as the need for their service is identified. Depending on the scope and scale of the incident, *only those Recovery Groups determined to be necessary will be activated*. A fully activated Operations Section (showing all RSF Branches and Recovery Groups is depicted below in Figure 7).

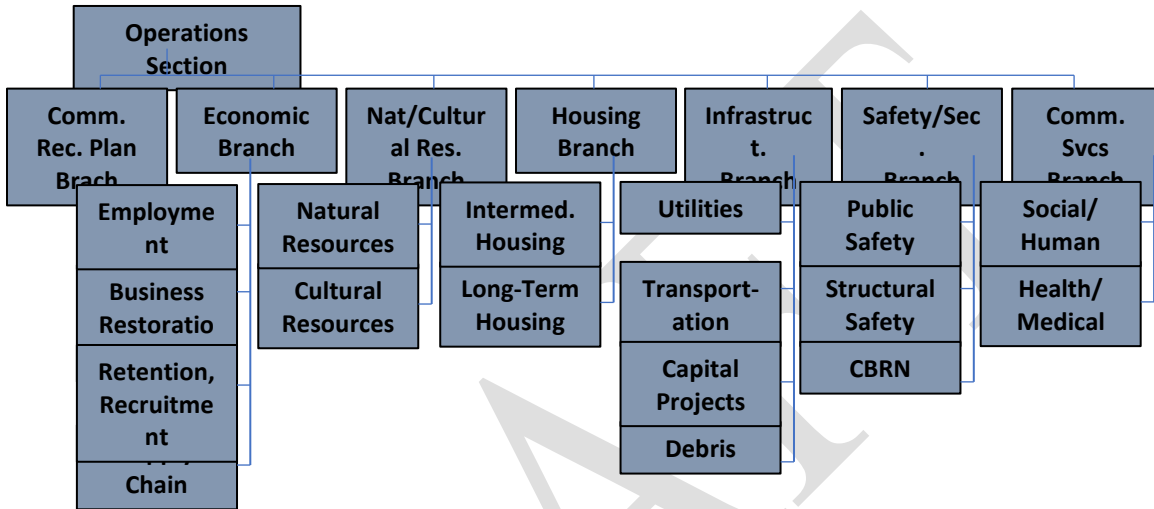


Figure 7: Fully Activated Recovery Operations Section

Detailed information and taskings for each Recovery Group can be found in the RSF Branch Appendices to this Annex.

Recovery Planning

- **Community Recovery Planning** is a process to set overarching post-disaster goals and objectives for the recovery phase, and it will identify specific strategies and tactics to be undertaken (including specific reconstruction investments by City government and potentially recommendations for the same by state and Federal governments and the private sector.

The Community Recovery Plan may also identify other strategic goals or desired outcomes over which the City has limited or no authority. It will identify and leverage disaster recovery programs at various levels that are designed to support and advance local recovery. The Community Recovery Planning process is inclusive of and encourages participation by both government and citizen stakeholders.

The Community Recovery Plan will likely be developed while other RSFs are executing recovery mission assignments. A crucial challenge is to develop the Community Recovery Plan that defines what a successful recovery will look like over the ensuing months and years, while also accounting for and coordinating with concurrent recovery activities.

The Community Recovery Planning RSF Branch is responsible for the development and coordination of this Plan. They will coordinate closely with the Planning Section.

- **Recovery Action Planning (RAP) cycle** provides a defined process, structure, and schedule for setting and prioritizing objectives, ensuring resource availability, monitoring progress, and generally executing the Recovery mission. Modeled on the ICS Incident Action Planning cycle, often referred to as the “Planning P”, the RAP cycle specifies communications, meetings, assessments, and course corrections that are fundamental components of the planning process.

Where the Community Recovery Plan is a strategic document, the RAP is a tactical plan outlining the objectives and resources to achieve the goals and objectives established in the Community Recovery Plan during a specific operational period. During recovery, operational periods may last days, weeks, or even months, based on the discretion of the LDRM.

The Planning Section Chief is in charge with overall coordination and scheduling of this process.

- **Integration of Recovery Action Plan Cycle with the Community Recovery Planning Cycle.** The RAP cycle and the Community Recovery Plan process are designed and intended to mesh together, but they are very different in design and intent.

Each plan is essential to the recovery process: The RAP cycle is the mechanism by which action is taken to advance the recovery; and the Community Recovery Plan process ensures that such action is consistent with (and does not preempt) holistic, long-term strategic goals.

Table 19. Recovery Planning Cycle

	Recovery Action Plans	Community Recovery Plan
Process Design	Periodic, cyclical	Linear, progressive
Methodology and process derived from	ICS	Recovery planning process (see Community Recovery Planning RSF Branch Appendix)
Topical Focus	Actions, tactics, mission-assignments	Strategic integration of policies, programs and projects into a holistic community context
Time Focus	Next operational period (which may last days, weeks or months)	Long-term recovery and “new normal”
Developed By	Planning Section	Community Recovery Planning RSF Branch) with substantial involvement of

	Recovery Action Plans	Community Recovery Plan
		stakeholders and the public
Executed By	RSF Branches and Recovery Groups under the Operations Section	City agencies coordinated by the LDRM; also provides guidance and framework for private businesses and residents

Ideally, strategic planning precedes and guides operational and tactical planning. Therefore, if it were possible, the Community Recovery Plan would be drafted and completed prior to any recovery action being taken (or RAPs being developed).

Typically, however, following a disaster, this clean, logical sequencing is not possible. Actions must be taken to advance recovery even while major determinations regarding priorities and strategy remain fluid, shifting, and incomplete. This Annex therefore defines the interactions of the RAPs and long-term community recovery planning to provide structure before, during, and after the development and completion of the Community Recovery Plan. This ensures that action can be taken to advance the recovery, while also ensuring that such action is consistent with long-term priorities and strategies, and that such actions do not preempt deliberative decision-making. Once the Community Recovery Plan is complete, the two processes merge, and the strategic planning is then able to guide operational and tactical planning.

Maintenance of Local Control

The City of Hampton will have the primary role of planning and managing all aspects of the City's recovery programs and initiatives, consistent with the NDRF. The LDRM will exercise granted authority in his/her role. City officials operating from the EOC or other coordination facility will retain the authority to allocate local resources and deploy those resources as appropriate.

The City may become overwhelmed and need staffing, recovery expertise, or other assistance. Additional staff and technical support assistance may be obtained through mutual aid, through the Commonwealth of Virginia and the Emergency Management Assistance Compact, or through contractors.

State and Federal officials will work with the City in the development and implementation of incident-specific long-term recovery plans when requested. In such cases, the Commonwealth of Virginia will act in support of the City, evaluate its capabilities, and provide support as needed.

Intergovernmental Coordination and other External Coordination

Coordination of recovery efforts and planning across jurisdictional boundaries will be essential due to the concurrent emergency management and disaster recovery programs ongoing in neighboring jurisdictions based on the scale and scope of the disaster.

In general, the City of Hampton can coordinate with external jurisdictions and partners in a variety of ways including, but not limited to the following:

- Sharing information through period conference calls, situation reports, briefings, and other verbal and electronic means of communication
- Exchanging Liaison Officers with other jurisdictions to ensure the sharing of information
- Establishing joint coordination entities such as Multi-Agency Coordination Centers (MACCs)
- Establishing joint operations through Unified and Area Commands, or other command structures

Interaction between the City of Hampton and all non-governmental entities within the City (including private companies, non-profit organizations, stakeholders, and the general public) are addressed at various points with the Recovery organization, or outside of it.

- Private and non-profit assets may be assigned directly to an RSF Branch
- Interested outside organizations, stakeholders, and members of the public may approach the City to offer or request services via the Liaison Officer
- Interested outside organizations, stakeholders, and members of the public may receive and submit information to the Public Information Officer
- Impacted stakeholders and members of the public may participate in the Community Recovery Planning meetings
- Impacted stakeholders and members of the public may express their concerns to members of the City Council, who would be encouraged to refer these concerns to the LDRM and/or Liaison Officer

Common Recovery Objectives

Lead Agencies

Pre-Disaster

- Establish and maintain working relationships with Recovery Group's Supporting Agencies and other identified partners (governmental and non-governmental)
- Inventory resources and capabilities of Lead and Supporting Agencies and address gaps
- Identify and address potential issues of resource procurement related to the emergency procurement of services, resources, and other contracting, including construction and capital repairs, whether under the City Purchasing Resolution or otherwise
- Develop and maintain a Continuity of Operations plan such that Supporting Agencies are able to continue essential functions AND support recovery operations during and after a crisis for at least 30 days
- Coordinate with counterpart agencies in neighboring jurisdictions within the Hampton Roads region to identify opportunities for regional coordination and collaboration on recovery issues

Post-Disaster

- Brief all mobilized Supporting Agency staff within each Recovery Group with the most up-to-date situational information and mission assignments
- Identify and address resource needs and capabilities available and required based on the pre-disaster resource inventory. Pursue additional resources through Logistics or using agency contracting capabilities as required based on the RAP

- Identify additional or extraordinary funding needs by assessing long-term needs and provide to the Planning Section
- Maintain documentation for reimbursement in accordance with the Financial Support Annex
- Provide information and updates through the RAP cycle
- Maintain compliance with all City, state, and federal regulations, reporting guidelines, standards and privacy requirements, such as the Americans with Disabilities Act and the Health Insurance Portability and Accountability Act, etc.
- Ensure the health, safety, and welfare of all Recovery Group staff, contractors, and volunteers to include food, shelter, health and mental-health/spiritual care, and other basic needs as required

Supporting Agencies

Pre-Disaster

- Establish and maintain working relationships with Recovery Group's Lead Agency and identified partners (governmental and non-governmental)
- Establish, maintain, and update as appropriate an inventory of internal, contracted, volunteer, or other external resources and capabilities to support recovery operations
- Support the Lead Agency in identifying potential challenges to the emergency procurement of services, resources, and other contracting, whether under the County Purchasing Resolution or otherwise
- Develop and maintain a Continuity of Operations plan or a Business Continuity Plan such that the Supporting Agency is able to continue essential functions AND support recovery operations during and after a crisis for at least 30 days
- Coordinate with counterpart agencies in neighboring jurisdictions within the Hampton Roads region to identify opportunities for regional coordination and collaboration on recovery issues

Post-Disaster

- Provide continuous briefings, as necessary, to ensure the Lead Agency is informed of operational assignments and maintain situational awareness
- Identify and address resource needs and capabilities available and required based on the pre-disaster resource inventory. Working through the Lead Agency, pursue additional resources through Logistics or using agency contracting capabilities as required based on the RAP
- Identify additional or extraordinary funding needs by assessing long-term needs and provide to the Lead Agency
- Support the Lead Agency in maintaining documentation for reimbursement in accordance with the Financial Support Annex
- Provide information and updates through the Lead Agency for the RAP cycle
- Maintain compliance with all City, state, and federal regulations, reporting guidelines, standards and privacy requirements, such as the Americans with Disabilities Act and the Health Insurance Portability and Accountability Act, etc. Ensure the Health Safety and Welfare of all Recovery Group staff, contractors, and volunteers to include food, shelter, health and mental-health/spiritual care, and other basic needs as required

Actions

Preparedness Operations

- Develop supporting plans and procedures
- Conduct training and exercises
- Develop and maintain notification rosters and resource lists
- Develop and maintain mutual aid agreements
- Manage resolution of ESF 14 after-action issues
- Conduct planning with designated support agencies
- Monitor corrective actions related to ESF 14 issues

Response Operations

- Provide guidance to departments on tracking expenditures
- As appropriate, establish a Hampton Recovery Center to initiate planning for recovery operations
- Initiate damage assessment documentation
- Provide administrative support, as appropriate, for a federal/commonwealth Preliminary Damage Assessment (PDA)

Recovery Operations

- Coordinate with VDEM and FEMA on federal disaster relief programs (if federal declaration)
- Provide support to VDEM/FEMA, as required, in establishing and operating Disaster Recovery Centers
- Coordinate documentation of costs and requests for reimbursement
- Provide technical assistance to City departments on recovery administered by VDEM and FEMA
- Facilitate long-term recovery planning
- Serve as Incident Command for recovery
- Serve as sub-grantee for recovery program grants
- Conduct after-action review

Mitigation Operations

- As appropriate, identify opportunities to mitigate the impact of future incidents

Organizational Roles and Responsibilities

Community Development

- Gather information to assess the scope and magnitude of the social and economic impacts on Hampton
- Conduct initial damage assessment (forms and guides are found at the end of this ESF)
- 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
- Ensure participation from primary and support agencies
- Lead planning efforts
- Lead post-incident assistance efforts
- Identify areas of collaboration with support agencies and facilitate interagency integration

- Provide frequent updates to the Recovery Branch Director at the EOC as to the status of the transportation infrastructure
- Streamline and coordinate regulatory and statutory approvals and permitting processes for recovery
- Be familiar with FEMA's Community Recovery Planning Process and other recovery planning best practices
- Be familiar with recovery funding and financing resources
- Be familiar with model/template post-disaster recovery plans
- Identify potential intermediate housing strategies
- Identify potential intermediate housing sites
- Develop long-term housing reconstruction and relocation strategy
- Maintain financial records and forward them to Finance Section Chief

Emergency Management

- Create a list of vulnerable critical facilities as a basis for identifying recovery priorities
- Coordinate and conduct recovery operations
- 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
- 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
- Maintain financial records and forward them to Finance Section Chief

Assessor's Office

- Assist in damage assessment of residential and other private property
- Develop mitigation strategies for implementation during the recovery phase
- Maintain financial records and forward them to Finance Section Chief

Hampton Schools

- Assist with economic stabilization by reopening schools as soon as it is safe to do so, during the school year
- Maintain financial records and forward them to Finance Section Chief

Social Services

- Open and staff Disaster Recovery Center, as needed
- Assist with locating appropriate housing for displaced residents
- Identify potential intermediate housing strategies
- Identify potential intermediate housing sites
- Develop long-term disaster case management system
- Maintain financial records and forward them to Finance Section Chief

City Manager

- Promote and enhance multi-jurisdictional coordination
- Develop policy and strategy
- Disseminate policy guidance and direction through EM Coordinator
- Provide interface to the media and the public
- Liaison with state and federal officials as required
- Set the EOC action plan objectives

Information and Technology

- Assist in the damage assessment team for data support including computers, cell phones, and fax machines
- Ensure continued operation of radio system
- Restore and ensure continued operation of IT network and internet services
- Restore and ensure continued operation of phone systems to include cellular and landline networks
- Maintain financial records and forward them to Finance Section Chief

Hampton Redevelopment and Housing Authority

- Assist displaced residents of HRHA managed properties and residents with Section 8 vouchers with locating long-term housing
- Assist with creating short and long-term housing plans
- Coordinate with EOC for pre-event notification of HRHA clients
- Assist with development of long-term housing reconstruction and relocation strategy

Economic Development

- Locate appropriate buildings that could house a disaster service center
- Create and maintain an updated list of possible DRC sites
- Assist businesses with damaged building in finding another property in Hampton that could suit their needs.
- Identify the key private companies, insurers, and lenders
- Encourage businesses to develop partnership assistance networks
- Promote private-sector resiliency and continuity through education and outreach
- Encourage resource coordination planning among private companies
- Develop a Business Recovery Center Plan
- Educate city businesses on insurance benefits and limitations
- Recruit and grow a diverse local economy
- Stress supply chain management as an element of private sector continuity planning
- Identify business-essential supply routes and utility connections
- Maintain financial records and forward them to Finance Section Chief

Parks, Recreation and Leisure Services

- Develop an inventory of natural resources
- Identify federal programs relevant to natural resources
- Develop an inventory of area cultural resources
- Identify federal programs relevant to cultural resources restoration

Public Works and Engineering

- Establish prioritization for debris removal
- Coordinate inventory and prioritization of utility services
- Coordinate inventory and prioritization for transportation service and infrastructure restoration
- Pursue Memoranda of Understanding (MOUs) related to transportation service and infrastructure restoration
- Coordinate inventory and prioritization for public facilities restoration and reconstruction

Fire and Rescue

- Develop a CBRN recovery and remediation plan
- Review and update list of hazmat facilities within the City
- Develop expedited structural safety processes

Police

- Review legal authorities and procedures for implementation of curfews, or other expanded/extraordinary public safety measures
- Provide security and control access to designated areas, including traffic control
- Assist with re-entry of evacuees
- Maintain law and order

Hampton and Peninsula Health Districts

- Develop a plan to monitor animal and plant disease outbreak and/or pest infestation
- Develop medical surge logistics plan
- Enhance Medical Reserve Corps capabilities
- Monitor and report status disaster impacts on nursing homes, hospitals and dialysis centers such as loss of power, water, etc.
- Serve as a liaison with hospital systems and RHCCs
- Develop a plan and communication materials for voluntary medical needs self-identification

Federal and State Disaster Assistance Programs

If the need for resources exceeds the capabilities of the localities and the state, the Governor may request federal assistance. The Governor may request the President to declare an emergency or a major disaster and may request assistance for individuals and for public entities, state agencies and local governments.

Once the President declares a major disaster, federal disaster assistance may be available for such items as the repair and reconstruction of buildings and roads or for individual assistance to persons displaced from their homes. Assistance may also be available for local and state agencies to implement mitigation measures to reduce the probability of future damages. A substantial and well documented federal-state-local coordination effort is required to implement such assistance.

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 and Public Assistance. Both are described below:

Individual Assistance (IA)

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.

After a disaster occurs, the Recovery and Mitigation Division from VDEM works with FEMA and other disaster assistance and recovery programs to coordinate efforts and help those individuals, businesses and jurisdictions that have been impacted.

The Virginia Department of Emergency Management's Recovery and Mitigation Division is comprised of the Individual Assistance, Public Assistance and Hazard Mitigation Branches. Following a disaster, the citizens of a community want their lives to return to normal as quickly as possible. The Recovery and Mitigation staff plays a major role in this process and coordinates with the Federal Emergency Management Agency and other organizations to administer disaster assistance programs such as:

- Disaster housing
- Loan programs
- Unemployment assistance and crisis counseling
- Business recovery

Damage reimbursement programs (public and certain private nonprofit entities) FEMA and the state establish Disaster Recovery Centers in the period following a disaster. These centers offer information on the types of aid that may be available to disaster victims. Services include assistance with tax and legal matters; insurance, health and welfare issues; and loan and grant information.

VDEM staff also administers the Public Assistance program, which makes grants available to assist the state, local jurisdictions and certain private nonprofit organizations with the response to and recovery from disasters. Applicants in declared areas may be eligible to recover costs for debris removal, implementation of emergency protective measures, and the repair, restoration or replacement of damaged facilities/infrastructure. This aid is generally provided at a cost share of 75 percent federal and 25 percent non-federal funds.

The Individual Assistance program at the state level has a counterpart at the federal level within FEMA. The purpose of the IA program is to facilitate and coordinate the delivery of all aid that might help individuals, families, and businesses recover from a disaster event. For convenience, assistance to business is included under IA. Elements

of IA belong to Emergency Support Functions 6 and 14. Social Services is another term that is often used interchangeably with Individual Assistance.

The Social Services Officer, also referred to as the State Individual Assistance Officer, is the program manager for the IA program. The Social Services Officer:

- Provides assistance to localities regarding the policies and procedures for Initial Damage Assessments and Preliminary Damage Assessments as they relate to federal disaster declarations;
- Helps local officials, citizens, and voluntary organizations understand the forms of assistance available;
- Links government officials, citizens, and businesses to resources; and
- Acts as an advocate when obstacles arise during the disaster assistance process.

Most often, the primary activities of the IA program occur when the Commonwealth receives a federal Individual Disaster Assistance Declaration from the president or a stand-alone disaster declaration from the Small Business Administration. However, the Social Services Officer does work with localities, voluntary organizations, and citizens during small disaster events that do not meet the criteria for a federal presidential or Small Business Administration disaster declaration.

Besides being the name of a state and federal program, individual assistance is also used as an umbrella term to encompass many forms of aid that can be made available to individuals, families, and businesses after a disaster event.

The help can be in the form of:

- Direct financial assistance
- Counseling
- Referral to disaster resources, such as volunteers helping a homeowner remove the debris from a damaged dwelling or repairing that damaged dwelling

The delivery of individual assistance can be by

- Local, state, and federal government organizations through specific legislated programs.
- Non-profit agencies, such as the American Red Cross and Salvation Army, and faith-based groups. The term faith-based group usually refers, although not exclusively, to organizational units within religious denominations whose special purpose is to help individuals and families recover from disasters.
- Long Term Recovery Task Forces or Unmet Needs Committees.

In the event a major disaster declared by the President occurs in Virginia, the provisions of PL 93-288 become effective and as such authorize the establishment of Disaster Recovery Centers (DRCs) to administer aid and assistance to disaster victims. A DRC will house, in one central location, all Federal, State, and local agencies and participating quasi-public and volunteer activities that deal directly with the needs of the individual disaster victims. Local government will provide space for DRCs and supporting personnel as requested and as available. Types of assistance which may be available based on qualifications are:

- Emergency needs - Immediate shelter, food, clothing, medical aid, minor repairs, home cleanup, etc.; are provided by volunteer agencies, such as the American Red Cross, the Salvation Army, the Mennonite Disaster Service, and other private relief agencies.

- Temporary Housing - For disaster victims whose homes are damaged and unlivable until alternative housing is available. No rent will be charged during the first year of occupancy. (U. S. Department of Housing and Urban Development (HUD) or as assigned) (State Department of Housing and Community Development)
- Minimal Repair Program - A temporary housing program that provides minimum essential repairs to owner-occupied dwellings instead of other forms of temporary housing. (State Department of Housing and Community Development).
- Mortgage or Rental Assistance - Assistance for up to one year for persons faced with loss of their homes because of certain disaster-created financial hardships. (U. S. Department of Housing and Urban Development) (State Department of Housing and Community Development).
- Disaster unemployment assistance - (DUA) and job placement assistance for those who lost their jobs because of the disaster. (Department of Labor and Industry, through the State Employment Commission).
- Distribution of allotments - Allotments to eligible victims. (U. S. Department of Agriculture (USDA), through the State or City Social Services Department).
- Disaster loans for refinancing, repair, replacement, or rehabilitation of damaged real and personal property not fully covered by insurance. There are several types:
 - Farmers, ranchers, and oyster planters should apply to the Farmers Home Administration (FmHA).
 - All others, including homeowners, the business community, churches, and certain nonprofit organizations should apply to the Small Business Administration (SBA).
 - Agricultural enterprises which were a major source of employment but no longer in substantial operation because of the disaster should apply to the FmHA.
 - Industries and businesses which were a major source of employment but no longer in substantial operation because of the disaster should apply to the SBA.
- Financial assistance to farmers - Assistance to farmers who perform emergency conservation measures on farmlands damaged by natural disaster, in the form of maximum 80 percent funding by the Agricultural Stabilization and Conservation Service (ASCS), USDA with remaining costs borne by the farmer.
- Tax assistance - Assist in computing credits based on disaster casualty losses. (U.S. Internal Revenue Service (IRS)).
- Veterans Administration (VA) assistance – Assistance with VA death benefits, pensions, insurance settlements, and adjustments to VA-insured home mortgages.
- Social Security Assistance - Assistance for recipients in expediting delivery of checks delayed by the disaster; assistance in applying for disability, death, and survivor benefits. (U. S. Social Security Administration, Department of Health and Social Services (HHS)) (State Department of Social Services).
- Emergency Assistance - Assistance and services to families under the Social Security Act, including up to \$500 for repair of homes owned by public assistance recipients, other shelter, and medical care. (U.S. Department of Health and Social Services (HHS) (State Department of Social Services).
- Legal Services - Legal services for needy individuals who are unable to secure such services. (Young Lawyers Section, Virginia Bar Association; other lawyers

- as assigned).
- Individual and Family Grants - Grants to meet necessary expenses or serious needs of individuals or families adversely affected by a major disaster; the Federal government funds this assistance program in part and is administered by the State. (State Department of Social Services).
 - Crisis counseling - Referrals to appropriate mental health agencies to relieve mental health problems related to a disaster. (State or City mental health agencies are supported by the National Institute of Mental Health (NIMH), U. S. Department of Health and Social Services and the Virginia Department of Behavioral Health & Developmental Services).
 - Debris Removal - Debris removal from private property when in the public interest. (Local authorities for other than agricultural property; ASCS for agricultural property) (Virginia Department of Emergency Management (VDEM), Virginia Department Transportation), (Local governments)
 - In addition, other State and local agencies and private organizations may be asked to provide assistance, such as:
 - Adjustment of local property taxes.
 - State income tax assistance.
 - Health and safety inspections.
 - Insurance claims counseling. (American Insurance Association and/or State Insurance Agency).
 - Consumer protection services. Individuals should be warned that disaster victims may be susceptible to unscrupulous business practices during the early stages of a disaster; victims should be advised of the Consumer Protection Agency or other local authority to contact should they encounter this type of problem.

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 bear the agony of loss of life and property when disaster strikes. The Emergency Management Coordinator will take the lead in determining mitigation projects needed following a disaster and make applications for available mitigation grants.

FEMA Public Assistance Program

The FEMA Public Assistance (PA) Program awards grants to assist state and local governments and certain Private Non-Profit (PNP) entities with the response to and recovery from disasters. Specifically, the program provides assistance for debris removal, emergency protective measures, and permanent restoration of infrastructure. The Federal share of these expenses typically cannot be less than 75% of eligible costs. The program also encourages protection from future damage by providing assistance for hazard mitigation measures during the recovery process. Although the PA Program encourages planning for disaster recovery, PA funds may not be used for the costs of planning. The costs incurred for implementing the plans are eligible for reimbursement if they meet PA Program eligibility criteria. The PA Program is based on a partnership

between FEMA, state and local officials. FEMA is responsible for managing the program, approving grants and providing technical assistance to the state and applicants. The state acts as the Grantee for the PA Program. FEMA, the state and the Applicant are all responsible for grants awarded under the PA program. The State educates potential applicants, works with FEMA to manage the program, and is responsible for implementing and monitoring grants awarded under the program. Local Officials are responsible for identifying damage, providing sufficient data for FEMA to develop an accurate scope of work and cost estimate for doing the work and approving grants, and managing the projects funded under the PA program.

State Public Assistance Program

The State Public Assistance Program is structured very similar to the Federal PA Program in terms of the types of damages eligible under the program. In the event that the statewide total eligible cost claims for the disaster did not meet or exceed the Commonwealth's eligibility threshold of \$12.4M; state funding may be available through the State Public Assistance Program. This program is considered one of last resort and is at the discretion of the Governor.

The locality must determine if it is eligible to request funding through the program. There is a minimum threshold to be reached. This is determined by comparing the amount of the locality's eligible damage costs versus the population (2010 Census) times \$4.00. If the damage costs of the event matches or exceed that amount then the locality is eligible to apply for state funding. Refer to the most recent (June 2020) version of the FEMA Public Assistance Program and Policy Guide for specific cost eligible.

To be eligible it is necessary for the locality to state that it has a "financial hardship" in paying for the repair of damages from its own funding sources, including insurance. A "Notice of Intent" form will be forwarded to the locality at its request to apply to the State Public Assistance Program. This form includes a verification statement by the locality that there exists a "financial hardship". There is a fiscal stress factor applied to the funding requests to the Governor's Office to determine the state share. The percentage, which is multiplied by the total eligible costs by a locality is as follows: The local fiscal stress factor which range from 15% to 24% for counties and cities in Virginia is added to 50%. Therefore, the final percentages are a multiplier of 65% to 74%.

Fire Management Assistance Grant Program

The Fire Management Assistance Grant Program (FMAGP), which is available to states, local and tribal governments, provides assistance to support the mitigation, management, and control of fires on publicly or privately-owned forests or grasslands, which threaten such destruction as would constitute a major disaster. The Fire Management Assistance declaration process is initiated when the state submits a request for assistance to the FEMA Regional Director at the time a "threat of major disaster" exists. The entire process is accomplished on an expedited basis and a FEMA decision is rendered in a matter of hours. The FMAGP provides a 75 percent Federal cost share and the State pays the remaining 25 percent for actual costs. Before a grant can be awarded, a State must demonstrate that total eligible costs for the declared fire meet or exceed either the individual fire cost threshold, which applies to single fires, or the cumulative fire cost threshold, which recognizes numerous smaller fires burning throughout the State.

Tab 1 to ESF 14 – Damage Assessment Form

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	MOBLE 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										

Tab 2 to ESF 14 – Damage Assessment Level Guidelines



Individual Assistance Damage Assessment Level Guidelines

Damage Definitions	General Description	Things to Look For	Water Levels
<p><u>DESTROYED</u> Structure is a total loss. <u>Not economically feasible to rebuild.</u></p>	<p><u>DESTROYED</u> Structure leveled above the foundation, or second floor is gone. Foundation or basement is significantly damaged.</p>	<p><u>DESTROYED</u> Structure leveled or has major shifting off its foundation or only the foundation remains. Roof is gone, with noticeable distortion to walls.</p>	<p><u>DESTROYED</u> More than 4 feet in first floor. More than 2 feet in <u>mobile home.</u></p>
<p><u>MAJOR</u> Structure is currently uninhabitable. Extensive repairs are necessary to make habitable. <u>Will take more than 30 days to repair.</u></p>	<p><u>MAJOR</u> Walls collapsed. Exterior frame damaged. Roof off or collapsed. Major damage to utilities: furnace, water heater, well, septic system.</p>	<p><u>MAJOR</u> Portions of the roof and decking missing. Twisted, bowed, cracked, or collapsed walls. Structure penetrated by large foreign object, such as tree. Damaged foundation.</p>	<p><u>MAJOR</u> 2 to 4 feet in first floor without basement. 1 foot or more in first floor with basement. 6 inches to 2 feet in <u>mobile home</u> with <u>plywood</u> floors. 1 inch in <u>mobile home</u> with <u>particle board</u> floors.</p>
<p><u>MINOR</u> Structure is damaged, and uninhabitable. Minor repairs are necessary to make habitable. <u>Will take less than 30 days to repair.</u></p>	<p><u>MINOR</u> Interior flooring / exterior walls with minor damage. Tree(s) fallen on structure. Smoke damage. Shingles / roof tiles moved or missing.</p>	<p><u>MINOR</u> Many missing shingles, broken windows and doors. Loose or missing siding. Minor shifting or settling of foundation. Minor damage to septic system.</p>	<p><u>MINOR</u> 2 inches to 2 feet in first floor without basement. 1 foot or more in basement. Crawlspace – reached insulation. Sewage - in basement. <u>Mobile home</u>, "Belly Board" to 6 inches.</p>
<p><u>AFFECTED HABITABLE</u> Structure has received minimal damage and is <u>habitable without repairs.</u></p>	<p><u>AFFECTED HABITABLE</u> Chimney or porch damaged. Carpet on first floor soaked. Broken windows.</p>	<p><u>AFFECTED HABITABLE</u> Few missing shingles, some broken windows. Damage to air conditioning units / etc. Some minor basement flooding.</p>	<p><u>AFFECTED HABITABLE</u> Less than 2 inches in first floor. Minor basement flooding. <u>Mobile home</u>, no water in "Belly Board".</p>

IDA Tips: Estimating Water Depths

Brick - 2 1/2 inches per course	Lap or aluminum siding - 4 inches or 8 inches per course	Stair risers - 7 inches
Concrete or cinder block - 8 inches per course	Door knobs - 36 inches above floor	Standard doors - 6 feet 8 inches

Tab 3 to ESF 14 – Disaster Recovery Centers and Joint Field Office Locations

Due to the unknown nature of disasters ESF 14 will work with ESF 5 to locate facilities that have not been damaged in the disaster to house a DRC and JFO. Types of buildings that could be used are under-utilized public buildings, community centers, retail space that can be leased. Economic Development will be in charge of keeping an updated list of facilities that could be used.

DRAFT

Emergency Support Function 15 - External Affairs

Primary Agency

Marketing & Outreach

Support Agencies

311 Citizen Contact Center

Emergency Management

All other Departments and Agencies

Virginia Department of Emergency Management

Introduction

Purpose

Emergency Support Function (ESF) 15 – External Affairs is responsible for keeping the public informed concerning the threatened or actual emergency situation and to provide protective action guidance as appropriate to save lives and protect property. It is also to ensure that sufficient city assets are deployed to provide accurate, coordinated, and timely information to the public, the media, and local, state, and federal governmental partners.

Scope

All emergency response and recovery operations conducted under ESF 15 will be in accordance with the *National Incident Management System (NIMS)*. ESF 15 fills the Public Information role in ICS to manage information during an incident so that the most up to date and correct information is used to inform the public. This emergency support function will use media reports to support the overall strategy for managing the incident. ESF 15 will coordinate with all agencies involved with the incident so that one message is used for public information to avoid any conflicts of released information. This emergency support function is organized into the following functional components:

- Public Affairs
- Community Relations
- Legislative Affairs
- International Affairs

Policies

During an emergency the Public Information Officer will:

- Disseminate information by appropriate means, to include any local alert systems, media outlets, cable channel, the Emergency Alert System, NOAA All-hazards radio, as well as the locality's website and social media;
- Clear news releases with the EOC before releasing them to the media;
- Will encourage news media to publish articles to increase public awareness; and
- Will ensure information is accurate and released in a timely manner.

Concept of Operations

General

In an emergency or disaster, it is important to provide timely and accurate information to the public and to the media outlets. The City of Hampton has several ways of accomplishing this task to include press releases, eNews, Twitter, Facebook, Instagram,

YouTube, and the City of Hampton's webpage. News coverage must be monitored to ensure that accurate information is being disseminated. The locality needs to be prepared to keep local legislators and other political figures informed. It is through this large variety of information platforms that the City of Hampton will reach the whole community.

Organization

Marketing & Outreach is responsible for all official information that is disseminated during a disaster. ESF 15 is combined with the Public Information Officer. Marketing & Outreach will handle both. Public information is such a large task that it is suggested the PIO break down sections of information dissemination to the categories below and assign appropriate personnel to each section as needed.

Public Affairs

Public Affairs will be responsible for coordinating messages from the various agencies and establishing a Joint Information Center. Public Affairs will gather information on the incident and provide incident related information through the media and other sources to keep the public informed. Public Affairs will use a broad range of resources to disseminate information. Public Affairs will monitor the news coverage to ensure the accuracy of the information being disseminated. Public Affairs will handle appropriate special projects such as news conferences and press operations for incident area tours and overseeing the key functions of media relations.

Community Relations

Community Relations will prepare an initial action plan with incident-specific guidance and objectives, at the beginning of an actual or potential incident. They will identify and coordinate with the community leaders and neighborhood groups to assist in the rapid dissemination of information, identify unmet needs, and establish an ongoing dialogue and information exchange. The Commonwealth and FEMA might deploy, if needed, a joint Community Relations Team to the locality to conduct these operations.

Legislative Affairs

Legislative Affairs will establish contact with the state legislative and congressional offices representing the affected areas to provide information on the incident. The locality should be prepared to arrange an incident site visit for legislators and their staffs. Legislative Affairs will also respond to legislative and congressional inquiries.

International Affairs

International Affairs if needed will work with the Department of State to coordinate all matters requiring international involvement.

Private Sector Affairs

Private Sector Affairs coordinates information to identify needs, convey resources available for business recovery, and facilitate collaborative support for economic recovery, disseminating response, recovery, and other important information to the private sector through public outreach and education methods such as: media campaigns, workshops, roundtables, and trainings, and engaging the private sector in information sharing to support situational awareness and public-private partnerships that will enhance response and recovery operations.

Actions

Preparedness Operations

- Develop and communicate information on disaster planning and preparedness
- Conduct training and exercises
- Develop and maintain inventory of assets
- Develop and maintain notification rosters
- Create Press Release templates for the different types of disasters the city could encounter
- Manage resolution of ESF 15 after-action issues
- Develop supporting plans and procedures (e.g., JIC)
- Conduct planning with designated support agencies
- Coordinate with other HR jurisdictions on a regional approach to External Affairs, JIC operations, and/or templates

Response Operations

- Develop accurate and complete information regarding incident cause, size, current situation, and resources committed
- Monitor news coverage
- Liaisons to state and/or Federal Joint information Centers, if activated
- Conduct press conferences and media briefings
- Establish a JIC
- Develop and communicate protective action guidance
- Provide emergency information to City employees, the media, the public, and the private sector
- Disseminate information to the public, using multiple sources;
 - Emergency Communications Center
 - Emergency Alert System
 - Wireless Emergency Alert System
 - Local radio, television stations, newspapers, kiosks
 - 311 Citizen Contact Center
 - Automated Dialing System
 - NOAA Weather Radio – National Weather Service
 - Mobile public address system
 - Telephone
 - Amateur Radio
- Coordinate content with adjacent jurisdictions and the State EOC
- Coordinate community relations and emergency public information
- Provide communications support to a Family Assistance Center

Recovery Operations

- Develop and communicate information on disaster assistance initiatives and programs
- Coordinate media briefings and inquiries
- Coordinate community relations
- Conduct after-action review

Mitigation Operations

- As appropriate, identify opportunities to mitigate the impact of the future incidents
- Provide public information related to mitigation

Organizational Roles and Responsibilities

Marketing & Outreach

- Develop communications Incident Action Plans, messages, and press release templates for all possible disasters
- Establish a working relationship between the City of Hampton, VA PIO, the local EOC and local radio stations, television stations, and newspapers
- Maintain an up-to-date telephone and fax number list for all local news organizations
- Coordinate with Emergency Management for dissemination of emergency preparedness information
- Develop accurate and complete information regarding incident cause, size, current situation, and resources committed by working with ESF's
- Arrange regular press briefings
 - All press releases will include the 10-digit phone number for the 311 Citizen Contact Center
- Coordinate with 311 Citizen Contact Center to handle citizen inquiries
- PIO's are responsible for ensuring that 311 personnel are providing current information to citizens that call or text in
- Maintain a log of calls from the media and interviews conducted in WebEOC
- Maintain awareness of shelter capacity through WebEOC and relay shelter capacity to the public through press releases, social media, and press conferences as needed
- Encourage local newspapers to periodically publish general information about those specific hazards, which are most likely to occur, such as flooding and industrial accidents
- Coordinate with the School print shops for the development and print of a daily or weekly newsletter to be used as an additional means of providing public information for Kiosks
- Prepare and provide general information as appropriate to special groups such as the visually impaired, the elderly, etc.
- Assure the availability of back-up generators at local EAS radio stations
- Coordinate the release of information through public broadcast channels, and written documents
- A dedicated media information line will be maintained in the EOC and staffed by a PIO
- Assist the Health Department in disseminating public health notices, if necessary
- Disseminate information about city shelters, evacuation routes, and other pertinent information for residents of Hampton
- Assist state and federal officials in disseminating information concerning relief assistance
- Maintain financial records and forward them to Finance Section Chief

311 Citizen Contact Center

- Coordinate with Hampton's PIO on information to be relayed to citizens
- When the Director of Emergency Management declares an emergency, move to 24 operations
- Monitor all points of contact to determine the number and type of requests related to the event

- Calls that do not have an immediate answer will be sent to ESF 15 for an answer and the answer will be sent back to the 311 Contact Center to return the information if needed
- Use Interactive Voice Recording System to deliver brief and concise messages to inform callers of information, callers will also have the option of talking to a person after the message is played
- Assist the Health Department in disseminating public health notices, if necessary
- Assist state and federal officials in disseminating information concerning relief assistance
- Assist with developing an accurate and complete information regarding incident cause, size, current situation, and resources committed
- Maintain financial records and forward them to Finance Section Chief

Emergency Management

- Prepare and provide general information as appropriate ESF 15
- Assist with developing an accurate and complete information regarding incident cause, size, current situation, and resources committed
- Assist with monitoring local, state, or national news coverage
- Maintain financial records and forward them to Finance Section Chief

All City Departments

- City Personnel who come in contact with the news media will take special care to refer the press to a PIO
- All information relayed to the public will come from a designated PIO and no other staff unless permission is given by the Director of Emergency Management.

Emergency Support Function 16 – Military Support

Primary Agency

Emergency Management

Support Agencies

Joint Base Langley/Eustis- Langley Air Force Base & Ft. Eustis Army Base
Virginia National Guard

Introduction

Purpose

Emergency Support Function (ESF) 16 – Military Support integrates resources to prevent, prepare for, respond to, and/or recover from an incident to support the overall mission of emergency management.

Scope

All emergency response and recovery operations conducted under ESF 16 will be in accordance with the *National Incident Management System (NIMS)*. ESF 16 provides the staffing, functions, and professional expertise for all military support actions in preparation for, and in response to emergencies, natural disasters, or other catastrophic events, or as deemed necessary by the City Manager. Coordinate the planning and operations of military assets available to Hampton from local military facilities through Memorandums of Understanding (MOUs) and coordination of state and federal resources that may respond to the City's request for assistance in response to emergencies.

Virginia military resources are coordinated by Virginia Emergency Operation Center (VEOC) ESF 16 at the direction of the Governor. National Guard support can only be furnished if it is not in competition with private enterprise or the civilian labor force. Therefore, the requested resources must not be available from commercial resources when National Guard resources are used. Requests for State and Federal Military resources will be made to the VEOC, only after all local civil resources have been exhausted, or are unable to meet the need of the City.

The following types of assistance may be available through VEOC's ESF 16: back-up communications, transportation (air and ground), emergency feeding, area security, emergency equipment, medical care and water supply, search and rescue, radiological monitoring and reporting, decontamination assistance, limited fire fighting assistance, initial damage assessment, and engineering support.

Policies

Hampton will only request resources when local supplies are inadequate or not available. The City of Hampton is authorized to enter into mutual aid agreements with local military facilities to provide firefighting support, emergency services and coordinated response efforts in the event of a military-caused accident affecting the civilian population. The terms of such agreements will depend on the nature of the emergency, the mission requirements of the military command and the governing regulations of the military branch involved. Maintain current information on organization and capabilities.

Concept of Operations

General

Hampton may request and receive assistance from a nearby military base for immediate lifesaving operations. Military bases may also need to coordinate directly with state and local officials in the event of a military caused accident affecting the civilian population.

Hampton Fire and Rescue may respond to and request assistance from local military facilities in accordance with MOUs between Hampton and the local installation.

When military assistance is requested a representative from the ESF receiving the assistance will designate an individual to coordinate the resources received. Information including the names of individuals responding, their command, commanding officer, nature of work completed, number of hours of service provided, and any significant contributions will be recorded to the Emergency Management Coordinator following the event.

Organization

Emergency Management will assume the role of coordinator for ESF 16 and they will report directly to the Logistics Section Chief.

Actions

Preparedness Operations

- Develop mutual aid agreements with local military installations
- Develop plans and procedures to determine when military resources are likely to be requested
- Identify potential staging areas for military resources likely to be requested
- Identify record keeping means to track required information for military resources
- Identify commercial resources available to provide services likely to be requested of military
- Verify command contacts and response capability as well as probability
- Identify departmental representative to serve as local liaison, put on standby

Response Operations

- Determine if local resources are sufficient to meet the response
- Determine if services are available commercially
- Advise City Manager of the request for military resources and support
- Request resources from VEOC as appropriate
- Maintain staff duty roster with EOC
- Maintain current information on organization and capabilities
- Develop a staffing plan for EOC
- Departmental representative coordinates incoming resources
- Initiate record keeping of required information and expenses
- Coordinate meals, lodging, communications and other logistical needs
- Assign tasks and deploy resources

Recovery Operations

- Account for all city and military equipment

- Complete all record keeping, provide report to Emergency Management Coordination
- Recognize in writing all military personnel and resources used in response

Mitigation Operations

- As appropriate, identify opportunities to mitigate the impact of the future incidents

Organizational Roles and Responsibilities

Emergency Management

- Develop Mutual Aid Agreements with local military installations
- Develop plans and procedures to determine when military resources are likely to be requested
- Identify potential staging areas for military resources likely to be requested
- Identify record keeping means to track required information concerning military resources
- Identify commercial resources available to provide services likely to be requested of military
- Develop a relationship with all military installations adjacent to the City

Joint Base Langley-Eustis

- Assign personnel to the Hampton EOC if necessary
- Operate according to Base Emergency Operations Plans

Emergency Support Function 17 – Volunteer and Donations Management

Primary Agency

Community Development

Secondary/Support Agencies

311 Citizen Contact Center

Peninsula VOAD

Red Cross

United Way

Medical Reserve Corps

Introduction

Purpose

Emergency Support Function (ESF) 17 – Volunteer and Donations Management is responsible for developing a system to manage and coordinate unaffiliated (or spontaneous) volunteers and donated goods (including cash donations) during an emergency/disaster.

Scope

All emergency response and recovery operations conducted under ESF 17 will be in accordance with the National Incident Management System (NIMS). This ESF will coordinate expeditious delivery of donated goods to affected areas. Secondly, it coordinates response and recovery efforts as related to volunteers, both convergent and pre-assigned. Volunteer and Donations Management is composed of entities with major roles in volunteer efforts. This guidance applies to all agencies with either direct or indirect volunteer and/or donations responsibilities under the Hampton's Emergency Operations Plan.

Activities include, but are not limited to:

- Director of Community Development will coordinate with the Red Cross, and other VOAD groups to ensure efficiency with relief operations and avoid duplication of efforts and services
- Training will be conducted as necessary by department staff for volunteers to accomplish assignments safely
- Maintaining contact with city donations and volunteer liaisons
- Maintaining contact with volunteers and volunteer organizations
- Assessing and prioritizing affected area needs
- Developing a strategy for managing donated goods and spontaneous volunteers
- Working with 311 Citizen Contact Center to staff a toll-free number for dispensing emergency information and soliciting/managing donations and spontaneous volunteers
- Maintaining a donations database
- Deploying resources to meet specified needs
- A plan to respond to public inquires regarding the need for volunteers or donated goods during an emergency/disaster

- A plan to communicate with non-profit and other agencies to assess their need for volunteers or donated goods
- If volunteers or donated goods are needed, develop procedures to manage Volunteer and Donation Reception Centers to integrate them into the response/recovery system
- If cash donations are needed, establish a plan to communicate to the public how they can donate

Policies

In the event of an emergency/disaster that has significant impact on the city as a whole or individual neighborhoods, people will want to donate items and volunteer their services in any way possible. This ESF will create the appropriate systems for handling the donated goods and/or receiving and coordinating the volunteers. Hampton has a policy of working only with voluntary organizations. Any spontaneous volunteers would be referred to the disaster volunteer reception center and be linked with a volunteer organization recognized by state or Hampton.

Concept of Operations

General

To provide coordination for donated resources and a liaison for voluntary organizations that provide disaster services within Hampton, so capabilities and resources will be effectively coordinated with other local, state and federal agencies to meet the needs of disaster victims.

Organization

Community Development will assume the role of coordinator for ESF 17 and they will report directly to the Human Services Branch Director of the Operations Section. They will develop and implement a plan to coordinate requests for goods/cash donations and volunteers from non-profits and other community agencies with calls from the public who wish to provide goods/cash donations or volunteer services.

The decision to call upon ESF 17 should be based upon:

- The size and complexity of the event is such that the public will want to do things to show their support, such as donate funds and goods, or volunteer services;
- Non-profits or other agencies have requested assistance with volunteers or donated goods; and/or
- Other requests for assistance have been received by the Emergency Management.

People will offer assistance of many types and the City needs to be prepared to receive and manage these offers. Types of offers that could be expected include:

- Money
- Goods
- Equipment
- Clothing, furniture, blankets etc.
- Loaning of specialized equipment
- Individual services, both skilled and unskilled

The Medical Reserve Corps will assist Community Development with staffing and training the volunteers for Hampton's volunteer reception center (VRC). The location of the VRC

will be determined at the same time the DRC and the JFO locations are decided. The MRC will coordinate with other VOAD groups to staff the VRC and Community Development will provide one person to manage the center. More information about the VRC can be found in the Volunteer and Donation Management Annex.

Actions

Preparedness Operations

- Coordinate planning with designated support agencies
- Maintain agency notification roster
- Conduct public education and outreach activities related to donations and volunteering for disasters and emergencies in coordination with the City Manager's office
- Ensure a system is in place for receiving, recording, and tracking donations and volunteers
- Manage resolution of ESF 17 after-action issues
- Train support departments staff for emergency assignments
- Develop supporting plans and procedures

Response Operations

- Activate a donations phone number
- Coordinate with ESF 7 to find appropriate logistical facilities to conduct ESF 17 business
- Ensure information sharing on available donations among other city, volunteer, and disaster relief organizations
- Serve as primary point of coordination with VDEM on donations management issues
- Develop information in coordination with ESF 15 to be disseminated to the public concerning donations and volunteering

Recovery Operations

- Plan for disposition of excess donated goods
- Provide information on available donations to other city, volunteer, and disaster relief organizations
- Conduct after-action review

Mitigation Operations

- As appropriate, identify opportunities to mitigate the impact of future incidents

Organizational Roles and Responsibilities

- Community Development will assume the role of coordinator for the volunteer portion of this ESF. Develop and implement a plan to coordinate request for volunteers from non-profits and other community agencies with calls from the public who wish to provide volunteer services
- Coordinate a task group of volunteers who will assist with all needed functions, including managing VRC, training and regular tabletop exercises
- Coordinate with External Affairs to send appropriate information to the public about ongoing efforts to solicit and receive volunteers
- Communicate with non-profits and other community organizations to assess their needs for volunteers

- Ensure coordination with other local, regional, and state volunteers management efforts
- Coordinate with VOAD to assist in providing for citizens unmet needs
- Discourage unaffiliated volunteers from going directly to any disaster site
- Encourage individuals interested in volunteering their service to affiliate with recognized Peninsula VOAD member organizations, other private volunteer organizations or Citizen Corps Councils and their established programs (i.e. Community Emergency Response Teams, Medical Reserve Corps, Volunteers in Police Service, etc)
- Encourage volunteers serving in Citizen Corps Programs to serve as necessary
- Provide frequent updates to the Human Services Branch Director at the EOC as to the status of the transportation infrastructure
- Maintain financial records and forward them to Finance Section Chief

311 Citizen Contact Center

- Assist with answering phone calls for volunteers and donations. With guidance from Community Development, provide the public with information on where and when to volunteer or donate goods.

Parks, Recreation and Leisure Services

- Provide coordination and support to donations management activities
- Provide coordination and support to distribution activities

Economic Development

- Identify sites and facilities that can be used to receive, process, and distribute unsolicited goods that will be sent to the disaster area

Social Services

- Support Community Development in the coordination of disaster relief actions of quasi-public and volunteer relief organizations and groups.

Human Resources

- Assist Community Development with coordination of volunteer services

Citizens Unity Commission

- Assist Community Development with coordination of volunteer services

Peninsula VOAD

- The Peninsula VOAD will assume the role of coordinator for the cash/goods donations portion of this ESF. They will develop and implement a plan to coordinate request for cash/goods donations from non-profits and other community agencies with calls from the public who wish to provide cash/goods donations
- Provide personnel necessary to coordinate plans and programs for donations services
- Coordinate with External Affairs to send appropriate information to the public about ongoing efforts to solicit and receive donated goods
- Establish the needed facilities to take in, control, and disperse the donated goods in an efficient manner

- Communicate with non-profits and other community organizations to assess their needs for donated goods/cash
- Ensure coordination with other local, regional, and state volunteers management efforts
- Accept corporate offers of bulk items if they are needed in the disaster response and relief efforts
- Maintain financial records and forward them to Finance Section Chief

Medical Reserve Corps

- Provide personnel necessary to coordinate plans and programs for volunteer activities during an emergency/disaster
- Set up and staff a volunteer reception center
- Coordinate with Community Development to place volunteers in appropriate volunteer position.
- Maintain financial records and forward them to Finance Section Chief

DRAFT

Hampton, Virginia's

Emergency Operations Plan

Support Annexes

DRAFT

Support Annexes

Introduction

Purpose

This section provides an overview of the Support Annexes to the Emergency Operations Plan (EOP).

Background

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. During an incident, numerous procedures and administrative functions are required to support 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 Emergency Support Functions (ESFs). Examples include public affairs, infrastructure, resources, and worker safety and health.

The following section includes a series of annexes describing the roles and responsibilities, when appropriate, of local departments and agencies, nongovernmental organizations, and the private sector for those common activities that support the majority of incidents. The annexes address the following areas:

- Animal Care
- Damage Assessment
- Debris Management
- Epidemiology
- Evacuation
- Family Assistance
- Financial Management
- Information and Technology
- Isolation and Quarantine
- Logistics Management
- Mass Dispensing
- Hampton Roads Hazard Mitigation Plan
- Public Affairs
- Volunteer and Donations Management
- Worker Safety and Health

Roles and Responsibilities

Each Support Annex identifies a coordinating agency and cooperating agencies. In some instances, the responsibility of a coordinating agency is a joint endeavor between two departments.

The overarching nature of the functions described in these annexes frequently involves either support to or cooperation of all the departments and agencies involved in incident management efforts. In some cases, actions detailed in the annex also incorporate various components of emergency management and other departments and agencies to ensure seamless integration of and transitions between preparedness, prevention, response, recovery, and mitigation activities.

Coordinating Agency

Coordinating agencies described in the annexes support the incident management mission by providing the leadership, expertise, and authorities to implement critical and specific aspects of the response. Local agencies designated as coordinating agencies are responsible for implementation of processes detailed in the annexes.

When the functions of a particular Support Annex are required to assist in the management of an incident, the agency serving as the coordinator is responsible for:

- Orchestrating a coordinated delivery of those functions and procedures identified in the annex
- Providing staff for the operations function at fixed and field facilities
- Notifying and sub-tasking cooperating agencies
- Managing any tasks with cooperating agencies, as well as appropriate State and Federal agencies
- Working with appropriate private sector organizations to maximize use of all available resources
- Supporting and keeping ESFs and other organizational elements informed of ongoing annex activities
- Planning for short-term and long-term support to incident management and recovery operations
- Maintaining trained personnel to execute their appropriate support responsibilities

Cooperating Agencies

When procedures within a Support Annex are needed to support elements of an incident, the coordinating agency will notify cooperating agencies of the circumstances. Cooperating agencies are responsible for:

- Conducting operations, when requested by the coordinating agency or emergency management, using their own authorities, subject-matter experts, capabilities, or resources
- Participating in planning for short-term and long-term incident management and recovery operations and the development of supporting operational plans, standard operating procedures, checklists, or other job aids, in concert with existing first-responder standards
- Furnishing available personnel, equipment, or other resource support as requested by emergency management
- Participating in training and exercises aimed at continuous improvement of prevention, response, and recovery capabilities
- Nominating new technologies or procedures that have the potential to improve performance within or across functional areas for review and evaluation

Animal Care and Control Support Annex

Coordinating Agencies

Police
Social Services

Cooperating Agencies

Emergency Management
CART
Parks and Recreation

Introduction

Emergency pet sheltering, also referred to as pet-friendly shelters, is designed to meet the needs of people and their animals during emergencies and disasters. Animal owners are responsible for their animals, and should have a disaster plan prepared for their animals in case of evacuations or emergencies. Still, there will sometimes be situations where emergency animal sheltering is needed such as rapid-onset disasters, massive evacuations where hotels and boarders/veterinary clinics are full, and evacuees who bring their pets with them.

Purpose

To provide temporary shelter for pets during emergencies or disasters, including safe housing, food and water.

Concept of Operations

General

Authority for opening the pet friendly shelter rests with Emergency Management. That decision will be communicated directly to the DSS/CART Liaison or the Pet Shelter Supervisor.

Pet Friendly Shelter locations will be those designated by Emergency Management as meeting the Shelter Criteria for humans and/or animals.

When the Community Animal Response Team (CART) is operating under the auspices of the Emergency Management, Emergency Management has sole discretion for determining the need for a Pet Friendly Shelter as well as designating a shelter location to be used during an event.

Hampton's pet friendly shelter will only take animals if their owners stay at the shelter. If at the time the shelter closes the owner cannot be found, DSS and the CART team will try to contact the owner. If they are unable to be reached, Hampton Animal Response Team will take the animal to the regional animal shelter. Any animals showing signs of abuse or neglect will be processed using Hampton Animal Response Team's normal procedures.

Emergency Management will coordinate with Fire to ensure that the pet shelter trailer is towed to the designated pet friendly shelter(s).

Department of Social Services, Hampton Animal Response Team, Parks, Recreation and Leisure Services and CART personnel will set-up equipment following the general guidelines outlined in the Animal Areas section below.

Hampton Animal Response Team will provide staffing as available and technical expertise to assist DSS and CART personnel with operation of the pet friendly shelter. Hampton Animal Response Team personnel maintain their statutory authorities and duties during emergencies to provide for public safety by enforcing animal-related laws.

Facility Requirements

Monitor damages for storm related, and cat/dog/owner related, the site and do an inventory of the current condition of the facility, making note of any damage, equipment, furniture or materials present as well as cleanliness of the site. For use as a pet accessible shelter, the following requirements must be present:

- Operational water and power
- Adequate lighting
- Ingress and egress through all doors, including emergency exits
- Facility security
- Functional restrooms
- Non-carpeted floors

Policies and Procedures Governing Operation of Pet Shelter

DSS/CART Guidelines

- DSS will designate a Pet Shelter Supervisor.
- DSS/CART members functioning as DSS/CART Liaison, Pet Shelter Supervisor, or Operations Manager must have completed CART training.
- DSS/CART volunteers must be at least 18 years old.
- DSS/CART staff will wear identification identifying them as such.
- The Pet Shelter Supervisor is in charge of the operation of the pet friendly shelter and has the authority to set shelter-specific rules, approve variances to DSS/CART policies, dismiss volunteers, determine staffing levels, and refuse to accept animals.
- Only pet owners and DSS/CART staff may remove animals from crates.
- Unless needs dictate, owners are responsible for administering all medications to pets.
- Pets in the emergency pet shelter will not have contact with other pets.
- Owners will be asked to provide proof of vaccinations such as shot records or rabies tag; this will be noted on the registration and intake forms. During disaster or evacuations, it is recognized that pet owners may not always remember to bring proof of rabies vaccination or Bordetella shots. The registration forms will indicate that the pet owner accepts the risks of boarding their pet in the emergency pet shelter.
- Animals will be screened for fleas and ticks at registration. If they are found to have either they will be quarantined and treated until they no longer have fleas or ticks.
- Only DSS/CART staff, pet owners, Shelter personnel and building maintenance workers are allowed inside the pet accessible shelter.
- The pet accessible shelter will be locked at night.
- At least two staff will be present at all times. When animals are in residence, the facility will never be left unattended.

- The Pet Shelter Supervisor will devise and post an emergency evacuation plan for the pet friendly shelter in case of fire, severe weather, or power failure.
- Pet owners must be officially registered in the mass care shelter in order to place their pet in the pet friendly shelter. If a shelter facility with a pet accessible shelter is at capacity, evacuees staying in other shelters and officially registered there may register their pet in the pet shelter. The Pet Shelter Supervisor will call the Shelter Manager of the shelter and confirm that the pet owner is actually registered there before accepting the pet.
- Pets of on-duty responders may be accepted in the pet friendly shelter.
- Pet owners will feed, walk, and care for their animals. The exception will be those animals whose owners are unable to do so.
- Animals will be fed once a day and walked at least twice a day. Pet owners who do not adhere to the minimum care schedule will be notified through the Shelter Manager that they must care for their animal or leave the shelter. Pet owners who do not perform the minimum care for their animals or allow them to run free in the area will be reported to Animal Control and may result in being asked to leave the shelter.
- Each crate or kennel will be cleaned and disinfected before being used for another animal. All food and water bowls will be cleaned and disinfected and new bedding provided for the next resident.
- The DSS/CART staff will perform regular “poop patrol” walks to ensure pet owners have cleaned up the Dog Walk area.
- The DSS Shelter Supervisor will immediately inform the Shelter Manager of any problems with the building, security, shelter population, or hazardous situation.
- The facility will be left as clean as or cleaner than before the pet shelter was established
- If a pet does become sick at the pet shelter the owner will be notified and asked to take the animal to a veterinary clinic for treatment.
- Spontaneous volunteers will not be allowed to work directly with animals in the pet friendly shelter.

Signage

- Clearly mark all doors to the area as “Pet Friendly Shelter.”
- Clearly mark one door for “Animal Intake.”
- Post policies and procedures for pet shelter care and feeding.
- Designate and clearly post a “dog walk” area (flagging is best for this)

Registration and Intake Area

The registration area should be located near a strategic entry point easily reached from the “people” shelter but should not be a narrow, cramped space. Entry point should be clearly signed and, if possible, directional signs to pet facility posted along the way. If there are language difficulties with the owner, request an interpreter from the Shelter Manager.

- Provide a table for owner registration and immediately take a photo of the animal with its owner and attach it to the registration form.
- Pet owners and pets will be registered simultaneously at the pet registration table. Pet owner and family members will be provided with identification showing that they have been registered for the human shelter.
- Designate a space for DSS/CART members to fill out the animal intake forms and do a health assessment on the animal.

- Assign the animal to an appropriately sized crate or kennel and ensure water, towels or bedding is provided. Immediately label the crate with the owner's name and the pet's name and any special needs.
- If the owner brings their own crate, make sure it is clearly labeled with their name, note that on the intake form, and place the crate in the appropriate area.
- Keep all leashes, collars, food bowls, toys or bedding that the owner provides with the animal, either inside the crate or directly on top of it.

Volunteer Coordination

Provide a separate table or area away from the Animal Intake area for volunteer registration. This area should be available for CART volunteers to store personal gear such as coats, bags, CART kits, etc. and should have chairs for volunteers to take rest breaks, eat snacks away from animal areas, and set up cots for night shifts.

- CART volunteers should have an ID badge.
- CART volunteers will fill out a registration form.
- CART volunteers will wear a CART t-shirt or vest.
- CART volunteers will check in/check out with pet shelter supervisor.
- CART volunteers will have access to shelter-provided snacks, food and water.

Animal Areas

Triage area: Should be near the registration desk where the Intake form and assessment are completed; animals are ID'd, photographed, examined, and assigned to the appropriate area.

1. Line floor with heavy gauge plastic in one continuous piece where all cages will be placed. Plastic will be taped 6-7 feet up walls or to the height of the tops of the doorways. Tape should only be placed on tiled surfaces to prevent wall damage. Hallway floor will receive a double lining of plastic to insure no contamination of flooring underneath the plastic.
2. Place cages on top of the plastic
3. Place rubber runner rugs onto the floor on top of the plastic in front of the cages

Each individual caged area will have waste containers, paper towels, spray bottles of disinfectant, deodorizer, food dishes, disposable litter pans, water, food, litter, and bedding for animals.

No animal will be outside its crate/kennel without a leash and identification tag. Only designated DSS/CART volunteers or animal owners will be allowed to remove any animal from its crate/kennel.

Species should be separated (dogs/cats/birds) as well as those animals with special needs, are sick or under stress, or are aggressive.

DOGS

- If space permits, crates or kennels should be 12" or more apart.
- Crates should be oriented to keep animals facing away from each other.
- Provide food and water bowls, ID tag, leash, and bedding for each crate.
- For dogs sensitive to noise, activity or other dogs, provide a sheet to keep the sides of the crate covered.
- The dog area should be close to an exit door to facilitate reaching dog walk areas; provide all owners with plastic bags for clean-up each time they walk their dog.

- If necessary because of weather or dangerous conditions, a dog walk area can be created indoors in a separate room. Assign a DSS/CART volunteer specifically for maintaining this area.
- Provide separate areas for dogs that are sick and for those without proof of vaccination.
- Dogs that are seriously ill or pose a health risk to others should be transported to a local vet. Contact the on-call veterinarian for assistance.
- Aggressive animals must be securely contained. The owner will be responsible for care and feeding of an aggressive animal. If the owner does not have a muzzle, provide one for the duration of the stay in the shelter.
- DSS/CART staff may refuse admittance to any animal that appears uncontrollable or dangerously aggressive.
- Isolate dogs that are in heat.

CATS

- Cats should be kept in a separate area from dogs, in the quietest part of the area away from doors and other activity.
- Cats that are sick or without proof of vaccination should be kept separate.
- Provide food and water bowls, ID tag, and bedding for each crate.
- Provide kitty litter boxes in an area where owners can take their cats out of the crates for exercise and/or feeding, or provide a litter box inside the crate. Litter boxes should be cleaned (scooped) regularly.
- Isolate cats that are in heat.

BIRDS

- Designate an area for birds away from drafts and temperate extremes.
- All birds must be in cages, fully ventilated. Provide food, water, ID tag, and newspaper for all cages.
- Contact a DSS/CART member with bird expertise to assess the bird and the bird area location.
- Cages may accommodate up to three birds if the birds are socialized, free of disease, and ample mobility is allowed for each.
- Provide a sheet to cover the birdcage to deter noise, and cover at night.

Passing of an Animal

If an animal happens to pass away while at the shelter the City of Hampton does have the ability to perform a necropsy, if deemed necessary. If the owner is able to pay for cremation or burial of the animal the animal will be taken to Blue Bird Gap Farm and housed in the refrigeration unit there until cremation or burial can take place. If the owner cannot pay burial or cremation the animal will be bagged and put into a trash receptacle.

Break-down Procedures

Authority for closing the pet accessible shelter rests with the Emergency Management. That decision will be communicated directly to the DSS/CART Liaison or the Pet Shelter Supervisor. Once the decision has been made to close the shelter, break down can be initiated and may, if necessary, be phased in over time if some animals are still in residence. The Pet Shelter Supervisor may request the DSS/CART liaison to call in Parks, Recreation and Leisure Services personnel and extra volunteers to assist in break-down if needed. In lieu of this, other volunteers may be used if they are available.

Once owners have checked out all the pets in the pet shelter, all crates, kennels and cages will be broken down and removed from the facility. Cleaning and disinfecting of crates and kennels after breakdown can occur off-site.

All crates, materials and supplies will be removed from the facility and plastic sheeting will be taken up.

Clean up

All floors will be cleaned and disinfected. Any furniture, tables or shelves used for holding crates and animals will be wiped down with disinfectant wipes. Handrails, water fountains, and doorknobs will be wiped down with disinfectant wipes. Trash receptacles will be emptied and bagged trash placed in designated dumpsters. Facility restrooms will be cleaned and the trash emptied.

The Pet Shelter Supervisor will have the Shelter Manager or the Building Maintenance Supervisor physically inspect the building before leaving, and correct any discrepancies noted.

Cages, crates and kennels will be cleaned and disinfected before being returned to appropriate storage locations.

All towels, sheets and bedding will be laundered with detergent and bleach after being used for each animal. All towels, sheets and bedding will be laundered before storing in watertight containers in the cache.

Inventory

All materials, including forms, supplies, safety equipment, and volunteer t-shirts and vests will be inventoried and returned to the cache. Food will be stored in watertight containers.

Long Term Sheltering

In some disasters, there is the possibility that the response and recovery operations may stretch into weeks or months. Most DSS/CART teams are not prepared or able to continue operating an emergency shelter for large numbers of animals of evacuated people who have been left homeless by a disaster.

Currently, DSS/CART teams and animal shelters focus on two possibilities:

1. Boarding animals at vet clinics and private kennels. This is especially necessary in the case of known aggressive animals that can't be fostered. Post-disaster, as private kennels and vet clinics begin to open back up for business, arrangements can be made for long-term boarding.
2. Moving animals from the Pet Friendly Shelter to a Regional Animal Shelter.

Incident Close out

Report Writing

The Pet Shelter Supervisor will submit a report to Emergency Management. This report will be based on the incident log kept at the pet accessible shelter and the log kept by the DSS/CART Liaison in the EOC. It will include the number and types of animals housed, an assessment of DSS/CART operations and staffing, descriptions of problems or "incidents within the incident" and how they were handled, and identify any gaps in skills, staffing or logistics. The report will include a section on lessons learned during the incident.

Documentation

Documentation of the incident will include all registration and animal intake forms, photographs of pets and owners, volunteer registration forms, incident logs kept by the Pet Shelter Supervisor and DSS/CART Liaison, receipts for purchases, and thank you letters. This documentation will form the basis of the DSS/CART report submitted to Emergency Management but remain the property of DSS/CART. Any information included on these forms will be considered confidential.

Close-out meeting

The DSS/CART Liaison and the Pet Shelter Supervisor will attend the EOC close out meeting to help assess management of the incident and identify problems. A verbal report of the pet friendly shelter operations will be provided during close out.

Allowable Animals

Service animals. Licensed companion animals such as Seeing Eye dogs are allowed to stay in shelters with their owner.

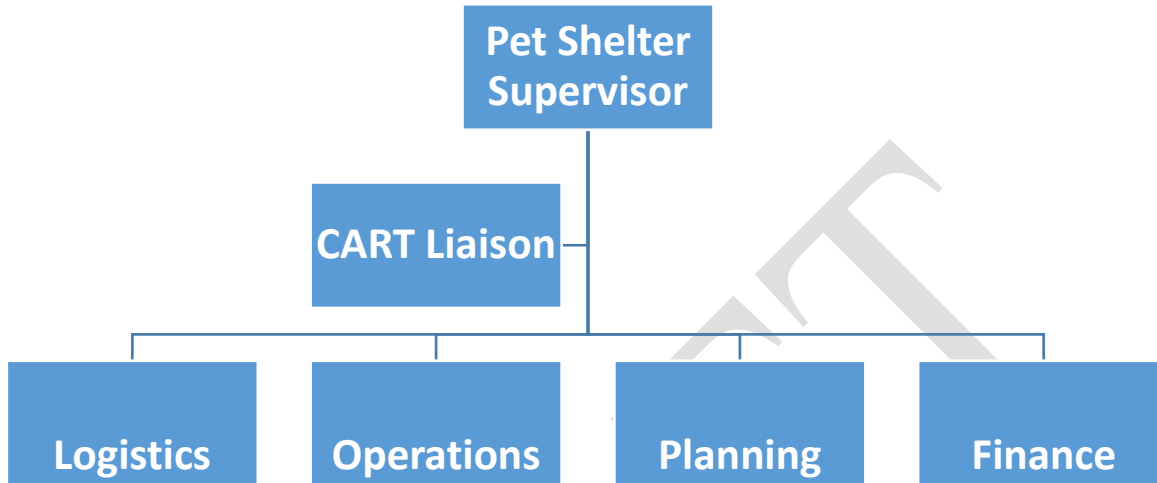
Domestic companion pets, includes dogs, cats, and pocket pets.

Animals not allowed include wild animals, feral animals, poisonous reptiles, and endangered or threatened species.

Tab 1 to Animal Care and Control Support Annex

Organizational Charts and Responsibilities

Organizational Chart for Command



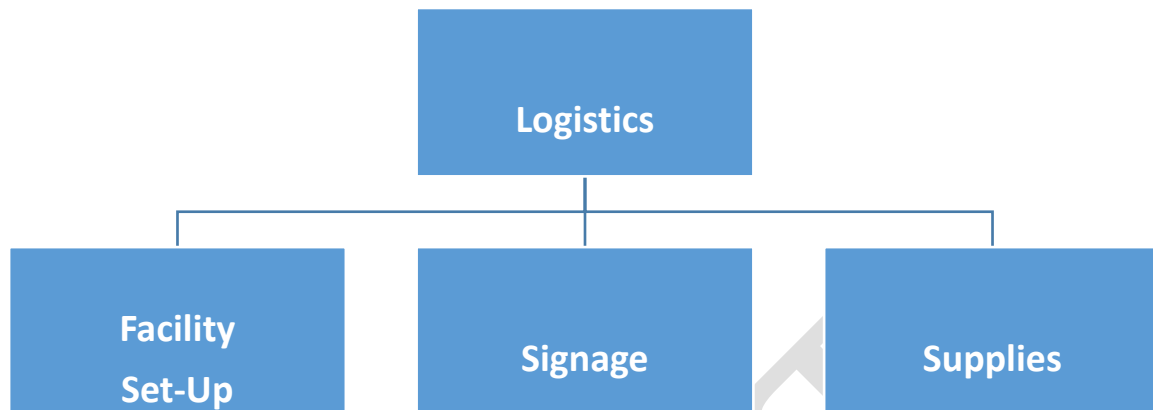
Command responsibilities

- Responsible for overall management of pet accessible shelter
- Initiate set-up of shelter operations
- Supervision of DSS/CART staff and volunteers
- Coordination with Shelter Manager(s) and DSS/CART Liaison
- Maintaining incident log
- Close out of shelter operations
- Submission of pet shelter report to Emergency Management

DSS/CART Liaison responsibilities

- Coordinate with Shelter Manager or EOC
- Notify DSS/CART team and volunteers of activation
- Contact volunteers and schedule staffing
- Coordinate with other agencies (humane societies, rescue groups, Animal Control, vets, boarders, groomers)
- Point of Contact for the public
- Maintain log of contacts
- Coordinate procurement/delivery of supplies
- Contact the on-call veterinarian when needed

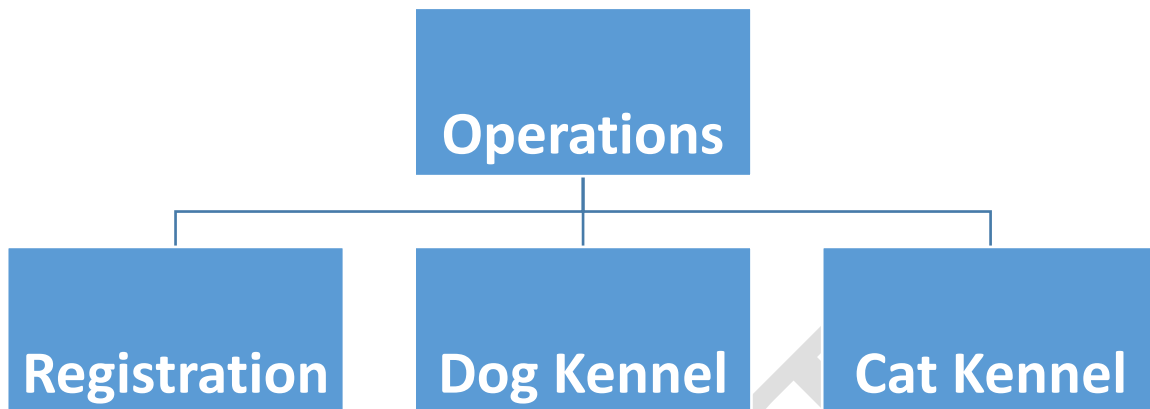
Organizational Chart for Logistics



Logistics Responsibilities

- Set up signage and registration area at designated pet shelter
- Inventory facility space and note present conditions
- Configure pet shelter space (dogs, cats, isolation wards, materials)
- Set up trash cans, fans, plastic sheeting, crates and supplies
- Ensure adequate supplies of crates, food, plastic bags, disinfectant, etc.
- Coordinate with Emergency Management for special supply needs
- Coordinate with Shelter Manager for location of trash disposal, pet walking areas, and needs of DSS/CART volunteers
- Break down of shelter, clean-up of area, and final check of area

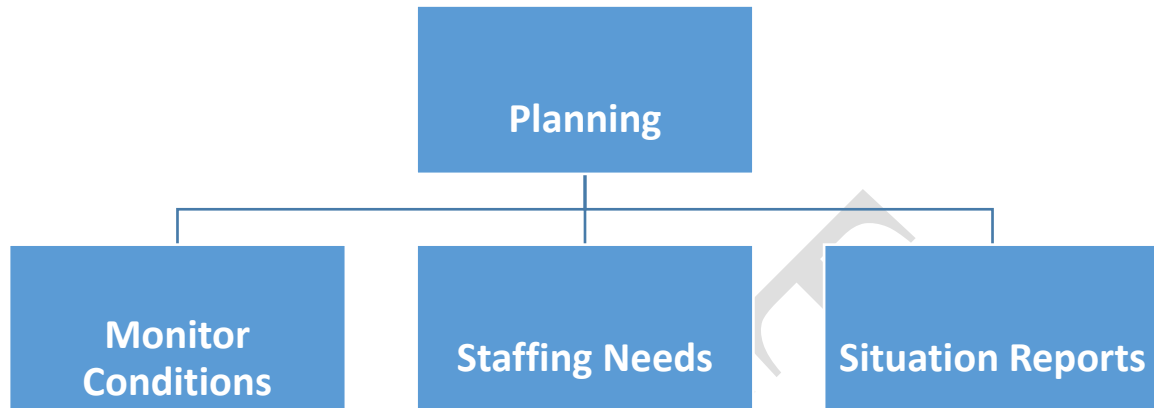
Organizational Chart for Operations



Operations responsibilities

- Register evacuees and their animals using appropriate forms
- Take photo of animal with their owner(s)
- Perform animal intake and health assessment
- Assign animal to crate and properly label crate with owner ID
- Maintain file of all animals currently in shelter
- Assist owners when they come to walk/feed/care for pet
- Notify Pet Shelter Supervisor when owners are not caring for pets on a regular schedule
- Coordinate with veterinarian on-site to deal with pet health care issues
- Walk/feed pets whose owners are housed in another shelter
- Monitor animals for stress/behavior problems
- Monitor supplies, food and environmental conditions
- Assist in break-down and cleaning of shelter and crates

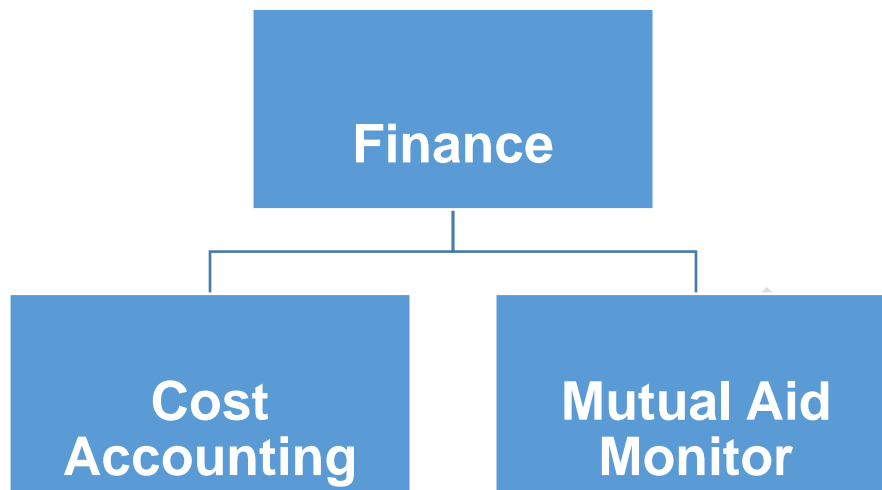
Organizational Chart for Planning



Planning responsibilities

- Work with operations and logistics to keep abreast of staffing needs for upcoming shifts
- Communicate situation reports to DSS/CART Liaison and Pet Shelter Supervisor to plan for next operational period
- Keep abreast of incident situation and changing conditions
- Coordinate with Pet Shelter Supervisor to plan for the number of DSS/CART staff needed according to the number of pets in the shelter
- Assist with operations of pet shelter as needed

Organizational Chart for Finance



Finance responsibilities

Responsible for monitoring costs and mutual aid response.

- Monitor tracker request for cost implications.
- Monitor staff and volunteer hours.
- Maintain cost accounting for supplies and other materials procured before, during and after the event
- Monitor damages for storm related, and cat/dog/owner related

Tab 2 to Animal Care and Control Support Annex

CART Equipment and Supplies

Equipment & Supplies

There are a number of supplies and materials necessary to support a pet friendly shelter. The below list of equipment and supplies are outlined by locations.

Registration Area

1. Radios (walkie-talkie)
2. Cell phone
3. Digital or camera and film
4. Pens, markers, pads
5. Note pads
6. 4 x 6 cards
7. Duct tape
8. Portable fans for kennel areas
9. Refrigerators for canned foods
10. Avery labels, plain white
11. Avery labels assorted colors preprinted (intact male, intact female, in heat, geriatric, people aggressive, animal aggressive)
12. Color wrist bands for registered owners
13. Table and chairs
14. Signage
15. Flea spray
16. Rabies catch pole
17. Sharpie markers
18. Micro scanner
19. Easel stands for signage

Dog Shelter Room

1. Muzzles various sizes
2. Carriers of various sizes
3. Can openers
4. Spray bottles
5. Hand disinfectant
6. Paper towels
7. Heavy duty plastic bags
8. Mops, buckets, sponges
9. Table and chair
10. Human first aid kit
11. Animal first aid kit
12. Leashes, collars and harnesses
13. Quality rope
14. Signage
15. Water
16. Assorted foods
17. Blankets and towels

Cat Shelter Room

1. Heavy gauntlets/cat gloves (welder gloves are acceptable as an alternative)
2. Carriers of various sizes
3. Can openers
4. Spray bottles
5. Hand disinfectant
6. Paper towels

7. Heavy duty plastic bags
8. Mops, buckets, sponges
9. Table and chair
10. Human first aid kit
11. Animal first aid kit
12. Leashes, collars and harnesses
13. Quality rope
14. Litter and pans
15. Signage
16. Water
17. Assorted foods
18. Blankets and towels
19. Cat litter and disposable pans

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Tab 3 to Animal Care and Support Annex ANIMAL CARE SCHEDULE

NAME OF PET _____

DOG _____ CAT _____ DATE ARRIVED _____

M/F _____ SPAYED/NEUTERED _____ BREED _____

COLOR _____ DISTINCT MARKINGS _____

SPECIAL DIET OR REQUIRMENTS _____

ANIMAL CARE SCHEDULE-PLEASE FILL OUT

DATE/TIME	WALKED YES/NO	FED YES/NO	CAGE: CLEANED YES/NO	PET: URINATED YES/NO	PET: BM YES/NO	COMMENTS	INITIALS

Medication: Part 2 Animal Care Schedule

Name of Pet: _____

List Medication: _____

Medication	Dosage	Date/Time Taken	Initials

Daily Animal Check In/Out Log

Page ____ of ____

Shelter Location _____

Date _____

Owner name	Pet name	AM time	PM time	Comments

Tab 4 to Animal Care and Control Support Annex Registration Forms

Letter to Owner Regarding Pet Care

Hampton recognizes that in many instances, pets are considered part of the family. The City has developed a modest plan to support residents with their domestic companion animals.

Should you have a wild or feral animal, poisonous animal, livestock or require care / sheltering for another type of exotic animal, we recommend you contact your primary veterinarian who can work with you on options before the event.

Cat and dog sheltering in designated pet friendly shelters must have:

- Proper ID collar
- Proper ID on all belongings;
- Carrier or cage of sufficient size for the animal to stand, stretch and turn around;
- Leash;
- Ample food supply;
- Ample water supply;
- Water/food bowls;
- Any necessary medication(s);
- Newspapers, plastic disposable gloves and trash bags for handling waste;
- Favorite toy;
- Cages will have the owner's name and address, pet name and other pertinent information labeled clearly and securely on the cage.
- Water, food and medicines are the owner responsibility;
- NO veterinarian services are available at the shelter.

Other Important Numbers:

- Hampton Animal Response Team **757-727-2818 or 757-727-6111**
- Peninsula SPCA **757-595-1399**
- Peninsula Regional Animal Shelter **757-933-8900**
- Your Veterinarian's Office

Shelter Registration and Agreement

I, the animal owner signed below, request the emergency housing of the animal being evacuated because of a pending or occurring disaster. **I must be housed at this shelter during my pets stay.** I, the animal owner hereby release the person or entity who is receiving the animal from any and all liability regarding the care and housing of the animal during and following this emergency. I acknowledge that if emergency conditions pose a threat to the safety of the animal, additional relocation may be necessary, and this release is intended to extend to such relocation.

The animal owner acknowledges that the risk of injury or death to the animal during an emergency cannot be eliminated and agree to be responsible for any veterinary expenses which may be incurred in the treatment of their animal. It is also required that the owner or his/her agent take responsibility for the care, feeding and maintenance of their animal. **Check out is required when departing from the shelter.**

Animal Owner Signature _____
Date _____
Animal Owner Name _____
Address _____
City _____ State _____ Zip _____
Home Phone _____ Cell Phone _____
Email _____
Do you have your phone available now? _____
Emergency Contact Name (not in shelter) _____
Phone _____ - _____ - _____
Emergency Contact Person in Shelter _____
(This person would provide care for your pets in the event an emergency would occur

Name of person in charge of animal's care **(must be staying in the shelter):**

Name of animal Age	Color	Sex	Breed
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

(Only animals crated together on one sheet)

Are your pets on any medication?

Pet Owner Agreement and Rules for the Pet Friendly Shelter

I, _____ (the owner of the pet listed on the reverse side), understand that an emergency exists and that special arrangements have been made to allow my family and pets to remain together at this shelter facility. I understand and agree to abide by the pet care rules contained in this agreement and have explained them to any other family member accompanying me and my pet.

1. My pet will remain contained in a carrier approved by the animal care technician except at posted times when I will be able to exercise my pet (if appropriate) and clean its carrier.
2. I agree to provide adequate food and water and any necessary medication and to properly feed, water, medicate and generally care for my pet as instructed by the animal care technician.
3. I agree to properly sanitize the areas used by my pet, including performing proper waste disposal and disinfecting as instructed by the animal care technician.
4. I agree that only one designated person may be in charge of the animal and allowed in the animal housing area.
5. I fully understand that if my animal should bite or scratch while housed at the shelter the said animal will have to undergo quarantine. State mandates will supersede any rules and Public Health will be notified to take over.
6. I will maintain proper identification on my pet and its cage at all times
7. I will not permit any other shelter occupant to handle or approach my pet either while in its carrier or during exercise time. I will make sure the cage door remains securely latched.
8. No aggressive animals are allowed.
9. No animal will be allowed that shows any sign of contagious disease (mange, etc.) I will permit the animal care technician or Veterinarian to examine my pet to make this determination.
10. I further understand that if my pet becomes unruly or aggressive, shows signs of a contagious condition or begins to show signs of a stress related condition it may be removed to a more appropriate location.
11. I understand that any decisions concerning the care and welfare of my pet and the shelter population as a whole are within the discretion of the animal care technician or Pet Shelter Supervisor.
12. I agree that any equipment used by my pet or myself, must remain at the facility and maintained in good, clean condition while I utilize it. All equipment must be left at the shelter upon the removal of my pet.
13. **I agree that when it is announced the shelter is closing I must remove my animal from the property. Any animals that are not reclaimed and removed from the shelter will be relocated. The pet will remain there as an abandoned, deserted or forsaken animal; it will be held for a period of up to 10 days as required by law. Once the 10-day requirement is fulfilled, as required by law, the pet will be adopted out or euthanized.**
14. I agree that if at any time I fail to follow the rules as set forth my pet and I will be asked to leave the facility.

I certify that my pet has no previous history of aggressive behavior to humans or animals. I certify that my pet has not been diagnosed with any contagious diseases and is parasite free.

I hereby agree to hold harmless all persons, organizations, corporations, or government agencies involved in the care and sheltering of my animals. I further agree to indemnify any persons or entities which may have suffered any loss or damage as a result of the care and sheltering of my animal.

Animal owner's printed name _____

Animal owner's signature _____

Date _____

Witness initials _____

Vaccination Waiver

I, _____ the owner of _____ understand that emergencies exist and that limited arrangements have been made to allow myself, family and pet to remain in the shelter facility.

Since the duration of the shelter is short term proof of rabies and distemper vaccination within 12 months are not required although recommended.

- I understand that my pet may be exposed to contagious diseases under these emergency situations.
- Since my pet has not had these vaccinations within 12 months, I assume all responsibility for any disease condition that my pet may contract as a result of being in the shelter.

Owner of Pet Print Name _____

Owner of Pet Signature _____

Date _____

Shelter Departure

SIGNATURE BELOW INDICATES THAT THE OWNER OR GUARDIAN HAS CLEANED THEIR PET'S CAGE, RECEIVED THEIR PET, BELONGINGS AND IS CHECKING OUT OF THE SHELTER.

OWNER NAME PRINT: _____

OWNER SIGNATURE: _____

PET'S NAME: _____

DATE AND TIME OUT: _____

STAFF NAME: _____ STAFF INITIALS: _____

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Tab 5 Animal Care and Control Support Annex
ANIMAL INTAKE/RELEASE FORM

DATE _____

INTAKE# _____

ENTRY DATA

DROP OFF RESCUE SURRENDER DOA

COMMENTS: _____

LOCATION OF FOUND/ RESCUED ANIMAL: _____

ANIMAL DESCRIPTION

DOG CAT OTHER _____ M M/N F F/S

BREED _____ SIZE _____ AGE _____

COLOR _____

DISTINCTIVE MARKINGS (Note injuries or special conditions)

ANIMAL NAME (If known) _____

COLLAR/TAG# _____

MICROCHIPPED/TATOOED (If so, number & location)

ANIMAL HEALTH and BEHAVIOR

AGGRESSIVE? (If so, describe)

SICK/INJURED? (If so, describe)

MEDICATION/TREATMENT GIVEN PRIOR TO/ON ARRIVAL

OWNER INFORMATION (If known)

NAME _____ PHONE () _____

OTHER PHONE () _____

PERMANENT ADDRESS _____

TEMP ADDRESS (IF OTHER THAN PERMANENT) _____

PERMISSION TO FOSTER? _____ SURRENDER? _____

IF SO, SIGNATURE _____

DISPOSITION OF ANIMAL AT DEPARTURE

RECLAIMED/DATE _____

ADOPTED (Appl. Attached) _____

EUTHANIZED _____ IF SO, REASON _____

OWNER SIGNATURE (If applicable) _____

DATE _____

PRINTED NAME _____

ADDRESS _____

PHONE () _____ DRIVER LICENSE # _____

COMMENTS

Damage Assessment Support Annex

Coordinating Agency

Community Development
Assessor of Real Estate

Cooperating Agency

Public Works
Fire
Police

Introduction

Purpose

Assess the overall damage to public and private property providing data for an emergency declaration, if warranted. The timely and accurate completion of specific information, using designated forms, is needed to apply for state and federal assistance.

Scope

The Emergency Management Coordinator is responsible for the completion and submission of local EOC reports to the Virginia Emergency Operations Center (VEOC). Damage Assessment reports provide an overview of damage in the community so appropriate plans can be developed. Community Development is responsible for coordination and completion of the Initial Damage Assessment Report. ESF 3 Public Works will compile public damage assessment reports and send ESF 5 Emergency Management an overall damage assessment report. ESF 14 will compile individual damage assessments and send ESF 5 Emergency Management an overall damage assessment report. City wide completed reports will be compiled and submitted to the VEOC through WebEOC. All department heads will ensure their departments assess and report damage to their resources and any other damage their staff encounters to ESF 3. If additional assistance is needed for damage assessment, the Office of Emergency Management will contact the VEOC and request assistance.

Concept of Operations

General

Initial Damage Assessment Reports will be compiled and submitted following any disaster or emergency which causes damage to public or private property.

- Part 1 should be submitted to the VEOC within 24 hours.
- An updated Part 1 and Part 2 will be completed and forwarded to VDEM within 72 hours.

The Department of Transportation will assess damage to State-owned roads and bridges. Public Works will assess all others. If Hampton employees cannot assess all of the damage, the city may request State assistance of the State Damage Assessment Coordinator.

If Hampton sustains enough damage to qualify for a visit by FEMA and VDEM damage assessment teams, the Office of Emergency Management and Community Development will coordinate the visit. Emergency Management will handle the scheduling and

Community Development will rank the areas for the visit and provide a technical expert to discuss the damage on the tour.

Organization

“Windshield surveys” will be conducted by Police and Fire. Damage reports will be submitted to the Incident Management Team (IMT) when operational. The IMT will compile the data and report the information to the EOC. If the IMT is not operational, then reports will be submitted to the EOC. In addition, if public communication systems are intact following the event, the Public Information Officer can ask citizens to utilize self-reporting by calling the 311 Citizen Contact Center. The information gathered from these surveys will be relayed to Community Development and they will then plot out how many teams they would like to send to survey, which areas they are going to and the order they will visit the areas in. The Damage Assessment Coordinator (Community Development lead and City Real Estate Assessor) will notify Team Leaders to prepare to conduct damage assessment activities after the disaster. Damage Assessment teams are comprised of individuals from Community Development’s New Construction Division and the City Real Estate Office. They will be assigned groups and areas of the community to survey and a damage assessment kit. The damage assessment kits will be checked and restocked if needed. The group will coordinate with Fleet Management to have appropriate vehicles ready for each assessment team.

All damage assessment members will meet at the EOC for an initial briefing which will include the following:

- Potential Hazards
- Safe routes to use, including maps
- Specific area for each team to assess
- The location and name of the Incident Commander receiving the report

Team leaders will collect the survey forms, check them for accuracy and completeness, input the team’s data on a consolidated computer form and forward them to the Initial Damage Assessment Coordinator. The Initial Damage Assessment Coordinator will consolidate the data on the forms from the teams and other sources and then send them to ESF 5 for review and submission to the VEOC.

Tab 1 to Damage Assessment Support Annex – Damage Assessment Forms

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										

PUBLIC ASSISTANCE DAMAGE ASSESSMENT FIELD FORM

Jurisdiction: _____ 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 #	CATEGORY	STREET or AREA LOCATION					
		GPS (when available use decimal degrees)					
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 #	CATEGORY	STREET or AREA LOCATION					
		GPS (when available use decimal degrees)					
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 #	CATEGORY	STREET or AREA LOCATION					
		GPS (when available use decimal degrees)					
DAMAGE DESCRIPTION:							
EMERGENCY FOLLOW-UP NEEDED?		Y	N	TOTAL ESTIMATED DAMAGES: \$			
FLOOD INSURANCE		Y	N	PROPERTY INSURANCE	Y	N	NO DATA AVAILABLE (check box)

Tab 2 to ESF 14 – Damage Assessment Level Guidelines



Individual Assistance Damage

Assessment Level Guidelines

Damage Definitions	General Description	Things to Look For	Water Levels
DESTROYED Structure is a total loss. <u>Not economically feasible to rebuild.</u>	DESTROYED Structure leveled above the foundation, or second floor is gone. Foundation or basement is significantly damaged.	DESTROYED Structure leveled or has major shifting off its foundation or only the foundation remains. Roof is gone, with noticeable distortion to walls.	DESTROYED More than 4 feet in first floor. More than 2 feet in mobile home .
MAJOR Structure is currently uninhabitable. Extensive repairs are necessary to make habitable. <u>Will take more than 30 days to repair.</u>	MAJOR Walls collapsed. Exterior frame damaged. Roof off or collapsed. Major damage to utilities: furnace, water heater, well, septic system.	MAJOR Portions of the roof and decking missing. Twisted, bowed, cracked, or collapsed walls. Structure penetrated by large foreign object, such as tree. Damaged foundation.	MAJOR 2 to 4 feet in first floor without basement. 1 foot or more in first floor with basement. 6 inches to 2 feet in mobile home with plywood floors. 1 inch in mobile home with particle board floors.
MINOR Structure is damaged, and uninhabitable. Minor repairs are necessary to make habitable. <u>Will take less than 30 days to repair.</u>	MINOR Interior flooring / exterior walls with minor damage. Tree(s) fallen on structure. Smoke damage. Shingles / roof tiles moved or missing.	MINOR Many missing shingles, broken windows and doors. Loose or missing siding. Minor shifting or settling of foundation. Minor damage to septic system.	MINOR 2 inches to 2 feet in first floor without basement. 1 foot or more in basement. <u>Crawlspace</u> – reached insulation. <u>Sewage</u> - in basement. Mobile home , "Belly Board" to 6 inches.
AFFECTED HABITABLE Structure has received minimal damage and is <u>habitable without repairs.</u>	AFFECTED HABITABLE Chimney or porch damaged. Carpet on first floor soaked. Broken windows.	AFFECTED HABITABLE Few missing shingles, some broken windows. Damage to air conditioning units / etc. Some minor basement flooding.	AFFECTED HABITABLE Less than 2 inches in first floor. Minor basement flooding. Mobile home , no water in "Belly Board".

IDA Tips: Estimating Water Depths

- Brick - 2 1/2 inches per course
- Stair risers - 7 inches
- Lap or aluminum siding - 4 inches or 8 inches
- Concrete or cinder block - 8 inches per course
- Standard doors - 6 feet 8 inches
- Door knobs - 36 inches above floor

Debris Management Support Annex

Coordinating Agency

Public Works

Cooperating Agencies

Emergency Management
Hampton and Peninsula Health District
Parks and Recreation

Introduction

Purpose

Provide information about debris removal to initiate the debris removal process. 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 will 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

This Annex establishes the framework within which the City will respond and coordinate the removal and disposal of debris generated by potential manmade and natural disasters. This Annex will address the potential role that State and Federal agencies and other groups will take in a debris operation.

Planning Basis and Assumptions

Natural disasters such as hurricanes, tornadoes, and flooding precipitate a variety of debris that includes, but is not limited to, trees and other vegetative organic matter, construction materials, appliances, personal property, mud, and sediment. Man-made disasters such as terrorist attacks may result in a large number of casualties and heavy damage to buildings and basic infrastructure. Crime scene constraints may hinder normal debris operations, and contaminated debris may require special handling. These factors will necessitate close coordination with local and Federal law enforcement, health, and environmental officials.

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 removal and disposal methods utilized, the associated costs, and the speed with which the problem can be addressed. Further, 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. This Annex establishes a general framework that can, with minor modifications, be used in any debris-generating event.

The clearing, removal, and disposal of debris generated by the above hazards is based on the following assumptions:

- A major natural or man-made disaster that requires the removal of debris from public or private lands and waters could occur at any time;
- The amount of debris resulting from a major natural disaster will exceed the City of Hampton's in-house removal and disposal capabilities;
- Hampton will contract for additional resources to assist in the debris removal, reduction, and disposal processes;
- Federal assistance will be requested to supplement the City of Hampton's debris capabilities in coordination with the Debris Manager.

Federal Assistance

The Debris Manager will request Federal assistance when the debris-generating event exceeds the City of Hampton's debris clearing, removal, and disposal capabilities. The request will be submitted to the Public Works Director, who will then submit the request to the Incident Commander in the Emergency Operations Center. The Incident Commander

will forward the request to the State, which will coordinate the request for a mission assignment with FEMA. Typically, when mission assigned by FEMA, the U.S. Army Corps of Engineers (USACE) will provide a liaison to the EOC when activated. This liaison will serve as an advisor to the EOC staff providing advice as needed and ensuring that the USACE is prepared to respond when tasked.

The USACE will alert a Debris Planning and Response Team (PRT) and the Advance Contracting Initiative (ACI) Contractor under contract for that area and have them ready to respond when a mission assignment is received. Once the USACE receives a mission assignment from FEMA, the management groups for both the PRT and ACI Contractor will be available to meet with the Debris Manager and State representatives to conduct contingency planning as required.

USACE will coordinate with the DMC staff on the use of any pre-identified debris management sites and disposal sites, and identify/acquire other sites as required to accomplish the mission assignment.

Debris Management Organization and Staff Responsibilities

The Department of Public Works will be responsible for coordinating debris removal operations for Hampton. The City is responsible for removing debris from property under its authority, as well as from private property when it is deemed in the public interest. Debris must not be allowed 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.

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, a list of these contractors can be found by using the Regional Debris contracts developed by the Virginia Peninsulas Public Service Authority (VPPSA). The listing categorizes 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 has been developed to allow the Hampton to more closely tailor contracts, as well as expedite the implementation of them in a prompt and effective manner.

Hampton is responsible for managing the debris contract from project inception to completion unless it is 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.

Debris storage and reduction sites have been 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.

Debris will be placed, picked up and brought directly to the Hampton Landfill. (In the event of a large-scale event, alternate sites may be used for debris. 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 categories of debris appear in Tab 2. 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 and when necessary, in collaboration with the Department of Environmental Quality (DEQ) and the Environmental Protection Agency (EPA).

Debris Management Response and Recovery Operations

The Debris Manager will be the single point of contact to coordinate and control all personnel and equipment responding to a major debris-generating event. This Annex provides guidance for the efficient and effective control and coordination of initial debris assessments through debris clearance, removal, and disposal operations.

The Debris Manager is responsible for coordinating impact assessment for all City public structures, equipment, and debris clearance immediately following a large-scale disaster. Impact assessments are performed by Damage Assessment Teams and used to prioritize impacted areas and resource needs. The teams will be composed of Public Works, Parks, and Codes & Compliance personnel.

The DMC Public Works and Streets Debris Coordinator will have the primary mission of coordinating the efforts of Public Works and Streets personnel to identify debris impacts on critical roads and make initial estimates of debris quantities. Based on this prioritization, the Debris Manager will issue urgent assignments to clear debris from at least one lane on all evacuation routes and identified primary and secondary roads to expedite the movement of emergency service vehicles such as fire, police, and medical responders. The critical facilities list can be access under the file library in WebEOC or by asking the Emergency Management Coordinator for a copy. A Priority Primary Road Clearance List is found in Tab 3.

Damage Assessment Teams will conduct initial zone-by-zone windshield surveys to identify the type of debris and to estimate amounts of debris on the roadways and on private and public property. The results of the windshield surveys will be provided to Debris Manager and to the DMC Liaison Officer.

During the debris clearance and removal process, the DMC staff will be responsible for coordinating with the Debris Coordinator and other utility companies (such as telephone and cable TV) as appropriate to ensure that power lines do not pose a hazard to emergency work.

Phase I – Initial Response

Debris management operations are divided into two phases.

Phase I will be implemented immediately after a debris-generating event to open emergency evacuation routes and roadways to critical facilities and affected neighborhoods. The major emphasis during this phase is to simply push debris from the

traveled way to the right-of-way or curb. Little or no effort is made to remove debris from the right-of-way.

The Debris Manager will be responsible for implementing all Phase I activities with support as required from Public Works Transportation Manager, which includes Streets, Traffic, and Drainage Maintenance having the prime responsibility for debris clearance. Parks Department is the primary support for the right of way clearing. Requests for additional assistance will be submitted to the Debris Manager located at the DMC. Phase I activities include:

- Implementation of the Debris Management Plan
- Determination of incident-specific debris management responsibilities
- Establishment of priorities based on evacuation needs and prediction models
- Identification and procurement of debris management sites
- Activation of pre-positioned contracts to support Phase I clearance operations
- Implementation of Public Information Plan
- Coordination and tracking of resources
- Formal documentation of costs

Phase II - Recovery

Phase II will be implemented within two to five days following a major debris-generating event, and will encompass the processes of debris removal and disposal. This gives citizen's time to return to their homes and begin the cleanup process. Debris must be brought to the rights-of-way or curb to be eligible for removal at public expense.

The Debris Manager will be responsible for implementing all Phase II activities with support as required from Public Works Divisions and City Departments as needed. All debris removal and disposal operations will be coordinated by the Debris Manager. Phase II may be quite lengthy as disaster recovery continues until pre-disaster conditions are restored. Phase II activities include:

- Activation of pre-positioned contracts
- Notification to citizens of debris removal procedures
- Activation of debris management sites
- Removal of debris from rights-of-way and critical public facilities
- Movement of debris from debris management sites to permanent landfills
- Final documentation of costs for reimbursement, as applicable

The general concept of debris removal operations includes multiple, scheduled passes by each critical site, location, or right-of-way. This manner of scheduling debris removal allows residents to return to their properties and bring debris to the edge of the right-of-way as property restoration proceeds.

The City has been divided into 10 Debris Control Zones to control and expedite debris-removal and disposal operations (refer to Tab 2 for zone delineation). Estimated debris quantities for Hurricane Categories 1 through 5 are shown in Table 21.

Table 20. Estimated Debris Quantities for City of Hampton

Category 2	96 - 110 mph
Category 3	111 - 129 mph
Category 4	130 - 156 mph
Category 5	157+ mph

Estimated Debris Quantities

Population: 134,510

Estimated damage @ 50% of total single family homes

	Units	Category 1	Category 2	Category 3	Category 4	Category 5
Single Family Homes Affected (=Pop./3)	44836.67	22418.33333	22418.333	22418.33333	22418.3333	22418.3333
Category Factor	C	2	8	26	50	80
Vegetation Factor	V	1.5	1.5	1.5	1.5	1.5
Commercial Density	B	1	1	1	1	1
Precipitation	S	1.3	1.3	1.3	1.3	1.3
Q = H(C)(V)(B)(S)	CY	87,432	349,726	1,136,610	2,185,788	3,497,260

Debris Reduction Site Requirements

1 Acre (ac)
 10 Feet Stack Height
 Total Volume per Acre
 Q
 Acres Required
 Road Buffers, etc.
 Square Miles Required

	CY	87,432	349,726	1,136,610	2,185,788	3,497,260
Acres Required	ac	5	22	71	137	219
Road Buffers, etc.	ac	9	36	118	227	363
Square Miles Required	Sq. Miles	0.0	0.1	0.2	0.4	0.6

Debris Classification

Clean Woody Debris	CY	26,229	104,918	340,983	655,736	1,049,178
Mixed C&D	CY	61,202	244,808	795,627	1,530,051	2,448,082
Burnable	CY	25,705	102,819	334,163	642,622	1,028,194
Soil	CY	3,060	12,240	39,781	76,503	122,404
Metals	CY	9,180	36,721	119,344	229,508	367,212
Landfilled	CY	23,257	93,027	302,338	581,419	930,271

Debris Manager and staff will coordinate debris removal and disposal operations for all portions of the City. Phase II operations involve the removal and disposal of curbside debris by City force account and/or Contractor crews. All debris removal and disposal Contractor operations will be overseen by the Debris Contractor Oversight Team (DCOT).

Mixed debris will be collected and hauled from assigned Debris Control Zones to the landfill. Clean woody debris will be hauled to the nearest designated vegetative debris management site for eventual burning or grinding.

The primary tracking mechanism for all debris loaded, hauled, and disposed of under this plan will be the Load Ticket, which is shown in Tab 8. Load tickets will be initiated at pickup sites and closed-out upon drop-off of each load at a debris management site or permanent landfill, and are to be used to document both City force account and Contracted haulers.

Load tickets will serve as supporting documentation for Contractor payment as well as for requests for reimbursement from FEMA and mutual aid recipients.

Household Hazardous Waste Drop-Off Locations

The Debris Manager will identify one or more Household Hazardous Waste (HHW) drop-off locations for the City of Hampton. Contractors will be encouraged to separate HHW at the curb and not haul it to a Debris Management Site. Residents will be instructed to separate and transport HHW to pre-identified drop-off points. Recycling Manager (757-726-2935) will coordinate the contract with the Virginia Peninsulas Public Service Authority (VPPSA) for HHW resulting from the disaster.

Utility Company Property

Dominion Energy and other utility crews will remove and dispose of all utility related debris such as, power transformers, utility poles, cable, and other utility company material.

Equipment Assets

A table summarizing the equipment that the City of Hampton currently has in inventory that could be used to assist with debris removal is available by contacting Public Works.

Contractor Debris Removal and Disposal Operations

The City recognizes that disasters may generate debris of types and quantities that exceed the City's capabilities. Thus, the City will implement a pre-positioned contracting process to have Contractors on stand-by to respond within a pre-determined period to assist in requested aspects of the debris operation.

The Debris Manager or his/her authorized representative will contact the firm(s) holding pre-positioned debris removal and disposal contract(s) and debris monitoring contract(s) and advise them of impending conditions. The scope of the pre-positioned contract provides for the removal and lawful disposal of all natural disaster-generated debris, excepting household, industrial, or commercial hazardous waste. Debris removal will be limited to City maintained streets, roads, and other public rights-of-way based on the extent of the disaster. Debris removal will be limited to disaster related material placed at or immediately adjacent to the edge of the rights-of-way by residents within designated Debris Control Zones.

There are roads that are not municipal, state or federal roads but allow public access. These roads generally are classified as private roads:

- Roads that run through gated communities
- Roads that are owned by individuals that service one or a few residences or commercial properties
- Roads that are owned and maintained by homeowner's association that do not restrict public access.
- These roads often connect with VDOT roads and are routinely used by emergency vehicles, school buses, sheriff's vehicles' US Mail and other public purposes (These roads while privately maintained are open and used by the public with access to the state roads in many situations.).

If a major debris-generating event occurs in the city, it may be necessary for the city to use its internal resources to assist the residents who live on private roads with the removal

of debris in order to protect public life, health, and safety. To supplement its force account resources, the city may need to hire a debris contractor to assist with clearance, removal and disposal. If the city hires a Contractor to assist with debris removal, Contractor removal and disposal operations will be overseen by city personnel and will be coordinated with the appropriate State and federal agencies and private utility companies.

Each Contractor, upon receipt of notice to proceed, will mobilize such personnel and equipment as necessary to conduct the debris removal and disposal operations detailed in the Contractor's General Operations Plan (required by the Debris Removal and Disposal Contract). All Contractor operations will be subject to review by the Debris Manager.

The Contractor will make multiple, scheduled passes of each site, location, or area impacted by the disaster according to assigned Debris Control Zones and as directed by the Debris Manager. Schedules will be provided to the DMC PIO for publication and notification by the news media.

The load ticket, coupled with inspections by Roving, Load Site, and Disposal Site Monitors, will be the primary mechanism for monitoring Contractor performance and tracking quantities for pay purposes.

Federal support will be requested if the incident is beyond the City's capability and its Contractors. The USACE may be tasked by FEMA through the mission assignment process to provide the necessary support to the City. In disasters where the estimated amount of debris is 200,000 cubic yards (CY) or greater, the Federal Coordinating Officer (FCO) may provide technical expertise and advice on debris monitoring through a mission assignment with the U.S. Army Corps of Engineers (USACE).

If tasked by FEMA, USACE will respond by providing trained and experienced Debris PRTs that are responsible for managing the debris mission from removal to final disposal. These tasks are accomplished utilizing pre-awarded contracts to private industry Contractors experienced in debris removal operations. The USACE also has Debris Subject Matter Experts available to provide advice and support to the Contractor and the DMC staff.

Temporary Debris Management Sites

The City of Hampton will not utilize temporary debris management sites. The only location for debris reduction and management will be the landfill located at 100 North Park Lane. There will be no Temporary Debris Storage and Reduction Sites (TDSRS) located within the city.

Contractors will operate the debris management site made available by the City. The Contractor is also responsible for the lawful disposal of all by-products of debris reduction that may be generated. Contractors are expected to haul and manage construction and demolition (C&D) waste. C&D materials will be hauled to the landfill.

Load Ticket Disposition

At initiation of each load, the Load Site Monitor will fill out all items in Section 1 of the Load Ticket and will retain Part 1 (White Copy). The remaining copies will be given to the driver and carried with the load to the disposal site. Upon arrival at the disposal site, the driver will give all three copies to the Disposal Site Monitor. The Disposal Site Monitor will

complete Section 2 of the Load Ticket and retain Part 2 (Green). Parts 3, and 4, will be given either to the Contractor's on-site representative or to the truck driver for subsequent distribution. All trucks will be measured by the Contractor and DMC staff before the operation begins and periodically rechecked throughout the operation. The Contractor will be paid based on the number of cubic yards of eligible debris hauled per truckload. Payment for hauling debris will only be approved upon presentation of the Load Ticket with the Contractor's invoice. Load tickets will also be completed and retained for City force account vehicles as a primary mechanism for tracking debris quantities deposited at debris management sites. The Load Ticket will be a 4-part pre-printed form (see Tab 8).

Private Property Debris Disposal

Dangerous structures are the responsibility of the owner to demolish in order to protect the health and safety of adjacent residents. However, experience has shown that unsafe structures will often remain in place due to lack of insurance or absentee landlords. Care must be exercised to ensure that the City properly identifies structures listed for demolition.

Organization

Public Works is responsible for the debris removal function. 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 City following a disaster.

Due to the limited quantity of resources and service commitments following the disaster, the City will 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 governments' level of assistance from the federal government. Private contracting allows the City 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.

All City departments and agencies will maintain records of personnel, equipment, load tickets, and material resources used to comply with this Plan. Such documentation will then be used to support reimbursement from any Federal assistance that may be requested or required.

All City departments and agencies supporting debris operations will ensure 24-hour staffing capability during implementation of this plan, if the emergency or disaster requires or as directed by the Debris Manager.

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 pre-scripted 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
- Perform necessary audits of operation and submit claim for federal assistance

Debris Manager/Solid Waste Superintendent

- Overall control of the DMC
- Receive regular updates from the Public Works Division and Debris Coordinator regarding cleanup progress and any problems encountered or expected
- Identify agency staff members for debris management monitoring duties (Roving, Load Site, and Disposal Site Monitors)
- Provide yearly training and refresher training for all personnel assigned to debris management monitoring responsibilities
- Coordinate training requirements as required
- Communicate timely information to the Public Works EOC Liaison, the EOC staff and City Manager as necessary regarding the status of the debris clearing, removal, and disposal operations
- Assure that the City is represented at all meetings with other government and private agencies involved with the debris cleanup operation
- Coordinate with appropriate State and Federal agencies
- The Debris Manager will activate the DMC and fully implement the debris plan upon notification by the City Emergency Manager. This will likely occur during Level III and Level IV emergencies listed below.
- Appoint a Deputy Debris Manager responsible for daily operation control of the DMC
- Implement the following notification system to rapidly notify appropriate staff as to where and when to report for duty. This system must be kept up-to-date to ensure key staff can readily be reached. The notification system should be maintained in such a manner that notification can be made at any time.
 - Level I – Involves an event likely to be within the capabilities of the City and results in only limited (does not require involvement beyond the duty officer

and several assistants) need for State assistance. Typical daily activities continue while the event is monitored. Notification is limited to those State agencies that have normal day-to-day emergency responsibilities or regulatory requirements. If the event occurs during non-duty hours, the duty officer may be required to report to the EOC to monitor the situation and respond to requests for State assistance.

- Level II – Involves any event that has the potential to develop into an emergency or disaster and will likely require the assistance of at least two or three City agencies. A limited staff will be in place in the EOC staffed with City EMA personnel and those agencies essential to the response. Twenty-four hour staffing may be required. Daily activities are altered to accommodate the situation. All applicable State agencies are alerted.
- Level III – Involves an event which has become, or is becoming, an emergency or disaster and requires significant City and State response and possible Federal response and recovery assistance (local government capabilities clearly exceeded). The direction and control, primary resources, mass care, and environmental and natural resources groups are at least partially staffed on a 24-hour basis in the EOC. Support agencies are alerted and most City EMA personnel are assigned to emergency/disaster functions. The governor will declare a State of Emergency. The City of Hampton EOP is implemented. FEMA Emergency Response Team A (ERT-A) and State Liaison may be requested.
- Level IV - Involves a declared disaster, which requires an extensive City and State response where the State and local governments are clearly overwhelmed. The City EOC is fully staffed for 24-hour operations by all of the primary City agencies. The State requests implementation of the Federal Response Plan and the presence of the FEMA Region III State Liaison and the ERT-A, if not previously requested.
- Coordinate with the City, State and FEMA Public Assistance Officers regarding:
 - Demolition of private structures
 - Removing debris from private property
 - Local law and/or code enforcement requirement
 - Historic and archaeological sites restrictions
 - Qualified environmental Contractors to remove hazardous materials such as asbestos and lead-based paint
 - Execution of Right-of Entry/Hold Harmless agreements with landowners. A sample Right-of-Entry/Hold Harmless agreement is shown in Appendix H.

Deputy Debris Manager

- The Deputy Debris Manager is responsible for daily operational control of the DMC staff.
- Receive current information on the severity of the disaster from the DMC Liaison Officer located at the City EOC
- Process emergency response staff requests for debris removal or disposal
- Review requests for debris removal from public facilities and roadways
- Direct debris removal request to the appropriate DMC Debris Coordinators (Public Works and/or Solid Waste and/or Department of Parks and Recreation and/or Environmental Services) to implement
- Appraise the extent of damage and resulting debris
- Issue directives to the appropriate Debris Coordinators

- Ensure all Contract debris removal and disposal operations are properly monitored utilizing personnel assigned to the Debris Contractor Oversight Team
- Inform the Debris Manager and DMC staff of all ongoing debris management operations through shift reports
- The Deputy Debris Manager will maintain a situation report and an Incident Action Plan on all debris related documents and issues

Emergency Operations Center Debris Liaison Officer

- The EOC Debris Liaison Officer will be located at the City EOC and will be responsible for coordinating with the DMC staff all requests for debris activities initiated by the City EOC staff

Parks Department Debris Coordinator

- Maintain a listing of all available Parks equipment identified for possible debris removal and disposal missions
- Coordinate all Parks debris assignments approved by the Debris Manager
- Ensure that required logistical support is available, including cell phone, transportation, etc.
- Ensure that the Debris Manager is kept informed of cleanup progress and any problems encountered or expected

Debris Management Center Staff

- The DMC is organized to provide a central location for the coordination and control of all debris management requirements. The DMC will be located at 100 North Park Lane.
- The DMC organizational diagram shown in Figure 6 identifies the DMC staff positions required to coordinate the actions necessary to remove and dispose of debris using both City and Contractor assets
- Make recommendations for City force account and Contractor work assignments and priorities based on the City Debris Control Zones. Tab 2 contains a map showing the boundaries of the various Debris Control Zones.
- Report on debris removal and disposal progress, and preparing status briefings
- Provide input to the EOC PIO on debris removal and disposal activities
- Coordinate with the State on debris issues affecting adjacent cities
- Coordinate City debris removal and disposal operations with solid waste managers and environmental regulators from the City
- Coordinate with the following Federal agencies in the event of a major natural or man-made debris-generating disaster that exceeds the City capabilities:
 - Federal Emergency Management Agency
 - U.S. Army Corps of Engineers
 - Local Office of the Federal Bureau of Investigation

Public Information Officer

- The PIO will serve as the DMC liaison to the City PIO
- The PIO will develop a proactive information management plan
- Emphasis will be placed on actions that the public can perform to expedite the cleanup process
- Flyers, newspapers, radio, and TV public service announcements will be used to encourage public cooperation for such activities as:

- Separating burnable and non-burnable debris
- Segregating Household Hazardous Waste (HHW)
- Placing disaster debris at the curbside
- Keeping debris piles away from fire hydrants and valves
- Reporting locations of illegal dump sites or incidents of illegal dumping
- Segregating recyclable materials
- Disseminate pickup schedules through the local news media

Damage Assessment Teams

- The Debris Manager will establish initial priority for debris clearance based upon the following ranking as provided by the Damage Assessment Teams:
 - Extrication of people
 - Major flood drainage ways
 - Egress for fire, police, and Emergency Operations Center
 - Ingress to hospitals, jails, and special care units
 - Major traffic routes
 - Supply distribution points and mutual aid assembly areas
 - Government facilities
 - Public Safety communications towers
 - City operated and American Red Cross shelters
 - Secondary roads to neighborhood collection points
 - Access for utility restoration
 - Neighborhood streets
 - Private property adversely affecting public welfare

Debris Contractor Oversight Team

- Coordinate, oversight, and monitoring of all debris removal and disposal operations performed by private Contractors (see Tab 7, Debris Contract Oversight Team Standard Operating Guidelines)
- The DCOT supervisor and team members will be detailed from Public Works Director's Office
- The DCOT team may be supplemented by contracted inspectors and other personnel
- The DCOT team supervisor will be located at the DMC and will provide three roving monitors, load site monitors, and disposal site monitors described below. Specific responsibilities include the following:
 - Planning and conducting debris management site inspections, quality control, and other Contractor oversight functions
 - Receive and review all debris load tickets that have been verified by a Disposal Site Monitor
 - Recommend distribution of force account and Contractor work assignments and priorities
 - Report on progress and preparation of status briefings
 - Provide input to the DMC PIO on debris cleanup activities and pickup schedules
 - Ensure contractor is complying with public and employee safety standards
 - Ensure safety requirements on highways and roads are observed during debris operations
- The DCOT Supervisor will oversee the activities of three types of monitors

Roving Monitors

- Two-person teams of Roving Monitors will be assigned to specific Debris Control Zones or to a specific Contractor
- Roving Monitors' mission is to act as the "eyes and ears" for the Debris Manager and DCOT Supervisor to ensure that all contract requirements, including safety, are properly implemented and enforced
- Roving Monitors will monitor Contractor operations and report any problems to the DCOT Supervisor
- Roving Monitors may request contract compliance, but do not have the authority to direct Contractor operations, or to modify the contract scope of work
- Roving Monitors will monitor debris operations on a full-time basis and make unannounced visits to all loading and disposal sites within their assigned debris management zone(s)
- Assist in the measuring of all Contractor trucks and trailer with the Contractors representative
- Take photographs of all trucks and trailers
- Obtain and become familiar with all debris removal and disposal contracts for which they are providing oversight
- Observe all phases of debris management operation, to include loading sites, debris management sites, and final landfill sites
- Prepare a daily written report of all Contractor activities observed to include photographs
- Periodically monitor each debris management site to ensure that operations are being followed as specified in the applicable Debris Removal and Disposal Contract with respect to local and Federal regulations and the Debris Removal and Disposal Monitoring Plan
- Roving Monitors will submit daily written reports to the DCOT supervisor outlining their observations with respect to the following:
 - Is the Contractor using the site properly with respect to layout and environmental considerations?
 - Has the Contractor established lined temporary storage areas for ash, household hazardous wastes, and other materials that can contaminate soil and groundwater?
 - Has the Contractor established environmental controls in equipment staging areas, fueling, and equipment repair areas to prevent and mitigate spills of petroleum products and hydraulic fluids?
 - Are plastic liners in place under stationary equipment such as generators and mobile lighting plants?
 - Has the Contractor established appropriate rodent control measures?
 - Has the Contractor establish procedures to mitigate smoke, dust, noise, and traffic flow?
- Roving Monitors' reports also include written observations at loading sites, disposal sites, and the locations of any illegal dumping sites
- If the monitor sees a problem they are to notify the DMC immediately and take photographs of the site

Load Site Monitors

- The Load Site Monitors' primary function is to verify that debris being picked up is eligible under the terms of the contract

- Load Site Monitor positions will be staffed from PWD and supplemented by other City department personnel and debris monitoring contract personnel as needed
- Load Site Monitors will be assigned to each Contractor's debris loading site within designated Debris Control Zones, and will initiate and sign load tickets as verification that the debris being picked up is eligible

Disposal Site Monitors

- Disposal Site Monitors will be located at both debris management sites and landfill sites as identified by the DMC
- The Disposal Site Monitors' primary function is to ensure accurate load quantities are being properly recorded on pre-printed load tickets (see Tab 8)
- At each debris management site and landfill disposal site, the Contractor will be required to construct and maintain a monitoring station tower for use by the Disposal Site Monitor
 - The Contractor will construct the monitoring station towers of pressure treated wood with a floor elevation that affords the Disposal Site Monitor a complete view of the load bed of each piece of equipment being utilized to haul debris
 - The Contractor will also provide each site with chairs, table, and portable sanitary facilities
- The Disposal Site Monitor will estimate the quantity (in cubic yards) of debris in each truck/trailer entering the Contractor's selected temporary debris management site or landfill disposal site and will record the estimated quantity on pre-numbered debris load tickets. The Contractor is paid based on the number of cubic yards of material deposited at the disposal site as recorded on debris load tickets. This is to be done on all types of debris removal contracts and force account vehicles.
- Disposal Site Monitors could be staffed by City of Hampton personnel and/or debris monitoring contractor personnel.
- The Disposal Site Monitors will be stationed at all debris management sites and landfill disposal sites for the purpose of verifying the quantity of material being hauled by the Contractor
- The Disposal Site Monitor will be responsible for closing out and signing each load ticket and returning a copy to the DCOT Supervisor at the end of each day

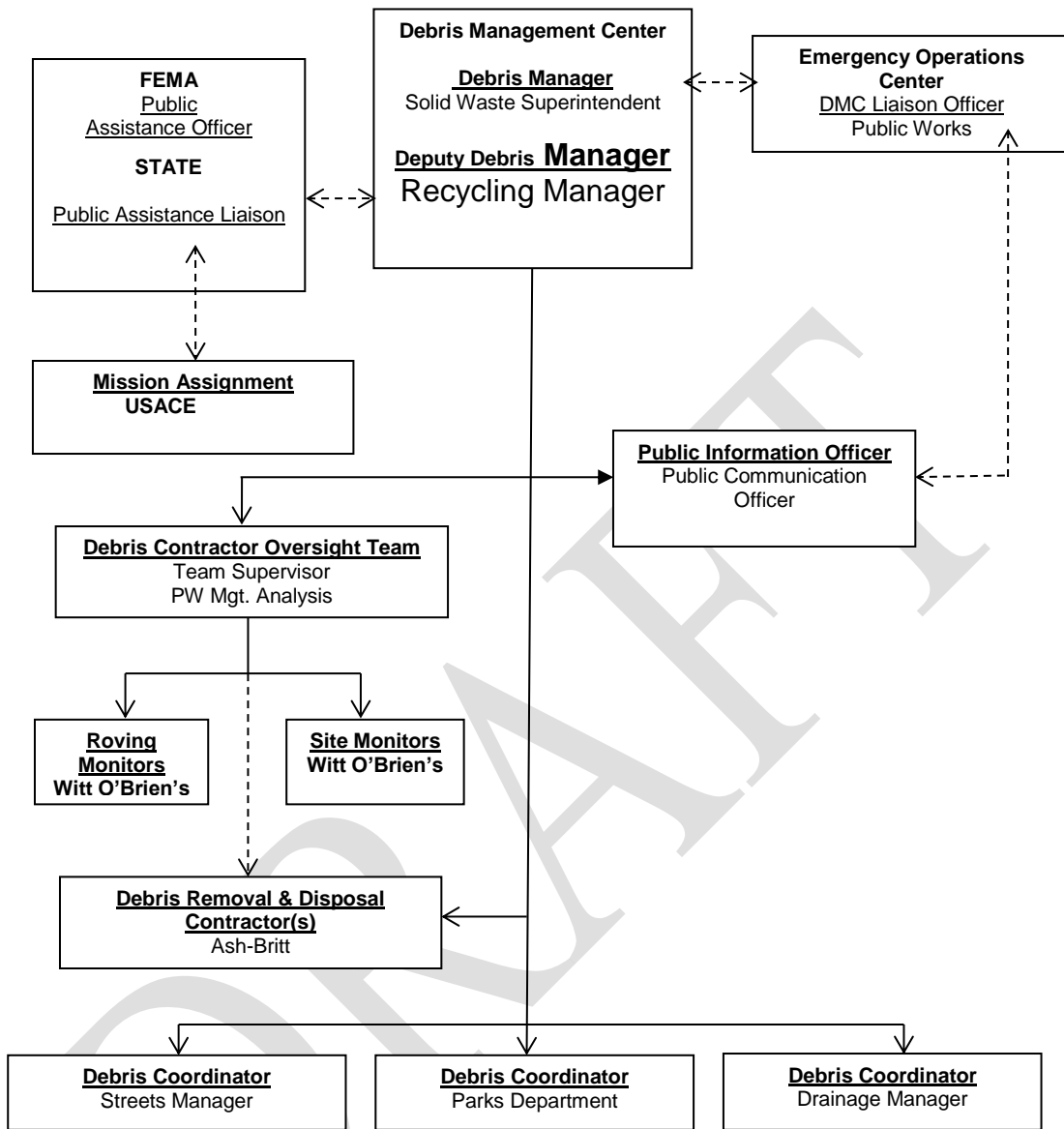


Figure 8. Debris Management Center Organization Chart

Organizational Roles and Responsibilities

Public Works

- Designate the Superintendent of Solid Waste as the Debris Manager to oversee debris clearance and removal operations in the City
- Provide a DMC Liaison Officer to the City Emergency Operations Center to coordinate debris requests and actions as required
- Provide a Debris Coordinator to the DMC staff to coordinate all agency debris assignments
- Provide a Public Information Officer (PIO) to coordinate all media reports on debris operations
- Provide personnel and equipment to assist in clearing major evacuation routes and access to critical facilities
- Provide personnel and equipment to operate and staff the Debris Contractor Oversight Team (DCOT) element of the DMC, including communications equipment, transportation, etc
- Provide personnel and equipment to remove and dispose of debris through the Public Works Debris Coordinator
- Ensure that the DMC is provided all needed administrative staff and equipment support, including administrative support personnel, computers, desks, chairs, etc
- Provide a Streets Debris Coordinator to the DMC staff to coordinate all Streets personnel and equipment debris assignments
- Provide personnel and equipment to initiate the clearing of emergency evacuation routes and access to critical facilities throughout the City (Phase I) as directed by the Debris Manager in coordination with the Streets Debris Coordinator located at the DMC
- Ensure that the Streets representative at the DMC is provided all needed logistics support, including cell phone, transportation, etc
- Ensure that the Streets Debris Coordinator keeps the Debris Manager informed of clearing progress and any problems encountered or expected
- Ensure that the Streets Debris Coordinator keeps the Debris Manager informed of clearing progress and any problems encountered or expected

Parks and Recreation

- Provide a Parks Department Debris Coordinator to the DMC staff to coordinate all Parks Department debris assignments
- Provide personnel and equipment to assist Public Works in clearing major evacuation routes and access to critical facilities (Phase I)
- Provide personnel and equipment to assist in the removal and disposal of debris (Phase II) as directed by the Debris Manager through the Parks Department Debris Coordinator
- Provide specialized equipment and trained operators to assist in the clearing and removal of woody vegetation from along critical rights-of-way
- Ensure that debris removal from parks and recreational facilities is coordinated through and approved by the Debris Manager through the Parks Department Debris Coordinator
- Ensure that the Parks Debris Coordinator is provided all needed logistical support, including cell phones, transportation, etc

- Ensure that the Parks Debris Coordinator keeps the Debris Manager informed of cleanup progress and any problems encountered or expected

Fire and Rescue

- Respond to fire and other emergencies at debris management sites
- Respond to request to investigate and handle hazardous materials incidents
- Approve debris management burn sites in accordance with appropriate local requirements to ensure safe burning
- Issue bans on open burning based upon assessment of local conditions and ensure dissemination of information to the public
- Supervise burn sites in accordance with all appropriate local requirements to ensure safe burning, subject to amendments by the Health Department and/or Fire Marshall

Police

- Assist in monitoring illegal dumping activities
- Assist in monitoring debris management sites to ensure compliance with local traffic regulations
- Coordinate traffic control at all loading sites and at entrances to and from debris management sites

Hampton and Peninsula Health District

- Assist in monitoring debris management site operations and closeout activities
- Assist as necessary on all environmental and health issues
- Regulate the burning at debris management sites

Dominion Energy

- Coordinate with the Debris Manager with regards to debris removal along electrical easements and rights-of-way to ensure that all lines are de-energized
- Provide a debris coordinator to the DMC
- Provide personnel and equipment to the Rapid Response Team

Nonprofit Sector

- Identify vulnerable populations and incorporate strategies to assist them
- Help individuals with disabilities and access and functional needs bring debris to the public right of way
- Provide public information regarding debris operations to populations with communication barriers
- Provide debris services to vulnerable and underserved groups, individuals and communities, as necessary

Tab 1 to Debris Management Support Annex – Definitions

Burning – Reduction of woody debris by controlled burning. Woody debris can be reduced in volume by approximately 95% through burning. Air curtain burners are recommended because they can be operated in a manner to comply with clean-air standards.

Construction, Demolition and Land-Clearing Wastes – Any type of solid waste resulting from land-clearing operations, the construction of new buildings or remodeling structures, or the demolition of any building or structure.

Debris - Scattered items and materials that were broken, destroyed, or displaced by a natural disaster. Examples: trees, construction and demolition material, personal property.

Debris Clearance – Clearing the major road arteries by pushing debris to the roadside to accommodate emergency traffic.

Debris Removal – Picking up debris and taking it to a temporary storage site or permanent landfill.

Force Account Labor – In this context, State, tribal or local government employees engaged in debris removal activities within their own jurisdiction.

Garbage – Waste that is normally picked up by a designated department (such as the (such as the Department of Solid Waste Management, or a Contractor). Examples: food, plastics, wrapping, papers.

Hazardous Waste – Any waste or combination of wastes of a solid, liquid, contained gaseous or semisolid form which because of its quantity, concentration, or physical, chemical, or infectious characteristics may:

- Cause or significantly contribute to an increase in mortality or an increase in serious irreversible or incapacitating reversible illness; or
- Pose a substantial present or potential hazard to human health or the environment when improperly treated, stored, transported, disposed of, or otherwise managed.

Also includes material and products from institutional, commercial, recreational, industrial and agricultural sources that contain certain chemicals with one or more of the following characteristics, as defined by the Environmental Protection Agency: 1) Toxic, 2) Flammable, 3) Corrosive; and/or 4) Reactive. Such wastes may include, but are not limited to, those that are persistent in nature, assimilated, or concentrated in tissue or which generate pressure through decomposition, heat, or other means. The term does not include solid or dissolved materials in domestic sewage or solid dissolved materials in irrigation return flows, or industrial discharges, which are point sources subject to state or federal permits.

Household Hazardous Waste (HHW) – Used or leftover contents of consumer products that contain chemicals with one or more of the following characteristics, as defined by the EPA: 1) Toxic, 2) Flammable, 3) Corrosive and/or 4) Reactive. Examples of household hazardous waste include small quantities of normal household cleaning and maintenance products, latex and oil-based paint, cleaning solvents, gasoline, oils, swimming pool chemicals, pesticides, and propane gas cylinders.

Illegal Dumping – Dumping garbage and rubbish, etc., on open lots is prohibited. No garbage, refuse, abandoned junk, solid waste or other offensive material shall be dumped, thrown onto, or allowed to remain on any lot or space within the City.

Monitoring – Actions taken to ensure that a Contractor complies with the contract scope of work.

Rights-of-Way – The portions of land over which facilities, such as highways, railroads, or power lines are built. Includes land on both sides of the highway up to the private property line.

Scale/Weigh Station – A scale used to weigh trucks as they enter and leave a landfill. The difference in weight determines the tonnage dumped and a tipping fee may be charged accordingly. Also may be used to determine the quantity of debris picked-up and hauled.

Sweeps – The number of times a contractor passes through a community to collect all disaster-related debris from the rights-of-way.

Temporary Debris Storage and Reduction Site – A location where debris is temporarily stored until it is sorted, processed, and reduced in volume and/or taken to a permanent landfill.

Tipping Fee – A fee based on weight or volume of debris dumped that is charged by landfills or other waste management facilities to cover their operating and maintenance costs. The fee also may include amounts to cover the cost of closing the current facility and/or opening a new facility.

Trash – Non-disaster related yard waste, white metals, or household furnishings placed on the curbside for pickup by local solid waste management personnel. Not synonymous with garbage.

White Goods – Household appliances such as refrigerators, washers, dryers, and freezers.

Tab 2 to Debris Management Support Annex – Debris Control Zone Index Map

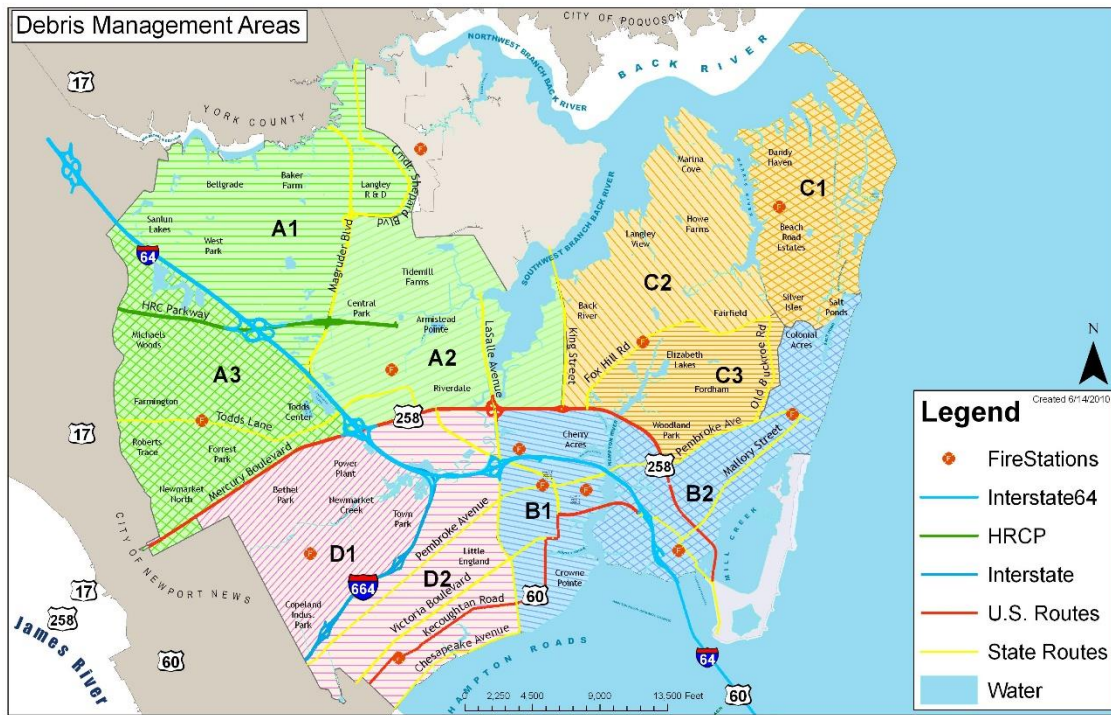


Figure 9. Debris Control Zone Index

Tab 3 to Debris Management Support Annex – Debris Classifications*

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 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 4 to Debris Management Support Annex – Primary Road Clearance List

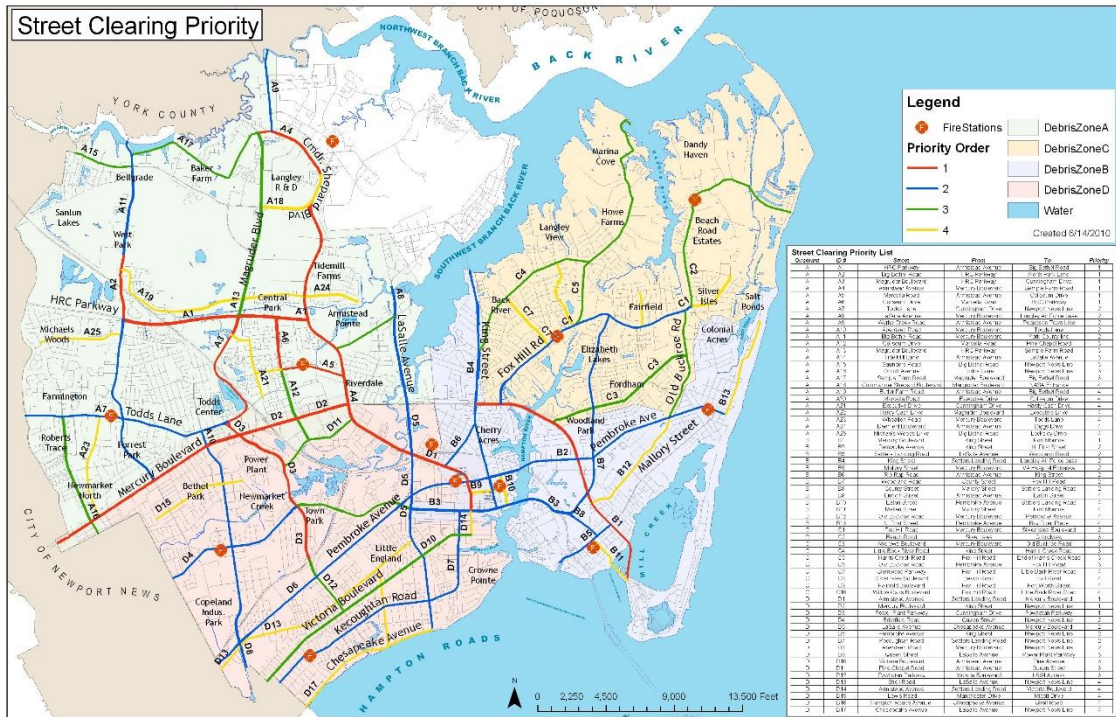


Figure 10. Street Clearing Priorities

Table 21. Street Clearing Priorities Measurements

Priority	Feet	Miles
one	254,632	48.22
two	278,693	52.78
three	201,505	38.16
four	184,668	34.97
Total	919,498	174.1

Table 22. List of Priority Streets for Debris Clearance

Priority	Type	Note	Street Name	From	To
A1	Spec	EOC			
A2	Spec	HPD/City Hall/911			
B1	Spec	Fire Sta # 1 (306)			
B2	Spec	Fire Sta #2 (122)			
B3	Spec	Fire Sta #3 (1430)			
B4	Spec	Fire Sta # 4 (2412)			
B5	Spec	Fire Sta #5 (416)			
B6	Spec	Fire Sta #6 (1221)			
B7	Spec	Fire Sta #7 (176)			
B8	Spec	Fire Sta #8 (NASA)			
B9	Spec	Fire Sta # 9 (1590)			
B10	Spec	Fire Sta # 10 (204)			
B11	Spec	Fire Sta # 11 (1304)			
1a	ARP	Hospital Access / I-64	HRCP	Big Bethel	Armistead
1b	ARM	Landfill Access	Big Bethel	Park Lane	HRC Pkwy
1c	ARP	(Connect to Queen St.)		HRC Pwky	Cunningham
1d	ARP	Fire Sta #8 (NASA)		Semple Farm	Settlers Landing
1e	ARP			Fort Monroe	King Street
1f	ARP			King Street	Newport News
1g	LOS	Fire Sta # 10 (204)		Armistead	Coliseum Dr.
2b	ARM	Landfill Access / Shelter		York Line	Briarfield
2c	ARM	Fire Sta # 9 (1590)/ Shelter		Big Bethel	W. Queen St.
2d	ARM	Fire Sta #6 (1221) / Shelter		NN Line	W. Queen St.
2e	ARM	I-64 Access		Langley AFB	Armistead
2f	ARM	Fire Sta # 4 (2412)		King Street	First Street
2g	ARM	Fire Sta # 1 (306)		King Street	Newport News
2h	ARM	Fire Sta #7 (176)		Mercury Blvd.	Silver Isles
2i	ARM	Fire Sta # 3 (1430)		LaSalle Ave	Newport News
2j	ARM	Steam Plant Access		Armistead	Poquoson
2k	ARM			LaSalle	Woodland
2l	ARM			Langley AFB	Settlers Land
2m	ARM	Veterans Hospital		VA Hospital	Mercury Blvd.
2n	ARM			Todd's Lane	NN Line
2o	ARM			Mercury Blvd.	Todd's Lane
2p	ARM			King Street	Armistead

2q	ARM			County St.	Fox Hill Rd.
2r	ARM			Mallory	Settlers Land
2s	ARM			LaSalle	Aberdeen
2t	ARM			Powhatan Pkwy	LaSalle Ave.
3a	COS			Kecoughtan	Pine Ave.
3b	COS	Fire Sta #5 (416)		Silver Isles	Grandview
3c	COS			Pine Chapel	Marcella
3d	COS			Mercury Blvd.	Old Buckroe
3e	ARP			Semple Farm	HRC Pkwy
3f	COS			King Street	Harris Creek
3g	COS			LaSalle	Armistead
3h	COS			Fox Hill Rd	Old Buckroe
3i	COS			Armistead	Queen St.
3j	COS			Todd's Lane	Mercury Blvd.
3k	COS			Big Bethel	Newport News
3l	ARM			Todd's Lane	Powhatan PW
3m	COS			Fox Hill Rd	End
3n	COS			Mercury Blvd.	NN Line
3o	COS			Big Bethel	Neil Armstrong PW
3p	ARM			Armistead	Victoria
3q	COS			LaSalle	Powhatan PW
3r	ARM			I-664 Access	Victoria
4a	LOS	City Hall, Police HQ.		Eaton St.	Armistead
4b	LOS	City Hall, 911 Center		Settlers Land.	Pembroke
4c	ARM	Fire Sta #8 (NASA)		NASA	Neil Armstrong PW
4d	LOS			Armistead	Thomas Nelson Dr
4e	LOS			Cunningham	Hardy Cash
4f	LOS			Neil Armstrong	Executive Dr.
4g	LOS			LaSalle Ave	NN Line
4h	COS			Fox Hill Rd	Pembroke
4i	LOS			Big Bethel	Butler Farm Rd.
4j	LOS			Little Back River	Fox Hill Rd.
4k	LOS			Beach Rd.	Hall Rd.
4l	LOS			Todd's Lane	Mercury Blvd.
4m	LOS			Fox Hill Rd	Durham St.
4n	LOS			Mallory	Mercury Blvd.
4o	LOS			Armistead	Diggs Dr.
4p	LOS			Mercury Blvd.	Pembroke

4q	LOS			Joynes	Roberta
4r	LOS			Little Back River	Fox Hill Rd.
4s	COS			Armistead	Thornette St.
4t	LOS			Micott Dr.	Manchester Dr.
4u	LOS			Big Bethel	Locksley Dr.
4v	LOS			Shell Rd	Chesapeake Ave.
4w	LOS			Armistead	LaSalle Ave.
4x	LOS			Pembroke Ave.	Bay Front PI

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Tab 5 to Debris Management Support Annex – Debris Management Site



Figure 11. Debris Management Site

Tab 6 to Debris Management 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 Sample County/City. 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 (10,688)

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 = 10,688 (H) x 80 (C) x 1.3 (V) x 1.3 (B) x 1.3 (S) = 1.9 MILLION CUBIC YARDS**

References:

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

Tab 7 to Debris Management Support Annex – Debris Contractor Oversight Team Standard Operating Guidelines

General

The City Debris Manager and Debris Management Center staff will coordinate debris removal and disposal operations for all portions of the City. Phase II operations involve the removal and disposal of curbside debris by City force account and private contractors. While City agencies will provide oversight of their own removal operations, contractor operations will be overseen by the Debris Contractor Oversight Team.

Mixed debris and construction demolition waste will be collected and hauled from assigned Debris Control Zones to designated landfill location. Clean woody debris will be hauled to the landfill for eventual burning or grinding.

Load tickets will be used to track all debris that is loaded, hauled, and disposed of. Load tickets are to be used by both in-house and contracted haulers and will serve as supporting documentation for contractor payment as well as for requests for Federal assistance or reimbursement.

DEBRIS CONTRACTOR OVERSIGHT TEAM

The DCOT supervisor and team members will be detailed from DPW, P&R, and other City Departments. The DCOT team may also be supplemented with contracted inspectors and other personnel as needed. Figure 6 shows a sample organization of the DCOT within the DMC.

The DCOT team supervisor will be located at the Debris Management Center (DMC) and will provide overall supervision of the two field-based monitoring elements as described below. The DMC is located at 100 North Park Lane Specific DCOT Supervisor responsibilities include the following:

- Planning, TDSR Site inspection, quality control, and other contractor oversight functions.
- Receiving and reviewing all debris load tickets that have been verified by a Disposal Site Monitor (see description below).
- Making recommendations to the City DM regarding distribution of in-house and contractor work assignments and priorities.
- Reporting on progress and preparation of status briefings.
- Providing input to the DMC PIO on debris removal and disposal activities and pickup schedules.

The DCOT Supervisor will oversee the activities of two types of field-based inspection teams. The functions and responsibilities of the field inspectors are described in the following sections.

Roving Monitors

Teams of Roving Monitors will be assigned to a specific Debris Control Zones or to a specific Contractor depending upon the distribution of work assignments. Their mission is to act as the “eyes and ears” for the Debris Manager and DCOT Supervisor to ensure that all contract requirements, including safety, are properly implemented and enforced.

Staff to fulfill the Roving Monitor positions will be provided by DPW and/or debris monitoring contractor personnel. Roving Monitors will have the authority to monitor contractor operations and to report back to the DCOT Supervisor. Roving Monitors may request contract compliance, but do not have the authority to otherwise direct contractor operations or to modify the contract scope of work.

Load Site Monitors

Load Site Monitors will be stationed at designated contractor loading sites. Load Site Monitor positions will be staffed from DPW and supplemented by other City department personnel and/or debris monitoring contractor personnel depending on the magnitude of the debris-generating event.

Load Site Monitors will be assigned to each contractor loading site within designated Debris Control Zones. The Load Site Monitors' primary function is to verify that debris being picked up is eligible under the terms of the contract. They will initiate and sign load tickets as verification that the debris being picked up is eligible. See Tab 8.

The primary tracking mechanism for all debris loaded, hauled, and disposed of will be the Load Ticket. Load tickets will be initiated at pickup and closed-out upon drop-off of each load, and are to be used by both City and contracted haulers.

Disposal Site Monitors

Disposal Site Monitors will be staffed by DPW personnel and/or debris monitoring contractor personnel. The Disposal Site Monitors will be stationed at the landfill disposal site for the purpose of verifying the quantity of material being hauled by the contractor.

The Disposal Site Monitor will estimate the cubic yards of debris in each truck entering the landfill disposal site and will record the estimated quantity on pre-numbered debris load tickets. The contractor will only be paid based on the number of cubic yards of material deposited at the disposal site as recorded on the debris load tickets. See Tab 8.

The Disposal Site Monitor will be responsible for completing and signing each load ticket and returning DCOT copies to the DCOT Supervisor. In addition, Disposal Site Monitors will maintain a daily Debris Disposal Site Load Tracking Log which will also be returned to the DCOT at the end of each day.

At the landfill disposal site, the Contractor will be required to construct and maintain a monitoring station tower for use by the Disposal Site Monitor. The Contractor will construct the monitoring station towers of pressure treated wood with a floor elevation that affords the Disposal Site Monitor a complete view of the load bed of each piece of equipment being utilized to haul debris. The Contractor will also provide each site with chairs, table, and portable sanitary facilities.

Tab 8 to Debris Management Support Annex – Load Ticket

Hampton, Virginia HURRICANE/DISASTER DEBRIS LOAD TICKET		
Date:	Disaster Number:	Ticket Number:
Time:	No. of Passes: Circle One 1 2 3 4	
CONTRACTOR INFORMATION:		
Prime Contractor Name:		
Truck Company Name:		
Truck Driver Name:		
PICK-UP LOCATION:		
Subdivision Name:		
Street Name:		
From:		
To:		
Federal Highway Route: Circle One YES NO		
Loading Site Monitor Signature:		
TRUCK TYPE AND CAPACITY INFORMATION:		
Truck Number:		
Loading Method: Machine Hand		
Measured CY Capacity:		
DEBRIS CLASSIFICATION:		
Vegetative:	White Goods:	C&D: Chips/Mulch/Ash:
DISPOSAL SITE INFORMATION:		
Date:	Disposal/Recycling Site Location:	
Straight -Line Distance to Site:	Please Circle One: 1 to 7.5 miles 7.5 to 10 miles	
Disposal Site Monitor Signature:		
DISPOSAL/RECYCLING FACILITY SIGNATURES:		
Contractor Representative:		Disposal/Recycling Facility Monitor:
State Inspector (if applicable):		Federal Inspector (if applicable):
Comments:		

Tab 9 to Debris Management Support Annex – Health and Safety Strategy

Purpose

The purpose of this Health and Safety Strategy is to supplement existing City of Hampton safety guidelines with regard to debris removal activities. These are recommended baseline safety provisions. Ultimately, health and safety are the responsibility of the contracted parties involved in debris removal and debris monitoring activities. This document will outline some of the general steps necessary to provide a safe work environment for City of Hampton employees and debris removal and debris monitoring contractors' employees. In addition, this document will identify some representative work hazards and the appropriate measures to reduce risk of injury.

Dissemination of Information

Debris contractors' project managers will be provided with this document and will be expected to disseminate the information and guidelines to their respective personnel. A copy of the document should be available for consultation. In addition, elements of the document will be reviewed periodically during the project to increase worker awareness.

Compliance

Debris removal contractors' project managers are responsible for health and safety compliance of their respective personnel and subcontractors. Debris monitoring contractors' project managers are responsible for health and safety compliance of their respective personnel and subcontractors. Any crews or individuals that are not compliant shall be suspended from debris removal activities until the situation is remedied. Frequent offenders of safety policies will be dismissed from the project entirely.

Job Hazard Assessment

Though debris removal activities are fairly similar among events, assessing the particular hazards of each disaster is an important part of maintaining health and safety for the debris removal and debris monitoring workers. At a minimum, the following areas of focus should be considered as part of job hazard assessment:

- **Disaster Debris** – Disasters that result in property damage typically generate large quantities of debris, which must be collected and transported for disposal. The type of debris varies depending on the characteristics of the damaged areas and the debris-generating event (e.g. type, event strength, duration, etc.). In addition, disaster debris produces uneven surfaces which must be negotiated.
- **Debris Removal** – Removal of disaster debris involves working with splintered, sharp edges of vegetative or construction material debris. Many disasters involve heavy rain or flooding. Consequently, disaster debris is damp and heavier than usual.
- **Removal Equipment** – In most disasters, debris must be removed from the public right-of-way (ROW) to provide access for emergency vehicles and subsequent recovery efforts. Debris collection and removal requires the use of heavy equipment and power tools to trim, separate and clear disaster debris.
- **Traffic Safety** – The ROW is located primarily on publicly maintained roads. As a result, much of the debris removal process takes place in traffic in varying levels of congestion. In addition, disasters often damage road signs and power outages at signal locations decreases intersection safety.

- Wildlife Awareness – Displaced animals, reptiles, and insects pose a hazard to debris removal and monitoring workers.
- Debris Disposal – Response and recovery workers at the DMS site are more likely to be exposed to falling debris, heavy construction traffic, noise levels, and dust and airborne particles from the reduction process.
- Climate – The effects of temperature and humidity on physical labor must be monitored, and proper work-rest intervals must be assessed. In cold weather with icy conditions there is a risk for slip and fall injuries.

Administrative and Engineering Control

The use of administrative and engineering controls can greatly reduce the threats to public health and safety during debris removal activities. Some common administrative and engineering controls used in the debris removal process are:

Collection Operations

- Conduct debris removal operations during daylight hours only.
- Limit cleanup operations to one side of the road at a time.
- Limit collection work under overhead wires.
- Inspect piles before using heavy equipment to remove them to ensure that there are no hazardous obstructions.
- Ensure that all collection vehicles have properly functioning lights, horns and back-up alarms.
- Load collection vehicles properly, not overloaded or unbalanced.
- Cover and secure loads if necessary.
- When monitoring the collection process, stay alert in traffic and use safe driving techniques.

Power Tools

- Inspect all power tools before use.
- Do not use damaged or defective equipment.
- Use power tools for their intended purpose.
- Avoid using power tools in wet areas.

Debris Reducing Machinery (Grinders/Woodchippers)

- Do not wear loose-fitting clothing.
- Follow the manufacturer's guidelines and safety instructions.
- Guard the feed and discharge ports.
- Do not open access doors while equipment is running.
- Always chock the trailer wheels to restrict rolling.
- Maintain safe distance.
- Never reach into operating equipment.
- Use lock out-tag out protocol when maintaining equipment.

DMS/Disposal Operations

- Use jersey barriers and cones to properly mark traffic patterns.
- Use proper flagging techniques for directing traffic.
- Monitor towers must not exit into traffic and should have hand and guard rails to reduce trips and falls.

- Monitor towers must have properly constructed access stairways with proper treads and risers and proper ascent angle (4:1 height/width ratio).
- Monitor towers must be surrounded by jersey barriers that protect the tower and Monitors from being struck by inbound or outbound traffic.
- Monitor towers should be located upwind from dust and particulate generating activities.
- A water truck must spray the site at least once daily, but more if needed, to control airborne dust and debris.

Personal Protective Equipment

Personal protective equipment (PPE) works to reduce the risk of injury by creating a protective barrier between the individual and work place hazards. The following PPE is applicable in standard ROW, ROE and vegetative and C&D debris removal activities:

- Head Protection – Equipment designed to provide protection for an individual’s head from falling objects or from striking one’s head against low-hanging objects. PPE used to protect the head must comply with ANSI Z89.1-1986, “American National Standard for Personal Protection – Protective Headwear for Industrial Workers – Requirements.”
- Foot Protection – Equipment designed to provide protection for an individual’s feet and toes against falling or rolling objects and from objects that may pierce the sole or upper section of the foot. PPE used to protect the feet and toes must comply with ANSI Z-41-1991, “American National Standard for Personal Protection – Protective Footwear.”
- Hand Protection – Equipment designed to provide protection for an individual’s hands against hazards such as sharp or abrasive surfaces. The proper hand protection necessary depends on the situation and the characteristics of the gloves.
- Vision/Face Protection – Equipment designed to provide protection for an individual’s eyes or face against hazards such as flying objects. PPE used to protect eyes or face must comply with ANSI Z87.1-1989, “American National Standard Practice for Occupational and Educational Eye and Face Protection.”
- Hearing Protection – Equipment designed to provide protection for an individual’s hearing against prolonged exposure to high noise levels. According to OSHA, the permissible level of sound in an average of 85 decibels over the course of an eight (8) hour workday. Above that sound level, hearing protection is required. PPE used to protect hearing must comply with ANSI S3.19-1974, “American National Standard Practice for Personal Protection – Hearing Protection.”
- Respiratory Protection – Equipment designed to provide protection for an individual’s respiratory system against breathing air contaminated with hazardous gases, vapors, airborne particles, etc. PPE used to protect the respiratory system must comply with ANSI Z88.2-1992. In addition, the use of respiratory protection requires a qualitative fit test, and in some cases, a pulmonary fit test by a licensed medical professional. In addition, the use of a face mask may be

required by Centers for Disease Control recommendations based on community spread of respiratory transmissible diseases.

PPE Debris Removal Activity

The following list of PPE for debris removal activity is based on job hazard assessments. In general, personnel involved in debris removal activity should monitor their water consumption to avoid dehydration and use appropriate skin protection (breathable clothes, light colors, sunscreen, etc.) The selection of PPE is the responsibility of the debris removal contractors' project managers.

Debris Collection Monitoring

The hazards of disaster debris collection monitoring include, but are not limited to, being struck by vehicles; falls or trips on uneven surfaces; and cuts, abrasions, or punctures from vegetative or C&D sharps. PPE requirements include:

- Reflective vest
- Foot protection (rugged shoes or boots, steel toe and shank if required)
- Long pants

Debris Disposal Monitoring

The hazards of disaster debris disposal monitoring include but are not limited to being struck by or caught between vehicles; falls or trips on stairs or uneven surfaces; cuts, abrasions, or punctures from vegetative or C&D sharps, and being struck by falling disaster debris. Monitor towers must be equipped with a first aid kit. PPE requirements include:

- Reflective vest
- Foot protection (rugged shoes or boots, steel toe if required)
- Long pants
- Hard hat

Debris Removal

The hazards of disaster debris removal include but are not limited to being struck by vehicles; falls or trips on uneven surfaces; cuts, abrasions, or punctures from vegetative or C&D sharps, and airborne debris. PPE requirements include:

- Reflective vest
- Vision and hearing protection
- Foot protection (rugged shoes or boots, steel toe and shank if required)
- Long pants

Debris Disposal and Reduction

The hazards of debris disposal and reduction include but are not limited to being struck by or caught in/between vehicles; falls or trips on uneven surfaces; cuts, abrasions, or punctures from vegetative or C&D sharps; being struck by falling debris and airborne particles. PPE requirements include:

- Reflective vest
- Foot protection (rugged shoes or boots, steel toe if required)
- Vision and hearing protection
- Long pants
- Hard hat

Debris Cutting and Trim Work

The hazards of disaster debris cutting and trimming work include but are not limited to being struck by vehicles; falls or trips on uneven surfaces; cuts, abrasions or punctures from power tools or vegetative or C&D sharps; being struck by falling disaster debris and airborne particles. PPE requirements include:

- Reflective vest
- Hand and foot protection (rugged shoes or boots, steel toe if required)
- Vision and hearing protection
- Long pants
- Gloves
- Hard hat

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Epidemiology Support Annex

Please refer to one of the following three places for a copy of this plan:

1. City of Hampton's WebEOC, Folder Library, City Plans
2. City of Hampton and Peninsula Health District
3. City of Hampton Office of Emergency Management

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Evacuation Support Annex

Coordinating Agencies

Emergency Management
Police

Cooperating Agencies

Public Works
Social Services
Fire and Rescue
Marketing and Outreach
Sheriff's Office
Community Development
Hampton and Peninsula Health District
Virginia State Police
Virginia Department of Transportation

Introduction

Purpose

The Evacuation Support Annex describes the coordinating processes used to ensure the most efficient and effective utilization of city transportation resources during disasters.

Scope

This annex describes the estimated number of citizens and visitors that would need to be evacuated for an incident. This annex is mainly focused on hurricane evacuations but could easily be used for other types of evacuations using the same evacuation zones.

Evacuation Considerations

Overview

This section provides estimated evacuation numbers for people, evacuation clearance times and estimated public shelter population based on the Virginia Hurricane Evacuation Study 2020. The numbers are based on the 2020 census data.

The Virginia Hurricane Evacuation Study (HES) 2020 was completed under the National Hurricane Program, a multiagency federal partnership led by the Federal Emergency Management Agency (FEMA), along with the U.S. Army Corps of Engineers (USACE) and the National Oceanic and Atmospheric Administration (NOAA). This HES includes five main analyses: hazards, vulnerability, behavioral, shelter and transportation.

The previous HES was completed in 2009. Improvements in the 2020 HES include:

- Development and acceptance of updated evacuation zones using directional storm data and storm surge modeling results from the SLOSH model.
- Updated demographic data by locality to estimate 2020 population vulnerable and that may be ordered to evacuate.
- Updated shelter location, capacity, and demand data, including a shelter vulnerability assessment to identify which shelters may be impacted under certain storm conditions.
- Updated transportation analysis which represents 2020 transportation projects and lane reversal procedures.

Hazards Analysis – Virginia HES 2020

The hazards most associated with hurricanes include tidal flooding from storm surge, freshwater flooding from heavy rainfall, high winds, and possibility of tornadoes. According to the National Weather Service (NWS), storm surge flooding poses the biggest threat to life and property.

The hazards analysis examines the time and strength of wind and storm surge hazards that can be expected from hurricanes of varying categories, tracks, and forward speeds. Using the Sea, Lake, and Overland Surges from Hurricanes (SLOSH) numerical model by the National Hurricane Center, the projected storm surge heights for various tropical cyclone scenarios are computed. The computed storm tide elevation included storm surge plus the astronomical high tide while also considering stillwater conditions without the effects of wave action.

The Saffir-Simpson Hurricane Wind Scale depicted in Table 24, is a 1 to 5 rating based on a hurricane’s maximum sustained wind speed. This scale does not account for other potentially deadly hazards such as storm surge, rainfall flooding and tornadoes. Virginia is unlikely to be struck by a hurricane greater than Category 4.

Table 23. Saffir-Simpson Hurricane Wind Scale

Category	Wind Speed (mph)	Damage
1	74 - 95	Very dangerous winds will produce some damage
2	96 - 110	Extremely dangerous winds will cause extensive damage
3	111 - 129	Devastating damage will occur
4	130 - 156	Catastrophic damage will occur
5	> 156	Catastrophic damage will occur

Wind and pressure cause storm surge. Wind blowing over the surface of the water exerts a horizontal force that induces a surface current in the general direction of the wind. The surface current, in turn, forms currents in the subsurface. The depth affected by this process of current creation depends on the intensity and forward motion of the storm. For example, a fast-moving hurricane of moderate intensity may produce currents to a depth of 100 feet, whereas a slow-moving hurricane of the same intensity may induce currents to several hundreds of feet. As the hurricane approaches the coastline, these horizontal currents are impeded by a sloping continental shelf, thereby causing the water level to rise. The amount of rise increases shoreward to a maximum level that can be several miles inland from the usual coastline.

The height of the storm surge depends upon the meteorological parameters of the hurricane. Peak storm surge may vary drastically within a relatively short distance along the coastline, depending on the radius of maximum winds and the landfall location of the

hurricane's eye. On the open coast, a fast-moving storm will produce a higher surge, whereas a slow-moving storm will cause the surge to be higher in bays, sounds, and other enclosed bodies of water. The timing of the arrival of storm surge relative to the astronomical tide cycle is critical when evaluating water levels. Combined together, storm surge plus the astronomical tide is known as the storm tide. Because the storm surge increases the water level above the normal astronomical tide, a low-tide event is the best possible timing for onset of storm surge, while a high-tide event is the worst.

Figure 12. Storm Surge Inundation Map COH, Virginia HES 2020

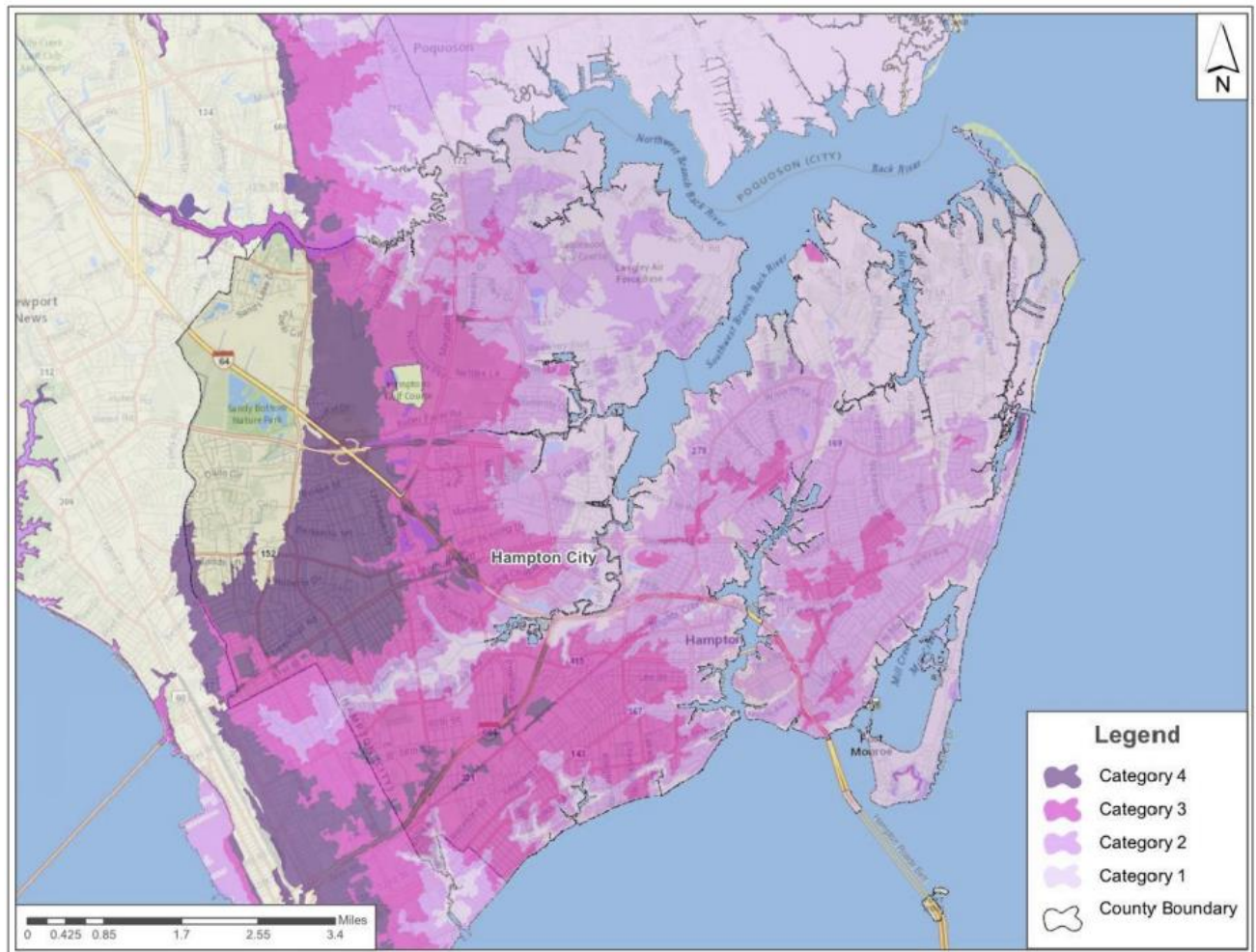


Figure 12 depicts storm surge inundation in the City of Hampton based on Category 1 through Category 4 hurricanes.

To account for forecast uncertainty when determining hurricane evacuation planning and decision-making, SLOSH is used to simulate several thousand hypothetical hurricanes under different storm conditions to evaluate potential storm surge and vulnerability at a more regional level while looking at the “worst-case” scenario. Historical hurricanes impacting the area were analyzed and those hurricanes modeled were considered to have the highest meteorological probability of occurrence in the area. Storm tide elevations are referenced to the North American Vertical Datum of 1988 (NAVD88). For the Chesapeake Bay, a total of 16,320 hypothetical hurricanes were modeled with the results representing

the maximum storm surge that occurred during the astronomical high tide.

The range of water surface elevations from the directional Maximum Envelope of Water (MEOW) inundation mapping for the four storm categories and the seven directions of storm approach are in the table below.

Table 24. Water Surface Elevations from MEOWs

Storm Intensity /Direction	Water Surface Elevation (ft NAVD88)						
	WNW	NW	NNW	P	N	NNE	NE
Category 1	2.0-9.5	2.0-9.2	2.0-8.8	2.0-9.3	2.0-7.4	2.0-6.0	2.0-6.9
Category 2	3.8-16.7	3.2-16.4	2.9-15.8	3.7-16.2	2-11.9	2.5-9.6	2.0-8.2
Category 3	5.1-23.3	5.0-22.7	4.9-22.4	5.1-22.7	4.4-17.8	2.0-13.0	2.0-10.3
Category 4	7.3-29.5	7.2-28.3	5.2-28.1	4.1-28.5	7.4-24.2	3.7-16.4	3-13.1

Vulnerability – Virginia HES 2020

The purpose of the vulnerability analysis is to determine the areas and population in the jurisdiction that are vulnerable to storm surge and to wind damage. Storm surge data was used to map inundation areas, to develop evacuation scenarios and evacuation zones, and to quantify the population vulnerable to storm surge. Hurricane evacuation zones were originally developed in 2017 by Atkins, in cooperation with USACE and VDEM, for Category 1, Category 2, Category 3 and Category 4 hurricanes. The Commonwealth of Virginia utilized data from SLOSH MEOWs to develop Evacuation Zones A, B, C and D. The City of Hampton has four evacuation zones which follow the Virginia designation of Zone A, Zone B, Zone C and Zone D. Areas that do not fall in Zones A-D are inland areas. Mobile homes are susceptible to wind damage and are considered vulnerable under any hurricane category.

Permanent Occupied Units

The estimated number of permanent occupied units in Hampton is 54,050. Estimated people per unit is 2.41, with 2.02 vehicles. Participation in evacuations for Category 1 and 2 hurricanes varies from 10% who are very likely to participate to 39% who are likely to participate. Participation in evacuations for Category 3 and 4 hurricanes varies from 54% for very likely to evacuate and 79 percent who are likely to evacuate. Total permanent occupied unit population is 137,148.

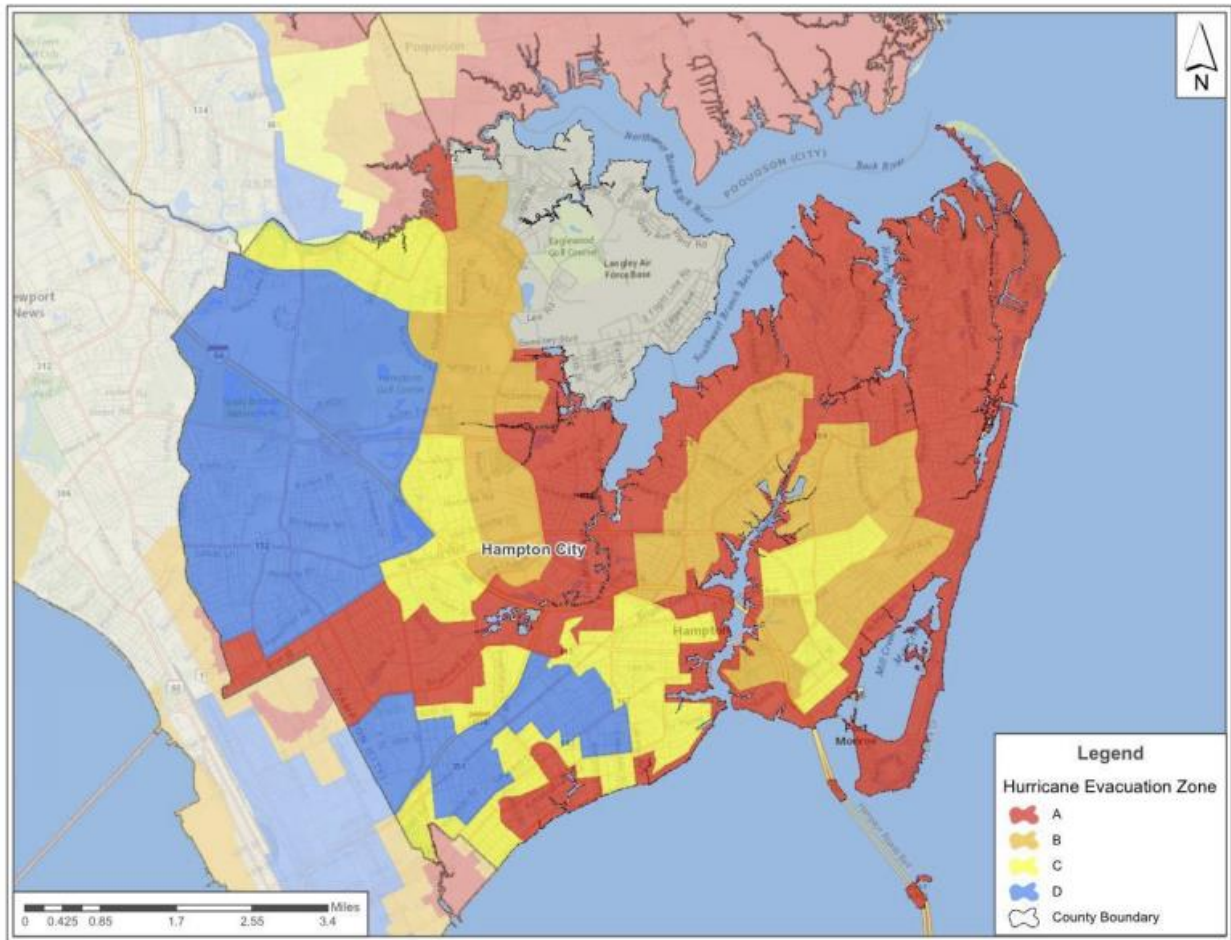
Mobile Home Population

The estimated number of mobile homes in Hampton is 417. The Virginia HES 2020 numbers in Table 26 do not reflect redevelopment of 2 mobile home parks with a net loss of 95 lots. The number of estimated people per unit is 2.38, with 2.01 vehicles. Total mobile home population is estimated at 993.

Seasonal Hotel/Motel Units

The estimated number of seasonal hotel/motel units in Hampton is 2,340. The number of estimated people per unit is 3 people, with 1 vehicle. It is estimated only 1% of the tourist population will seek public shelter. Total tourist population could be 7,020 at the height of tourist season.

Figure 13. Hurricane Evacuation Zones COH, Virginia HES 2020

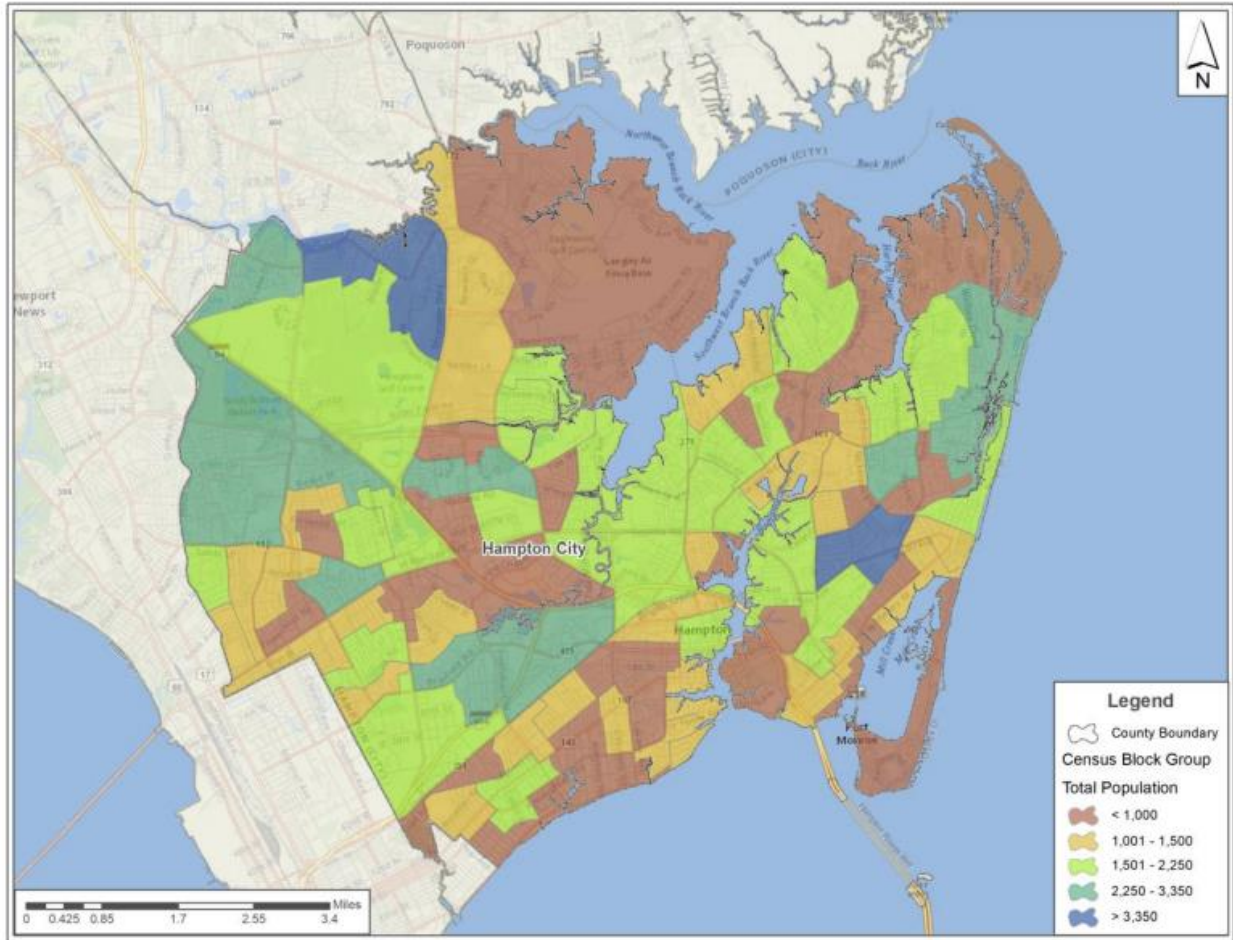


The City of Hampton Hurricane Evacuation Zones are depicted in Figure 13 above. The population of the evacuation zones are depicted in Table 26.

Table 25. Population by Evacuation Zone

Peninsula		
Hampton	A	45,211
	B	32,291
	C	28,266
	D	33,283
	Inland	400

Figure 14. Total Population by Census Block Group



The Census Block Group populations for the City of Hampton are shown in Figure 14.

Table 26. Vulnerable Population Within Evacuation Zones Virginia HES 2020

Evacuation Zone	Mobile Home Population	Households Without a Vehicle	Households in Poverty	Elderly Population	Elderly Households in Poverty	Seasonal Units	Total Potential Evacuation Population
A	428	1,526	2,755	7,366	502	1,087	45,211
B	754	1,313	2,341	4,646	299	714	32,291
C	170	1,217	2,006	3,254	298	724	28,266
D	100	622	1,121	4,504	148	558	33,283
Inland	400	0	0	0	0	0	400

The Virginia HES 2020 estimated the number of vulnerable populations and households, the tourist/seasonal population, the population requiring transportation assistance from the government and the population in mobile homes and recreational vehicles. Table 26 shows vulnerable populations within evacuation zones in the City of Hampton.

Evacuation recommendations are not solely based on hurricane intensity category but on the maximum storm surge predicted for an area. Virginia has developed tiered evacuation relative to hurricane intensity and directional grouping track based on SLOSH Maximum of Maximums (MOMs) relative to the estimated storm surge inundation. Table 28 depicts the directional grouping by storm category based on anticipated storm surge levels. Note parallel storms include storms moving East Northeast and Northeast.

Table 27. Hurricane Intensity and Hurricane Track Directional Grouping

Hurricane Intensity Grouping	Hurricane Track Directional Grouping	
	P to N	NNW to WNW
Category 1–2	A	B
Category 3	B	C
Category 4	C	D

* P = Parallel, N = North, NNW = North Northwest, WNW = West Northwest

Behavioral Analysis

Behavioral assumptions are a critical element in hurricane evacuation modeling. They identify the populations that will participate during an evacuation order and their subsequent behavior in response to the evacuation order. In 2010, the Regional Catastrophic Planning Team conducted an Evacuation Planning Study as a component of that project. Evacuation participation rates were surveyed by regions in the RCPT study. This study included past participation rates; likeliness to evacuate during a Category 1 or 2 hurricane; likeliness to evacuate for a Category 3 or higher hurricane; destinations to include public shelter, friends and/or family within region or outside the region, and hotels or motels; distance willing to evacuate; vehicle usage and access to public transportation for vulnerable population; preferred routes for evacuation; and timing of following evacuation order. Evacuation Support Annex Tab 1 is the Peninsula Evacuation Participation Rates by Storm Evacuation Category Including Shadow Evacuees from the 2010 RCPT Evacuation Planning Study.

The 2020 Virginia HES did not have a separate behavioral analysis component. Participation rates, public shelter rates, vehicle usage rates and other destination rates for the 2020 Virginia HES were developed from multiple sources to include the 2010 RCPT Evacuation Planning Study, the U.S. Census/American Community Survey data, and in coordination with the study’s stakeholders.

Behavioral analysis is based on four basic evacuation behavioral assumptions which are participation rates, response curves, vehicle usage rates, and destination rates. Participation rates identify proportion of the population participating in evacuation based on storm intensity. Response curves are the time in hours for evacuees to respond to an evacuation order. Vehicle usage rate pertains to the proportion of vehicles used during an evacuation order. Destination rates identifies the points of safety the population is evacuating to during a hurricane evacuation. Public shelter usage rates are components of the destination rate grouping.

The 2020 Virginia HES adopted three participation rate categories: high 100%, medium

80% and low 60%, to reflect those very likely to evacuate, likely to evacuate and somewhat likely to evacuate in that respective order. Behavioral studies for the Virginia 2020 HES are regional and not jurisdiction specific. An estimated total of 72% of evacuating Peninsula residents would utilize Interstate 64 to evacuate with 3% utilizing U.S. Route 17 and 3% utilizing U.S. Route 60.

Shelter Analysis

A shelter assessment reviews existing shelters and their vulnerabilities to impacts from hurricanes, such as storm surge, so that evacuees will have adequate and safe facilities to use. The 2020 Virginia Hurricane Evacuation Study estimates that 10% of Virginia's evacuating population may require public shelter during a hurricane evacuation scenario. The 2010 RCPT Behavioral Analysis estimated that 11% of Hampton's evacuating population would seek public shelter.

The potential shelter demand increases as the intensity of the hurricane increases. Shelter capacity decreases as hurricane category increases because of the topography of the city and the location of shelters in the evacuation zones. The City of Hampton has a sheltering deficit based on the population in the evacuation zones and the percentage of the population anticipated to access public shelter. It is noted that storm direction impacts water levels anticipated at even our higher elevation shelters. Shelter capacities are located in the Evacuation Support Annex Tab 2.

The Virginia HES 2020 utilized SLOSH modeling to evaluate directional impact on storm surge for public shelters in Virginia. Rainfall flooding was not a component of the modeling. Some shelters are not suitable for sheltering under certain storm conditions and that is reflected in the shelter deficit numbers. Table 28 reflects that lowest elevations of the shelters in feet NAVD88 and the impact of water in feet based on the direction of the storm impacts.

Table 28. Shelter Vulnerability Analysis – Virginia HES 2020

Shelter Name	Lowest Elevation (Ft. NAVD88)	Storm Surge Zone	Evacuation Zone	Impacts from Categories 1-2 from Parallel to Northern Direction	Impacts from Categories 1-2 from NNW to WNW Direction	Impacts from Category 3 from Parallel to Northern Direction	Impacts from Category 3 from NNW to WNW Direction	Impacts from Category 4 from Parallel to Northern Direction	Impacts from Category 4 from NNW to WNW Direction
Bethel High School	21.54	Inland	D	0.00	0.00	0.00	0.00	0.00	0.00
Christopher Kraft Elementary School	15.94	4	D	0.00	0.00	0.00	0.00	0.00	2.96
Forrest Elementary School	17.26	4	D	0.00	0.00	0.00	0.00	0.00	1.94
George P. Phenix PreK-8 School	23.78	Inland	D	0.00	0.00	0.00	0.00	0.00	0.00
Hampton High School	11.94	3	C	0.00	0.00	0.00	0.00	0.00	6.56
Hunter B. Andrews PreK-8 School	16.44	3	D	0.00	0.00	0.00	0.00	0.00	1.96
Cesar Tarrant Middle School	16.03	4	D	0.00	0.00	0.00	0.00	0.00	3.07
Lindsey Middle School	9.95	3	A	0.00	0.00	2.65	4.75	5.65	8.75
Thomas Eaton Middle School	9.7	2	B	0.00	1.10	3.20	5.50	6.70	9.20
Tucker-Capps Elementary School	17.37	4	D	0.00	0.00	0.00	0.00	0.00	2.03
Hines Middle School NN	27.09	Inland	Inland	0.00	0.00	0.00	0.00	0.00	0.00

The Virginia HES 2020 estimated the total shelter demand based on low, medium and high evacuation participation rates. Shelter demand verses shelter capacity were compared to the shelter availability in the evacuation zones. Table 29's shelter list has been modified post the 2020 Hurricane Evacuation Study. See Tab 2 Shelter Capacities.

Table 29 depicts shelter capacity verses shelter demand based on participation rates.

Table 29. Hampton Shelter Capacity Verses Shelter Demand – Virginia HES 2020

Participation Rate	Total Shelter Demand				Shelter Demand Verses Capacity			
	Level A	Level B	Level C	Level D	Level A	Level B	Level C	Level D
100% Participation	8,117	11,159	13,425	15,317	-4,648	-7,690	-9,956	-11,848
80% Participation	6,131	8,010	9,918	11,796	-2,662	-4,541	-6,449	-8,327
60% Participation	3,389	4,357	7,540	8,749	80	-888	-4,071	-5,280

Transportation Analysis

The 2020 Virginia HES utilized FEMA's Real Time Evacuation Planning Model (RTePM), a web-based transportation modeling tool with updated population and transportation network sources. A total of 104 different evacuation scenarios were developed for analysis. Clearance times were modeled by regional evacuation clearance times verses clearance times for individual localities. In RTePM, the evacuation clearance times are calculated when all traffic in the scenario reaches their evacuation destination or a public shelter. RTePM is not designed to model exact traffic flow over time and it is not a calibrated model.

Table 30. Virginia Regional Tiered Evacuation Clearance Times

Zone	Evacuation Clearance Time (Hours) for Medium (80%) Participation Rate
A	28 Hours
B (A+B)	45 Hours
C (A+B+C)	58 Hours
D (A+B+C+D)	67 Hours

Virginia Department of Emergency Management encourages residents to evacuate in-region to a higher, non-evacuated zone. This could potentially reduce the number of vehicles on the main evacuation routes during an evacuation. In-region evacuation is also likely to take place nearer to storm landfall increasing local street traffic and requiring additional traffic control assets. It could also impact emergency equipment response and essential personnel reporting to work.

Once an evacuation order is given, the Virginia Department of Transportation (VDOT) will work to proactively alleviate travel pressures on affected Virginia roadways. VDOT crews will stabilize construction sites ahead of the storm and lift temporary lane closures on major routes, where possible. Traffic monitoring and incident response staffs will be augmented in some areas during the evacuation process, to prepare for increased traffic volumes and, potentially, additional crashes and disabled vehicles.

The Virginia HES 2020 modeled several scenarios utilizing I-64 lane reversal scenarios for storms greater than Category 2. It also included North Carolina evacuation traffic. Modeling showed that there can be potential time savings of between 4 and 12 hours in evacuation clearance times with lane reversal.

Concept of Operation

General

As the Commonwealth's chief executive, the Governor's key responsibilities in response to an impending hurricane may include declaring a State of Emergency and ordering an evacuation for at-risk areas of the Commonwealth, to include authorization of the Virginia Hurricane Lane Reversal Plan as needed. The Governor will likely coordinate with City's executive leadership prior to initiating an evacuation or a lane reversal order so that coordination and messaging can take place prior to issue of the evacuation order.

The City of Hampton, VA plans on operating in accordance with the Virginia Hurricane Lane Reversal Plan. It assumes the general public will cooperate with the authorities by following instructions given. The State will provide traffic control for the interstate and the local jurisdictions are responsible for traffic control on local roadways.

Lane Reversal Operations

The 2020 Virginia HES modeled several scenarios utilizing I-64 lane reversal scenarios. Only a few storm conditions are likely to trigger lane reversal operations due to the limited benefit of between 4 and 12 hours in improved evacuation clearance times. Lane reversal operations begin at Exit 273 in Norfolk, east of the Hampton Roads Bridge Tunnel, and end at the I-295 interchange, east of Richmond. Eastbound lanes and ramps are closed to eastbound traffic during operations. Along this corridor stretch, only two possible exits are made for evacuees using I-64 during lane reversal operations along eastbound lanes. The first is exit 234 in Williamsburg and the other is Exit 205 in Bottoms Bridge. If evacuating vehicles use either of these two exits, they cannot rejoin lane reversal operations.

Hampton emergency services will need to closely coordinate with Virginia State Police and Virginia Department of Transportation for response to traffic incidents and medical emergencies on the reversed lanes.

Strategic Evacuation Timeline

The strategic evacuation timeline identifies key actions required before and after evacuation commences. The following planning assumptions apply to the Commonwealth's strategic timeline:

- The strategic timeline relates to a Category 2 hurricane or greater and is based on the timeline in the Commonwealth of Virginia Emergency Operations Plan (COVEOP).
- Commonwealth officials use an H-Hour evacuation timeline as a planning and decision-making tool.
- H-Hour is defined as the onset of tropical storm force winds.

- The lead time for notifying the public of an impending evacuation order is dependent on the severity of the storm and the timing of the impending storm.
- Adequate notification is necessary for travelers/commuters who are reliant on public transportation so they can make necessary preparations to evacuate before normal public transportation services end.
- Commonwealth officials use a 32-hour clearance time as an overall planning factor for all jurisdictions within the Commonwealth that may need to evacuate; however, the actual clearance time will vary depending on the area at risk and the magnitude of the storm.
- Timeline actions could shift to the left or to the right based on the need to commence evacuation during daylight hours.

It is important to understand the established on and off ramp closures of the State plan so the public can be advised with clear concise messages that do not conflict with the State's role. Additionally, the closures of on and off ramps along the interstate will have a significant impact on the routes available for reporting personnel, delivery of supplies and equipment, and the movement of emergency vehicles.

Once the lane reversal order is given Virginia State Police will shut down the eastbound lanes of I-64 to all traffic as soon as possible from the Hampton Roads Bridge Tunnel to the I-295 interchange. Once all interchanges report that the roadway is clear, an aerial inspection or vehicle sweep is completed, VSP will proceed westbound, from Hampton Roads Bridge Tunnel, in the eastbound lanes; coordinating their movements to ensure that traffic does not pass them.

During each phase of the evacuation traffic control points will be established to limit access to the roadways and to meter traffic on to the interstate in order to provide a smooth traffic flow and help prevent over saturation.

The number of control points will be determined by the Hampton Police Division. Staffing and equipment support may need to expand to accommodate control point numbers and vehicle volume. The recommended equipment for establishing control points includes:

- Barricades and Traffic Cones
- Free-standing Lights
- Portable Restrooms
- Variable Message Boards

Table 31. Evacuation Control Points and Resource Requirements

LOCATION	RECOMMENDED CONTROL	ESTIMATED STAFFING	REQUIRED EQUIPMENT
Mallory @ I-64	Entry Only to I-64W	1	Gate/Barricade
Mallory @ Mellen	Priority (W) to I-64	0	Cones
Mallory @ Mercury	Priority S&W bound	1	Cones
Settlers Landing @ I-64	Entry Only to I-64W	1	Gates/Barricade
Mercury @ Pembroke	Priority to Mercury and W Bound	1	Cones
Armistead @ Settlers Landing	Priority to Armistead	1	Cones
King Street Gate	Close	0	Coordinate with JBLE
LaSalle Gate	Close	0	Coordinate with JBLE
Aberdeen @ I-664	Enter only to I-664 N	VASP	Barricades
Powhatan @ I-664	Enter only to I-664 N	VASP	Barricades
Pembroke @ LaSalle	Priority to LaSalle N	1	Cones
Armistead @ I-64	Entry Only to I-64W	VASP	Barricades
Mercury @ Armistead	Priority to Armistead (N)	1	Cones
Mercury @ Aberdeen	Priority to Mercury (W)	1	Cones
Mercury @ Big Bethel	Priority to Big Bethel (N)	1	Cones
I-664 @ I-64	Entry Only to I-64W	VASP	Barricades
Mercury @ I-64	Entry Only to I-64W	VASP	Barricades
Hampton Roads Center Pkwy @ I-64	Close Median Lanes; Enter only to I-64 W	1	Barricades
Hampton Roads Center Pkwy @ Neil Armstrong Pkwy	Close Median Lanes; Enter only to I-64 W	1	Barricades
Neil Armstrong @ Commander Shepard	N Bound Only	1	Barricades
Neil Armstrong @ Hardy Cash	Enter only to Neil Armstrong (N)	1	Barricades
Total Personnel Required		13	

Public Information Strategy

Information to the public regarding the status of evacuation will be crucial to ensuring a coordinated process, this includes pre-incident education of the plan. The following methods will serve as a means to inform the public, to include access and functional needs populations, on evacuation:

- Social Media
- News Outlets
- Crowd Sourcing platforms
- Radio
- Traffic Message Boards
- Everbridge (notification system)

The City PIO (Marketing, Inc) is responsible for coordinating public messaging regarding evacuation operations.

- The City PIO should ensure messaging methods account for individuals with access and functional needs and non-English or limited English speaking populations. The City PIO will coordinate with the City EOC for language resources, to include American Sign Language translation, and with VDEM Region 5 RCC if those resources are not locally available.
- The City PIO will coordinate all evacuation messaging with the Hampton Fire and Rescue Division, Hampton Police Division and the City Administration for consistency.
- The City PIO should coordinate evacuation messaging with neighboring jurisdictions for consistency. If a regional or state JIC is established, the City will provide a PIO to coordinate messaging.

Responsibilities

Emergency Management

- Maintain the City of Hampton Evacuation Plan and educate local response personnel, NGOs, and elected officials on the City Evacuation Plan.
- Maintain situational awareness and assess threats presented by impending conditions.
- Make recommendations to City Manager for local evacuations.
- Coordinate with state and local jurisdictions on initiation of evacuation operations.
- Coordinate with DSS to open shelters for evacuating individuals.

Police

- Lead and coordinate traffic control in coordination with jurisdictional partners, neighboring jurisdictions and Virginia State Police.
- Establish traffic control points to monitor and manage evacuation.

Social Services

- Open shelters for evacuating residents.

Hampton and Peninsula Health District

- Coordinate and run medical special needs shelters.

Fire and Rescue Division

- Assist with evacuation.

Sheriff's Office

- Assist Hampton Police Division with evacuation.

Marketing and Outreach

- Coordinate public messaging regarding evacuation operations.

Public Works

- Provide street signage as requested to maintain safe traffic flow.

Critical Transportation Need

Overview

The majority of residents will utilize their own transportation to evacuate an at-risk area. There is a smaller segment of the population that does not have its own transportation.

Some of this group may have access and functional needs such as mobility or language limitations or physical impairments and disabilities. This group may require government-provided assistance to evacuate the at-risk area. The Governor may declare a state of emergency based on the hurricane forecast. The Governor may also submit a request for a pre-landfall emergency disaster declaration through FEMA Region III to the President of the United States.

Purpose

Develop procedures to evacuate residents with critical transportation needs from at-risk areas during evacuation for a Category 2 or higher hurricane. This plan should outline procedures necessary to conduct an orderly evacuation that synchronizes with current federal and Commonwealth of Virginia planning initiatives.

Scope

In a large-scale evacuation due to a Category 2 or greater hurricane that exceeds the City of Hampton's resources, the City of Hampton will request assistance from the Virginia Department of Emergency Management for assets available under the Commonwealth of Virginia's private sector contract for ground transportation resources. These assets may include passenger vans, mini buses, para-transit vehicles and motor coaches.

Assumptions

The need for transportation assets may be related to sheltering demand that exceeds the City of Hampton's sheltering resources. The availability of state managed shelters in or outside of the region are an essential component of the evacuation plan.

The City of Hampton may need to establish a reception center at the Hampton Coliseum to stage and process a large number of residents with critical transportation needs who will require transportation to shelters outside of the evacuated areas. Department of Social Services staffing may be supplemented with staff from Parks, Recreation and Leisure Services. Hampton Police Division is responsible for traffic control and security at the reception center.

Destinations for evacuees will be coordinated with Virginia Emergency Operations Center ESF 6. This could be a State Coordinated Regional Shelter – Congregate Shelter to provide immediate temporary shelter for persons displaced by an emergency event. These are primarily state-owned properties and may be staffed by VDSS personnel, an adjunct emergency workforce, facility personnel, or other state agency personnel.

In every evacuation there are individuals who evacuate with their pets. The Pet Evacuation Transportation Standard (PETS) Act of 2006 identified household pets as a dog, cat, bird, rabbit, rodent, or turtle kept in the home for pleasure verses animals kept for commercial use. Household pets do not include reptiles (except turtles), amphibians, fish, insects/arachnids, or farm animals/horses. The Americans With Disabilities Act requires that people with disabilities are accompanied by their service animals and the service animals will remain with the disabled person at all times.

Household pets and service animals may travel with those with critical evacuation needs dependent upon the vendor's contract and provided the pet fits inside a portable carrier and the pet carrier will fit under the seat or on the owner's lap during travel. If City of Hampton resources are not available from DSS or Animal Control, assistance can be

sought from the Virginia Department of Agriculture and Consumer Services for those pets too large to meet the above criteria.

Public Information Strategy

Information to the public regarding the process of requesting assistance for evacuation will be crucial to ensuring a coordinated process, this includes pre-incident education of the plan. The following methods will serve as a means to inform the public, to include access and functional needs populations, on evacuation:

- Social Media
- News Outlets
- Crowd Sourcing platforms
- Radio
- Traffic Message Boards
- Everbridge (notification system)

The City PIO (Marketing, Inc) is responsible for coordinating public messaging regarding evacuation operations.

- The City PIO should ensure messaging methods account for individuals with access and functional needs and non-English or limited English speaking populations. The City PIO will coordinate with the City EOC for language resources, to include American Sign Language translation, and with VDEM Region 5 RCC if those resources are not locally available.
- The City PIO will coordinate all evacuation messaging with the Hampton Fire and Rescue Division, Hampton Police Division and the City Administration for consistency.
- The City PIO should coordinate evacuation messaging with neighboring jurisdictions for consistency. If a regional or state JIC is established, the City will provide a PIO to coordinate messaging.

The 311 Citizens Contact Center will serve as the link between the public and the City of Hampton to provide information to the public and to receive calls for transportation assistance.

Responsibilities

Emergency Management

- Make recommendations to City Manager for local evacuations and the need for additional transportation assets.
- Coordinate with state and local jurisdictions on initiation of evacuation operations to integrate state vendor assets into evacuation operations.
- Coordinate with the Virginia EOC for shelter location for evacuating population.
- Coordinate establishment of a reception center for evacuating population.

Police

- Lead and coordinate traffic control in coordination with jurisdictional partners, neighboring jurisdictions and Virginia State Police.
- Establish traffic control points to monitor and manage evacuation.

Social Services

- Open shelters for evacuating residents.

Hampton and Peninsula Health District

- Coordinate and run medical special needs shelters.

Fire and Rescue Division

- Assist with evacuation.

Sheriff's Office

- Assist Hampton Police Division with evacuation.

Marketing and Outreach

- Coordinate public messaging regarding evacuation operations.

Public Works

- Provide street signage as requested to maintain safe traffic flow.

Re-Entry

Overview

The City Manager is the Director of Emergency Management (the "Director"). The Director, in coordination with damage assessment teams, city departments, state, and federal agencies, will determine the level of accessibility to the hurricane-stricken areas by the general population, businessmen, media, and recovery teams.

The Police will be responsible for implementing the necessary traffic control points on return routes, establishing security measures around and in the stricken area, and enforcing access restrictions directed by city officials. A table delineating the traffic control points for re-entry and the resources necessary is included in Table 33.

Purpose

Develop a re-entry process to the disaster area that will ensure an orderly and expedient return to the evacuated area, provide for the safety and welfare of the people--as well as the security of their property--after their return, and allow recovery teams the opportunity to accomplish their tasks, as assigned.

The *City of Hampton (the City) Re-Entry and Access Authorization Plan* establishes the organizational and operational framework for the safe and efficient re-entry of authorized individuals to support effective response and recovery of the City.

This plan is intended to ensure that post-disaster re-entry is accomplished in a coordinated manner once deemed safe by the Director based on the recommendation of the Emergency Operations Center (EOC) Policy Group for people to enter/return to the impacted area.

Scope

The provisions of this plan are specific to the City and apply to all-hazards involving re-entry and access back into the City from an evacuation. The plan outlines and clarifies the roles and responsibilities of agencies involved in the re-entry process. It is designed to provide uniform guidance to all agencies and organizations who are responsible for supporting re-entry operations, safeguarding residents and property, and controlling access to impacted areas following a disaster and/or emergency situation involving evacuation.

Assumptions

The evacuated population will want to return to their homes and businesses as soon as possible following the hurricane. The same routes used in the evacuation will be used to return to the disaster area. Traffic in the return phase will be heavy and will experience similar problems as in the evacuation phase. Access to and mobility in the area will be impeded by damaged segments of the transportation system, debris, areas cordoned off due to identified hazards, and recovery teams attempting to restore the areas.

The nature of the threat or hazard, possibility of escalation, number of people affected, and related factors must be considered before making the decision to activate this plan. The extent of re-entry operations and levels of authorization involved will be implemented based on the size and severity of the incident and decisions made by the Director or designee. This plan may be used in the event of localized evacuation, large-scale City-wide evacuation, and/or evacuations involving multiple jurisdictions.

The following planning assumptions apply to this plan:

- Officials in the City will maintain primary control over re-entry decisions and operations.
- Re-entry operations will involve a tiered approach.
- Re-entry is a critical economic imperative.
- Damage assessment information will be needed as soon as practical to identify and prioritize the most seriously damaged areas in the City. Damage assessments of impacted areas will be necessary to identify and prioritize re-entry operations.
- Local re-entry checkpoints and emergency routes may be established in the affected area(s) after an assessment is completed, provided life safety issues are manageable.
- Ingress/egress routes may be too numerous in the affected area to limit access by checkpoints alone. Access in the affected area may be enforced by curfew.
- Re-entry will begin during morning hours to maximize the hours of daylight available.
- Traffic management will become imperative with residents and businesses working to get back into the impacted area.
- Individuals with access and functional needs may require assistance and/or transportation.
- Information related to access control and subsequent re-entry is provided using all means of public messaging, through the City Public Information Officer (PIO) and the regional or state Joint Information Center (JIC), if activated for the incident.
- The City PIO and the regional or state JIC, if activated, will identify and use messaging approaches that account for access and functional needs populations.
- The Unified Command/Incident Command (UC/IC), for isolated incidents, or the City EOC may request, through the Virginia Department of Emergency Management (VDEM) Region 5 Regional Coordination Center (RCC), the Federal Aviation Administration restrict airspace over the impacted area if the use of drones by organizations, individuals, or the media poses a safety threat to response and recovery operations.
- Public-Private partnerships are key to successful re-entry coordination. As such, the private sector will promote the use of this framework in the City.
- A portion of the population will not evacuate and may include those who currently have or will subsequently incur medical or other access and function needs, leaving the need to care for vulnerable populations that choose to stay.

- Changing the re-entry phase will depend on the decision of the appropriate authority to rescind mandatory evacuation orders.

Concept of Operations

General

The emphasis of this plan is to provide life safety and security for residents and their property in impacted areas. The intent of re-entry is to allow for the safe and orderly entry/return of residents and businesses as soon as it is safe. Timelines for these activities are dependent on the scope and nature of the incident.

The Director or designee will serve as the lead decision-making authority for implementing/enforcing re-entry operations in the City. The City will coordinate with neighboring jurisdictions and other governmental agencies regarding re-entry and access authorization requirements. It is the responsibility of the City to inform response personnel, including Non-Governmental Organizations (NGOs), and elected officials on the existence and requirements of this plan.

This plan is intended to achieve the following objectives:

- Promote safe and orderly return of residents.
- Limit access to affected areas to those with verified need/purpose.
- Allow businesses and industry to return as quickly as possible to begin restoration processes.
- Return the community and local economy to normalcy in an expedient and safe manner.
- Educate the community on the existence and requirements of the re-entry plan in a manner that is accessible to all.

The Director with the assistance of the Emergency Management Coordinator will develop accessibility policies to the stricken areas, in coordination with the appropriate city service chiefs, state, and federal officials. Access to areas of the city will vary depending on the extent of the damage sustained and the conditions of the area at the time immediately following the storm, and who is requesting accessibility.

The accessibility policies developed and implemented will define who will be given access to the damaged areas initially, time restrictions regarding access, whether escorts are required, and what protective gear or identification are needed to enter the damaged area. Methods to facilitate identification of emergency workers, media, insurance adjusters, retail owners, etc., will also be developed for safety and security purposes, utilizing some system of colored badges, name tags, arm bands, etc. The Police Division will be responsible for enforcing these policies and procedures.

The damaged areas will be evaluated in terms of public safety to determine the degree of accessibility allowable given the conditions observed. Initially most area will probably be restricted to damage assessment, search and rescue, debris removal, and critical facilities restoration teams. Those areas identified as posing a potential danger or risk to the general population will be identified and cordoned off with warning placards. As roads are cleared and serious hazards removed or cordoned off, areas of the City will be opened up to the public. Retail merchants and industries will be provided early access to the disaster area to assess their damages and make the appropriate arrangements to secure and protect their inventories.

The PIO, in coordination with Emergency Management, will be responsible for developing announcements that address the following:

1. Notification of residents and retail merchants when it is appropriate to return.
2. Area condition reports that identify which areas are safe for entry, as well as restrictions that apply to those areas.
3. Post-event operations of local, state, and federal agencies.
4. Where to apply for disaster assistance programs.

Public Works, in coordination with other appropriate city departments, and state and federal agencies, will coordinate provision of essential services and accommodations, such as potable water, food, and waste disposal, to support recovery teams and the general public as they return to the area. Facilities will be identified and inspected to temporarily house city department and service agencies that might have been destroyed.

If residents refuse to leave and they are in a mandatory evacuation area they will be asked to sign a waiver stating that they understand the risks if they stay and that there is a possibility that the city will not be able to rescue them after a certain point.

All requests for evacuation will go through 311 or 911 and will be consolidated in the EOC so logistics and ESF 1 can develop a concise plan to help all that need to be evacuated in the most efficient means possible.

Re-Entry Phases

A phased approach to re-entry corresponds to the assessment of the currently known situation in the City and adjacent localities. A damage assessment of the impacted area will be completed as soon as conditions safely allow. There are multiple considerations in determining re-entry to impacted areas:

- Accessibility into the affected area: Whether major roads in the area are intact and passable based on information provided by Hampton Public Works Department and/or VDOT officials.
- Public health and medical: The extent to which health and medical related threats have been minimized based on information provided by Hampton Health Department.
- Public safety issues: The extent to which threats to public safety have been minimized.
- Ongoing response activities: Whether major wilderness and structural (urban) search and rescue and ongoing life safety operations are not hindered.
- Critical utility restoration: Accessibility by the public of critical utility services.
- Subsistence: Food and water are readily available.

The City will designate the geographic areas within the jurisdiction that are subject to the specific phase of re-entry. The re-entry phase for a designated area will alter as the situation in the affected area changes. Different areas within Hampton may be subject to different re-entry phases.

Re-Entry Priorities

Re-entry priorities follow a four-tier system aligned with the phases of re-entry:

- Tier 1: During the Closed (Red) Phase, only agencies, groups, and individuals with key roles in responding to and restoring normal operations after a disaster are allowed access.

- Tier 2: During the Restricted (Yellow) Phase, other critical groups, government support personnel, and private sector organizations may be allowed as determined by the City.
- Tier 3: During the Limited (Green) Phase, groups needing access to perform recovery functions are allowed, but some areas may still be restricted.
- Tier 4: During the No Restriction (Blue) Phase, all groups and individuals not allowed under the other phases are now allowed entry to the affected area.

Table 32. Phases of Re-Entry

Phase	Access Level	Description
Closed (Red)	Tier 1	Authorized critical response/recovery personnel only
Restricted (Yellow)	Tier 2	Authorized critical groups/personnel, government support function personnel, and designated private sector organizations
Limited (Green)	Tier 3	All authorized personnel except in some designated areas that remain closed or inaccessible
No Restriction (Blue)	Tier 4	All restrictions are lifted for entry into the affected area

Notification and Activation

The Director or designee is responsible for activating this plan based on the recommendation of the EOC Policy Group. In order to ensure the safety of the residents and business community, necessary preparations for the re-entry of the general public will commence immediately, beginning with securing a perimeter around the impacted area and allowing those with Tier 1 access into the impacted areas to restore essential services and infrastructure.

The Hampton Office of Emergency Management will be responsible for initiating and conducting notifications following activation of the Plan by the Director or designee. The Hampton Office of Emergency Management will notify the Lead and Supporting Agencies identified in this plan using the methods outlined in the Emergency Operations Plan (EOP) ESF 5: Emergency Management.

The Hampton Office of Emergency Management will notify neighboring jurisdictions and the VDEM Region 5 RCC during the Regional Coordination Call. The Director or designee is responsible for notifying any elected official(s) regarding the re-entry status of the City.

Access Control Management

In general, access authorization and identification will be a two-pronged approach:

- 1) Recognition of those already verified attributes for Emergency Responders, Government Officials, and Critical Infrastructure lifeline sector owners and operators will be authorized access without any other provided access pass.
- 2) Non-lifeline Critical Infrastructure, military, affiliated volunteers, authorized media personnel, and private business owners will be required to provide event-designated identification.

Authorization and identification requirement considerations for the City include:

- Hampton Office of Emergency Management will coordinate with all government agencies/ organizations to ensure appropriate volunteer staff or contractors have either official government credentials or event-issued credentials.
- Approved organizations are responsible for registering their individual members that will require access.
- Military personnel will require a Letter of Access provided by the Installation Commander or designated representative to identify them as essential personnel. The Letter of Access may be either hard copy or electronic.
- Based on the situation and as determined by the UC/IC or the City EOC Policy Group, media may require an official government escort to enter the restricted area.
- For residents, proof of residence documents must show the resident's name and the City street address. A post office box or business address is not acceptable. Proof of residence documents include:
 - Payroll check stub issued by an employer within two months
 - W-2 or 1099 tax form not more than 18 months old
 - Income tax return from the previous year
 - Monthly bank statement not more than two months old
 - Utility bill, not more than two months old, issued to resident
 - Receipt for personal property taxes or real estate taxes within the last year
 - Deed, mortgage, monthly mortgage statement, or residential rental/lease agreement
- Insurance providers must provide documentation with the name and address of impacted policy holders within the authorized area. Only insurance providers with existing customers in the impacted area will be authorized entry.
- Only building contractors and repair service providers with existing customers and documents (paper or electronic) with client name and destination address within the authorized area will be allowed entry.

Resource Requirements

The City will coordinate with any surrounding localities and law enforcement officials in those areas that may be affected by the return traffic flow so that traffic control resources can be effectively deployed. Hampton Police and Public Works Departments will provide the necessary equipment required to establish checkpoints and maintain security during re-entry. The UC/IC, for isolated incidents, or the City EOC will maintain responsibility for monitoring resource levels and requesting resource augmentation through the VDEM Region 5 RCC following the request processes outlined in the EOP ESF 13: Public Safety and Security

The number of checkpoints will be determined by the Hampton Police Division. Staffing and equipment support may need to expand to accommodate checkpoint numbers and vehicle volume. The recommended equipment for establishing checkpoints includes:

- Barricades and Traffic Cones
- Free-standing Lights
- Portable Restrooms
- Variable Message Boards

Checkpoints and Routes

The UC/IC, for an isolated incident, or the City EOC may establish checkpoint perimeters to prohibit individuals from returning to the locality before it is safe for re-entry. The Hampton Police Division will assist in the execution of this task as coordinated by the Hampton Office of Emergency Management.

- Waterway re-entry will be coordinated by the Hampton Police Division supported by the Virginia Port Authority and Virginia Department of Emergency Management (VDEM). The U.S. Coast Guard, as the authority for navigable waterways, will support waterway traffic restrictions through coordination with VDEM.
- Outer perimeter checkpoints outside of the emergency zone will be established by the Hampton Police Division, Newport News Police Department, York-Poquoson Sherriff's Office, and Poquoson Police Department in conjunction with the City emergency personnel. The outer perimeter will facilitate the restriction of any unapproved resources or personnel and provide a buffer zone to the impacted areas.
- Inner perimeter checkpoints will be established at or near the boundary of the emergency zone by the Hampton Police Division in conjunction with the City emergency personnel. The inner perimeter will assist in the control of access into and out of the immediate impacted area(s), providing security to the community, personnel, and residents inside the perimeter.
- Establishing both an outer and inner perimeter may not be possible due to limited staffing numbers in the initial wake of an incident. The City should combine the requirements of both the inner and outer perimeters in order to best control access and security with limited available resources.

Checkpoint locations will be determined for each incident based on situational information and the following general criteria:

- Locations where traffic management is a priority and risk to personnel is relatively low.
- Locations that allow for easy visual inspection of the vehicle and re-entry credentials.
- Locations where roadways allow a clear flow of traffic and access for response and recovery personnel.
- Locations that correspond with designated staging areas, if applicable.

As an alternate or concurrent means to manage access and flow of traffic, the City may establish road closures in certain areas to limit access to the impacted area. Road closures will be determined by the UC/IC, for an isolated incident, or the EOC Policy Group. The Hampton Public Works Department will provide resources to support road closures. The UC/IC or the City EOC will request interstate entrance and exit closures to VDEM Region 5 RCC as needed.

Curfews

Curfews may be initiated as a public safety measure or as a method of controlling access depending on the intensity of the disaster and the level of damage sustained. Enacted curfews

should consider providing clearance to public safety personnel, utility personnel, health care personnel, local jurisdiction employees, relief workers and others deemed critical to restoration for movement during established curfews. The Hampton Police Division and Hampton Sheriff's Department will enforce curfews as directed by the Director.

The City EOC will communicate curfew status to other localities within the region and VDEM. The Director will communicate and coordinate curfew decisions during the City/County Administrative Officer call.

Spot Checks

In the absence of, or in addition to checkpoints, when restrictions on entry are in place pose potential increased risk of crime (due to unoccupied or damaged structures) or unauthorized individual's exposure to hazardous conditions, law enforcement may conduct spot checks of re-entry credentials in a restricted area to maintain security and public safety. These will be initiated by both the Hampton Police Division, coordinated through the UC/IC, for an isolated incident, or the City EOC.

Table 33. Key Re-entry Points in Hampton

LOCATION	RECOMMENDED CONTROL	ESTIMATED MANPOWER	REQUIRED EQUIPMENT
Mill Creek Causeway	None	0	
Pembroke @ Mallory	None	0	
Beach @ Old Buckroe	Access only with ID	1	Cones/Barricades
King Gate	Close	0	Coord w/JBLE
La Salle Gate	Close	0	Coord w/JBLE
Wythe Creek	No S bound without ID	1	Cones/Barricades
Hampton Roads Bridge Tunnel	None	0	
Aberdeen @ City Line	No inbound without ID	1	Cones/Barricades
Victoria @ City Line	No inbound without ID	1	Cones/Barricades
Kecoughtan @ City Line	No inbound without ID	1	Cones/Barricades
James River Bridge	None	0	

I-664 (MMBT)	none	0	
Total Personnel Required		5	

Responsibilities

Emergency Management

- Maintain and implement the City Re-Entry and Access Authorization Plan. Educate local response personnel, NGOs, and elected officials on the City Re-Entry and Access Authorization Plan.
- Maintain an updated, current list of critical infrastructure owners and operators and business registrations, to include points of contact.
- Coordinate conduct of damage assessments prior to authorizing re-entry.
- Coordinate with local businesses for CERRA registration in advance of a disaster.
- Verify access authorization level provided to CERRA registrants.

Police Division

- Lead and coordinate traffic control and re-entry in coordination with jurisdictional partners and neighboring jurisdictions.
- Provide damage information from windshield assessments.
- Provide personnel to staff and operate checkpoints.
- Enforce curfews as authorized.
- Conduct spot checks as necessary to ensure perimeters are maintained.
- Provide boats and personnel to coordinate water access control.

Sheriff's Office

- Provide EOC staff to coordinate activities pertaining to re-entry and access authorization.
- Provide personnel to staff checkpoints and maintain security of disaster area.

Public Works

- Provide EOC staff to coordinate activities pertaining to re-entry and access authorization.
- Provide street signage as requested to maintain safe traffic flow.
- Conduct debris removal operations to re-open routes following a disaster.

Community Development

- Provide EOC staff to coordinate activities pertaining to re-entry and access authorization.
- Provide personnel to assist with damage assessments.
- Provide personnel to assist with recovery services including volunteer coordination
- Coordinate satellite permitting sites outside of restricted areas for contractors and home owners, if needed
- Provide support for public communication and education regarding reentry procedures

Hampton Health Department

- Provide EOC staff to coordinate activities pertaining to re-entry and access authorization.
- Provide health threat status information for the impacted area.

Marketing and Outreach

- Coordinate public information activities to include press releases and public messaging regarding re-entry operations.

Fire Division

- Provide EOC staff to coordinate activities pertaining to re-entry and access authorization.
- Provide supplemental personnel and boats to support waterway access control as needed.
- Provide damage information from windshield assessments.

Virginia Department of Transportation

- Provide information on the status of state-maintained highways.
- Support traffic management and closures of state-maintained highways.

Virginia State Police

- Provide personnel to staff checkpoints and maintain security of disaster area.
- Support traffic management and closures of state-maintained highways.

Direction, Control and Coordination

The implementation of an access program is a complex affair requiring the coordination, cooperation, and integration of multiple government, private sector, and NGOs/Volunteer groups.

On-Scene Control

The Hampton Police Division will be primarily responsible for establishing and staffing checkpoints for re-entry.

- The on-scene law enforcement officer is responsible for making the final determination to grant entry based on the criteria in the Plan.
- The Hampton Sheriff's Office will provide additional staff to support the Police Division with staffing and operating checkpoints.
- Virginia State Police (VSP) will operate interstate entrance/exit checkpoints as needed. VSP may provide additional staff to support the Hampton Police Department with managing and operating checkpoints by request through the VDEM Region 5 RCC.
- Law enforcement officers staffing checkpoints will coordinate and communicate checkpoint status information with the UC/IC or the City EOC through appropriate channels as identified in the EOP.
- Updates to re-entry phase status and restricted areas will be provided during each shift change briefing for checkpoint staff.

Jurisdictional Coordination

In an isolated incident where the City EOC is not activated, the UC/IC will serve as the centralized direction and control point for all re-entry operations for the incident. The UC/IC will maintain coordination and decision-making authority regarding re-entry operations.

The City EOC serves as the centralized direction and control point for all re-entry operations within the City.

- The Director provides direction for re-entry operations with the assistance of the City EOC.
- EOC representatives will maintain continual contact with their departments for coordination of re-entry operations.
- In accordance with the EOP, the EOC will coordinate all re-entry operations following the concepts and principles of the National Incident Management System and the Incident Command System.

The Director, based on information provided by the City EOC, will provide updates to inform elected official(s) of the status and any changes regarding re-entry operations.

Interjurisdictional Coordination

The City EOC will coordinate re-entry operations with neighboring jurisdictions to expedite re-entry. Upon activation of the plan, the City EOC will notify all jurisdictions potentially impacted by return traffic.

- Information regarding re-entry will be discussed during regional operational conference calls.
- The City EOC will monitor the progress of re-entry operations and exchange information on an established time schedule to promote effective coordination with other jurisdictions.
- Situation Reports submitted through WebEOC will include re-entry criteria.
- The City EOC will receive various information products (including the use of WebEOC) from VDEM relaying re-entry statuses of each locality.

The City EOC will conduct direction communications with other jurisdictions' EOCs to coordinate re-entry operations and resolve issues as needed.

Operational Communication

The City will use standard methods of communications to coordinate re-entry operations as defined in the EOP ESF 2: Communications.

- Communications methods will allow for communicating information between checkpoint locations and with the Hampton Police Division command.
- In the event that normal communications are lost, the Hampton 911 Center and IT Department will coordinate with the UC/IC, for isolated incidents, or the City EOC to ensure redundant communications methods for checkpoint personnel.
- Radio communications are interoperable within the City and with neighboring jurisdictions within the Hampton Roads region.
- The Hampton Police Division, in coordination with the UC/IC, for isolated incidents, or the City EOC, must establish lines of communication with VSP using either existing systems or through VSP dispatch.

In a small or isolated incident, the City should consider the use of the Hampton Roads radio cache to support interoperable communications with supporting law enforcement agencies.

Public Information Strategy

Information to the public regarding the status of re-entry will be crucial to ensuring a coordinated process, this includes pre-incident education of the plan. The following methods will serve as a means to inform the public, to include access and functional needs populations, on when it is safe and authorized for their return:

- Social Media
- News Outlets
- Crowd Sourcing platforms
- Radio
- Traffic Message Boards
- Everbridge (notification system)

The City PIO (Marketing, Inc) is responsible for coordinating public messaging regarding re-entry operations and access authorization requirements.

- The City PIO should ensure messaging methods account for individuals with access and functional needs and non-English or limited English speaking populations. The City PIO will coordinate with the City EOC for language resources, to include American Sign Language translation, and with VDEM Region 5 RCC if those resources are not locally available.

- The City PIO will coordinate all re-entry messaging with the Hampton Fire and Rescue Division, Hampton Police Division and the City Administration for consistency.
- The City PIO should coordinate re-entry messaging with neighboring jurisdictions for consistency. If a regional or state JIC is established, the City will provide a PIO to coordinate messaging.

As the highest appointed official, the Director has the overall responsibility for maintaining the public's confidence. As needed, the Director will provide re-entry and access authorization information to the City residents, in coordination with the City Council and the City PIO.

Additional information for re-entry is located in the *City of Hampton Re-Entry and Access Authorization Plan, February, 2019*.

DRAFT

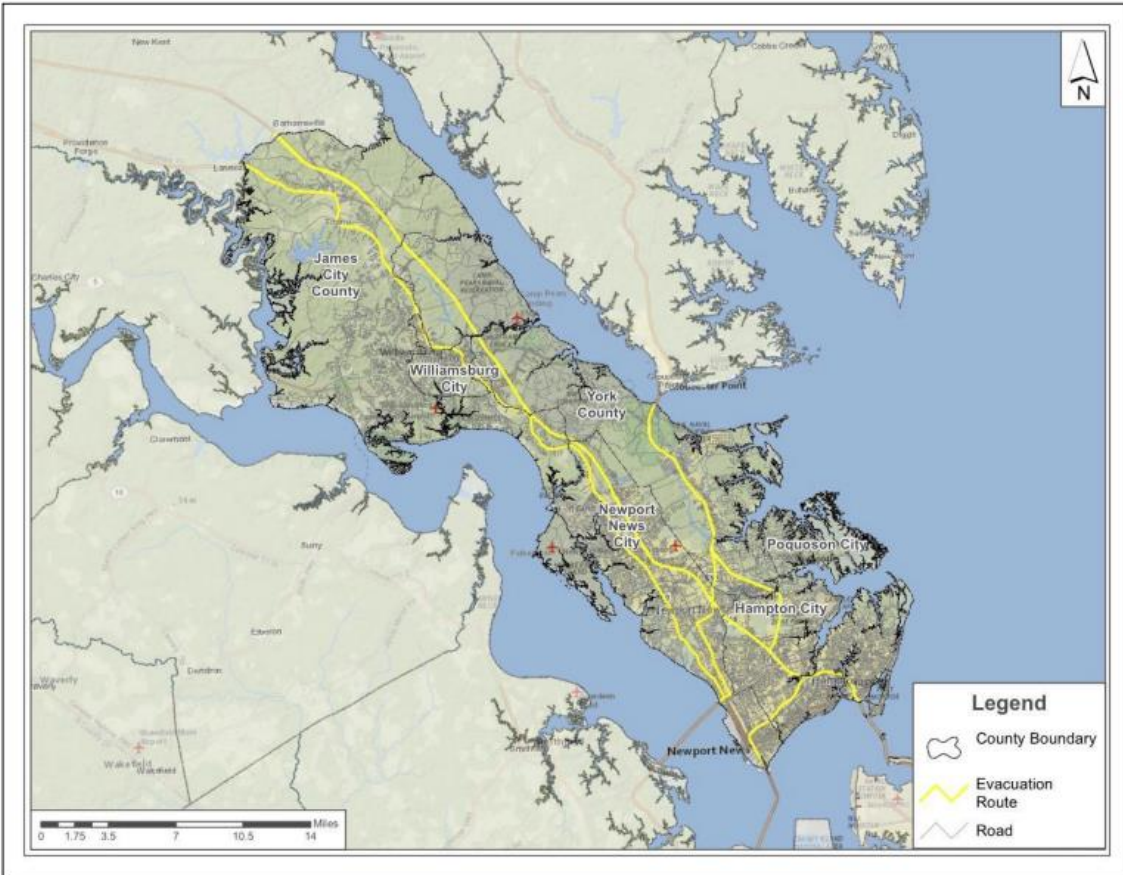
Tab 1 Peninsula Evacuation Participation Rate by Storm Evacuation Category Including Shadow Evacuees

Storm Evacuation Category	Level A	Level B	Level C	Level D
Evacuation Zone A 100% (High)	100%	100%	100%	100%
Evacuation Zone B 100% (High)	34%	100%	100%	100%
Evacuation Zone C 100% (High)	30%	39%	100%	100%
Evacuation Zone D 100% (High)	27%	38%	48%	100%
Inland Area (High)	25%	32%	40%	49%
Evacuation Zone A 80% (Medium)	60%	72%	84%	92%
Evacuation Zone B 80% (Medium)	34%	50%	64%	83%
Evacuation Zone C 80% (Medium)	30%	39%	54%	68%
Evacuation Zone D 80% (Medium)	27%	38%	48%	58%
Inland Area (Medium)	25%	32%	40%	49%
Evacuation Zone A 60% (Low)	35%	42%	68%	78%
Evacuation Zone B 60% (Low)	18%	26%	45%	54%
Evacuation Zone C 60% (Low)	16%	21%	42%	46%
Evacuation Zone D 60% (Low)	14%	18%	35%	41%
Inland Area (Low)	13%	18%	31%	35%

Tab 2 Shelter Capacities

Shelter Name	Evacuation Zone	Generator	Pets	Capacity AFN at 120 SQ FT	Capacity Social Distancing 110 SQ FT	Capacity Pre-Landfall at 15 SQ FT
Tier 1 Shelters						
George P. Phenix PreK-8 School 1061 Big Bethel Rd.	D	750 kw	40	20	67	433
Bethel High School 1067 Big Bethel Rd.	D	80 kw	100	0	95	588
Hunter B. Andrews PreK-8 School 3120 Victoria Blvd.	D	750 kw	40	20	67	433
Thomas Eaton Middle School 2108 Cunningham Dr.	B	80 kw	10	0	24	60
Northampton Community Center 1435 Todds Ln.	D	150 kw	10	0	26	55
Social Services 1320 LaSalle Ave.	C	250 kw	10	25	25	50
Tier 2 Shelters						
Cesar Tarrant Middle School 1435 Todds Ln.	D		Y	0	98	396
Hampton High School 1491 W. Queen St.	C		Y	0	103	349
West Hampton Community Center 1638 Briarfield Rd.	A		Y	0	26	55
Lindsey Middle School 1636 Briarfield Rd.	A		Y	0	24	328
Hines Middle School 561 McLawhorne Dr. Newport News	Inland		N	0	24	375

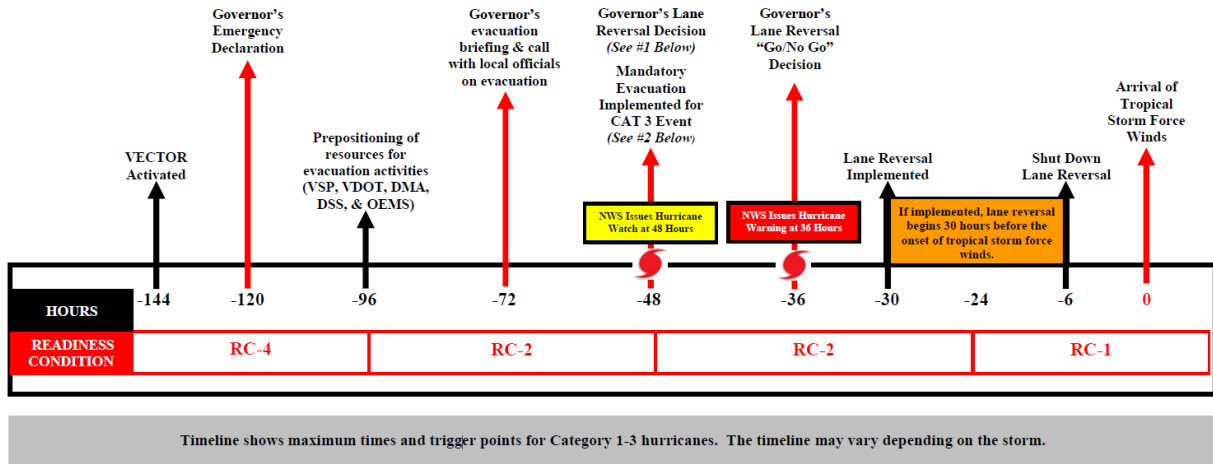
Tab 3. Peninsula Evacuation Routes



DKR

Tab 4. Virginia Hurricane Evacuation Action Timeline

COMMONWEALTH OF VIRGINIA
HURRICANE EVACUATION ACTION TIMELINE



#1 – State resources move from pre-staging areas to duty post with lane reversal decision.

#2 – Evacuation implementation point for Southside Hampton Roads, with or without lane reversal decision. (Bowers Hill Evacuation Traffic)

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Tab 5. Key Businesses and Industries Matrix

Presidential Policy Directive-21 identifies 16 critical infrastructure sectors. These infrastructure sectors include life-line infrastructure sectors that provide essential support systems for the well-being and security of the community.

The following table identifies both critical infrastructure sectors as defined by the Department of Homeland Security and the key businesses and industry within the City that are important to restoring the economic and social stability of the jurisdiction. The key organizations within the City for each sector are listed.

Business/Industry Sectors	The City of Hampton Organization(s)
Life-line Infrastructure Sectors	
Transportation Systems	Hampton Public Works Virginia Department of Transportation
Water and Wastewater Systems	Newport News Waterworks Hampton Public Works Hampton Roads Sanitation District Virginia Department of Health
Emergency Services	Hampton Fire & Rescue Hampton Police Division Hampton Sheriff's Office
Energy	Dominion Energy Virginia Natural Gas
Healthcare and Public Health	Sentara CarePlex Hospital Riverside Behavioral Health Center Hampton University Proton Center Hampton VA Medical Center Langley Air Force Base Hospital
Communications	AT&T Cox Communications Verizon
Non-Life-line Sectors	
Commercial Facilities	
Chemical	
Critical Manufacturing	

Non-Life-line Sectors-Continued	
Dams, Levees and Water Impoundment Structures	
Defense Industrial Base	Joint Base Langley-Eustis
Financial Services	
Food and Agriculture	
Government Facilities	
Information Technology	
Nuclear Reactors, Materials, and Waste	

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Tab. 6 Re-Entry Access Levels

Tier 1 Access Level		Tier 2 Access Level	
Closed (Red) Phase	Search and Rescue Personnel	Restricted (Yellow) Phase	Affiliated volunteer organizations (non-governmental organizations, faith-based organizations, etc.) providing critical supplies and services for people in impacted areas
	Critical Infrastructure lifeline sector personnel including: <ul style="list-style-type: none"> ▪ Energy ▪ Water and Wastewater ▪ Communications ▪ Emergency Services ▪ Healthcare and Public Health ▪ Transportation 		Military with orders Designated Essential Personnel
	Government Damage Assessment Teams		Private and Public sector organizations <ul style="list-style-type: none"> ▪ Qualified under one of 16 Critical Infrastructure Sectors as defined by the Department of Homeland Security and PPD-21 ▪ Justifiable need to access infrastructure to preserve and/or restore critical business functions or provide critical recovery resources ▪ Large employers or businesses critical to stimulating economic recovery
	Government-sponsored Debris Removal Teams		
	Personnel providing lifesaving operations to include, but not limited to, emergency medical service providers VA Hospital		
	Public Safety Personnel		
	Other personnel at the discretion of the UC/IC or EOC Policy Group		
	NASA/ Langley Personnel		
	Media		

Tier 3 Access Level	
Limited (Green) Phase	Insurance provider with impacted policy holders
	Immediate homeowner or renters
	Building contractors and repair service providers with documentation (paper or electronic) that includes the client name and destination address
	Other private sector businesses and organizations
	Government personnel restoring normal government operations
	Affiliated volunteer organizations (non-governmental organizations, faith-based organizations, etc.) supporting intermediate economic and community recovery efforts
Tier 4 Access Level	
No Restriction (Blue) Phase	All residents, private and public sector organizations.

Family Assistance Center Support Annex

Coordinating Agency

Social Services

Cooperating Agency

Health Department
Office of the Chief Medical Examiner

Introduction

Purpose

To assist families of loved ones who might have been injured during an incident.

Scope

This plan pertains to an incident that results in mass casualties and/or missing individuals within a locality. It will be activated in the event of multiple actual or perceived deaths. It will be activated in the event of multiple actual or perceived deaths.

The Family Assistance Center (FAC) is a site established during the Response and Recovery phase of an incident, which is not co-located next to the incident site, morgue, or Joint Information Center. The FAC is the designated site to receive relatives of victims or telephone inquires. The FAC gives loved ones a centralized location where they can get information and contact the services they may need in the days following the incident. The plan will be used in conjunction with the Commonwealth of Virginia Family Assistance Center plan to develop procedures to establish and manage a FAC and to transition to a state managed FAC, if one is authorized.

Concept of Operations

General

The FAC will allow investigators and the Medical Examiner access to the relatives of victims, so they may receive information to help in the identification of remains and provide a safe haven for dealing with the potential loss of a loved one.

The FAC could be a hotel, school, community center, or other location that provides a large assembly area, and rooms for privacy. Every effort will be made not to move the location of the FAC for as long as needed to help loved ones and victims.

FAC functional areas include registration, reception, security, transportation, counseling, and medical activities.

Over the duration of the incident, the FAC will be modified both operationally and structurally/physically. The demands on the FAC will change as the response effort moves through its different stages. At the beginning of the response, there will be a surge of requests, calls, and clients to the FAC. The ability to accommodate this surge will require an analysis of the incident and the anticipated needs of the affected public. Once these needs have been identified, the appropriate FAC organizational structure can be determined and adequate staffing, facilities, and other resources can be acquired and operations implemented.

The FAC should be established to provide families with accurate and timely information, and the best way to do so is in the form of Family Briefings. These briefings can occur on a scheduled basis determined by the locality. Ensure that the families are receiving information periodically to prevent anger and frustration towards the response and recovery efforts.

Functions of the FAC

- Collect missing person reports and subsequent collection of ante mortem data, if necessary.
- Coordinate with hospitals, shelters, and incident operations to identify missing persons
- Ensure availability of appropriate crisis counseling and spiritual support. Determine the needs of the families and victims and modify FAC operations to provide necessary services
- Maintain security from media and other individuals not requiring the services of the FAC
- Provide assistance to individuals dealing with the loss of life and subsequent destruction to the community
- Manage requests for sensitive information in such a way that does not hinder the purpose of having a FAC
- Ensure accurate information is being received in a timely and consistent manner and is only provided by qualified individuals who will control the information flow outside of the FAC
- Assist in meeting the mental, emotional, and physical needs of those individuals that have been affected by the incident.
- Facilitate information sharing between hospitals to expedite reunification of loved ones

Site Selection

A FAC will function at its best when the chosen facility or site can be secured from the media and the general public. It is important to provide a safe and secure environment for the victims' families, where they are provided accurate information while being offered services to cope with the incident.

FAC Organization

- Establish a means to verify the credentials of volunteers to work in the FAC
 - A police officer will be assigned to prevent unauthorized individuals from entering the FAC
 - Students and non-licensed counselors will not be allowed access to anyone in the FAC
- If possible, assign each family a personal representative to help them communicate with officials and help with their housing, transportation, and funeral arrangements
- Maintain at least one EMS official or Health Department Nurse at the FAC to take care of any medical needs that may arise
- Grief counselors, mental health counselors and religious leaders will provide invaluable service and must be credentialed and provided access badges

- All personnel working at the FAC must agree to privacy policies.

Activation of FAC

A FAC will be established under a variety of mass-casualty situations. FAC operations should be activated as early into the event as possible. Preliminary services can be offered that include providing accurate information, meeting basic health and spiritual needs, and ensuring a safe place to gather. Once the incident commander or the operations section chief has determined the need for a FAC, consultation with other local support agencies will occur to determine:

- Severity of the incident
- Capabilities of the locality to include outside agreements and private business support
- Mobilization of resources
- Number of casualties

In addition to the event necessitating FAC services, normal day-to-day public resources may be affected by the incident, thus limiting local authorities' ability to adequately support the response without outside support. When the incident grows outside of the locality's capabilities/resources it is important to request outside assistance via mutual aid agreement or memorandums of understanding. Additional resources may be requested via the VEOC and Statewide Mutual Aid. Refer to the Peninsula Regional Family Assistance Center Plan for additional local and regional FAC plans and information.

When a mass casualty incident occurs on property owned or operated by the Commonwealth of Virginia, the state will establish and operate the FAC. Local resources may be incorporated into the state FAC under procedures established in the Commonwealth of Virginia Family Assistance Center Plan.

Organizational Roles and Responsibilities

Social Services

- Serve as lead for this Annex
- Provide trained staff to assist family members
- Collaborate with Emergency Management to request counselors if needed

Health Department/Office of the Chief Medical Examiner

- Provide medical staff
- Provide a standardized questionnaire for interviewers and call-takers to complete while talking with family members

Financial Management Support Annex

Coordinating Agency

Finance Department

Cooperating Agencies

Treasurer

Introduction

Purpose

The Financial Management Support Annex provides basic financial management guidance for all participants in emergency management activities. This includes guidance for all departments and agencies providing assistance in response to a local disaster declaration. The financial management function is a component of Emergency Support Function (ESF) 5 – Emergency Management. Finance department will be the Finance and Administration Section chief.

Financial Management processes and procedures ensure that funds are provided expeditiously and that financial operations are conducted in accordance with established local, state and federal laws, policies and procedures.

Scope

This annex is applicable to departments and agencies that are participating and responding with assistance or relief as coordinated by Hampton Emergency Management.

Policies

Finance Department

- Will provide financial support in a timely manner
- Assist and instruct agencies on recording expenses incurred during an incident
- Work to provide areas in financial need with adequate support
- Will use existing standards for accounting operations
- Implement the necessary procedures to ensure an accurate account of expenses
- They will create an SOP for how the city should operate financial systems during an emergency to cover the following:
 - Pay checks if all computer systems were down in the City
 - Operation of the financial system if the intranet was inaccessible

Concept of Operations

General

In an emergency situation the Director of Finance will be responsible for expediting the process of procuring the necessary goods and services to support emergency operations; designating disaster account numbers(s) that disaster expenditures will be charged to, coordinating with department heads and the real estate assessor during the damage

assessment and recovery phases of disaster operations; assisting in the development of applications for state and federal assistance; participating in the development and review of vendor contracts; developing, documenting, and providing financial data to the proper authorities, as necessary.

The Director of Finance will inform department directors of emergency authorities that will be delegated to them in order to make the necessary expenditures to address the situation in a timely manner. Department directors will also be informed of any assistance the central accounting office will provide. Directors will be responsible for developing and maintaining accurate records and documentation to support all expenditures related to the disaster (e.g., personnel, equipment, facilities, contracts etc.). Directors will be responsible for keeping an accurate inventory of resources and identify potential needs for disaster situations. A listing of potential resource providers will be developed and maintained for anticipated equipment and service needs, as required. Mutual aid agreements and sample contract agreements have been developed to facilitate the receipt of assistance and expedite the procurement process during the response and recovery phases of disaster operations.

The accounting process followed by all departments will follow existing standardized procedures. All departments must adhere to established disaster accounting and finance procedures to minimize the potential for waste, fraud, and delays in processing requests, maximize state and federal assistance, and facilitate the documentation of disaster expenditures, the development of disaster cost statistics, and audits following the disaster.

Organization

The City Manager may include, within the body of the Declaration of Local Emergency, authority to expend specific funds in support of disaster operations.

The Director of Finance is responsible for developing and implementing the necessary management policies and procedures will facilitate and ensure an accurate accounting of disaster expenditures during all phases of disaster operations. These procedures will be designed to support and expedite emergency response operations, as well as maximize state and federal assistance. The Director of Finance will coordinate with all departments, government entities, and representatives from the private sector who support disaster operations. This may involve working with other local jurisdictions state and federal governments, private contractors, local retailers, volunteer organizations, etc. who would provide mutual aid,

Responsibilities

- 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, and facilitate audits following the disaster
- Provide training to familiarize staff with internal procedures, as well as federal and state disaster assistance requirements and forms
- Develop the necessary logistical support to carry out emergency tasking
- Instruct all departments to maintain an inventory of supplies on hand

- Develop the necessary mutual aid agreements, sample contracts, and listing of potential resource providers to expedite the procurement of anticipated resource needs for disaster operations
- Develop and maintain the necessary measures to protect vital records and critical systems to ensure their continued operation during a disaster, as well as to facilitate their restoration if impacted by the disaster
- Prepare and submit disaster assistance applications to the appropriate state and/or federal agencies for reimbursement of disaster related expenditures
- Assist in finalizing damage assessment report
- Review and revise real estate assessments based upon damages sustained to local infrastructure
- Assist in the preparation and submission of government insurance claims
- Identify and correct any shortfalls in emergency budget, accounting, and procurement procedures, as well as measures implemented to protect critical systems

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Information Technology Support Annex

Coordinating Agency

Information Technology

Cooperating Agencies

All

Introduction

Purpose

This annex describes the framework through which the Information Technology Department 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, structure for coordination of technological support and response to incidents; and 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

Information Technology is responsible for technical support and coordinates with other appropriate departments and agencies in response to an actual or potential emergency.

Organization

Information Technology provides the core coordination for technical support capability. IT 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

- Provide and manage technical support
- Provide short-notice subject-matter expert assessment and consultation services
- Coordinate the technical operational priorities and activities with other departments and agencies
- Provide liaison to local Emergency Operations Center (EOC)
- In coordination with responsible agencies and when deemed appropriate, deploy emerging technologies
- Execute contracts and procuring technical support services consistent with the Financial Management Support Annex.

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Isolation and Quarantine Support Annex

Please refer to one of the following three places for a copy of this plan:

1. City of Hampton's WebEOC, Folder Library, City Plans
2. City of Hampton and Peninsula Health District
3. City of Hampton Office of Emergency Management

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Logistics Management Support Annex

Coordinating Agencies

Economic Development
Finance- Procurement Division

Cooperating Agencies

Public Works
Hampton and Peninsula Health District
Law Enforcement
Fire and Rescue
Emergency Management

Introduction

Purpose

Provide for an effective and coordinated response by the City and other supporting organizations responding to logistical issues. Logistical issues that cause shortages can affect the economic well-being of the area by increasing unemployment, reducing production, or adversely affecting travel and tourism. Shortages can also impose physical and economic hardship on private citizens, particularly those on low or fixed incomes, the elderly, and limited English proficient individuals.

This annex provides an overview of logistics management functions, roles, and responsibilities. The logistics section coordinates closely with ESF 7 – Resource Support and implements the procedures of this annex.

Logistics Management must be prepared to coordinate with state and federal officials to obtain needed manpower and equipment resources during both the response period, when such assistance can save lives and protect property, and during the post-disaster recovery period, to help the victims of the disaster.

Scope

This annex:

- Identifies the components of local, state, and federal logistics delivery structure
- Provides a concept of operations for logistics management in support of the EOP
- Describes how Hampton coordinates logistics management with state and federal governments and the private sector

Policies

ESF 5 provides:

- Staff for managing the control and accountability of supplies and equipment
- Resource ordering
- Delivery of equipment, supplies, and services
- Resource tracking
- Facility location and operations

- Transportation coordination
- Information technology system services

Concept of Operations

General

The primary duties and responsibilities are assigned in the basic plan. Additional and detailed tasking and procedures may be developed at the department level. All requests for state resources will go through state ESF 7. Logistics support is provided for prevention, preparedness, response, and recovery actions during all phases of incident management. Effective logistics management contributes to mission success while ensuring all functions are executed in a unified manner to reduce costs, ensure appropriate support actions, and increase response capability. Logistics Management 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.

Critical resources will be in short supply or unavailable in the affected area. To fulfill the immediate needs of the stricken population, as well as to fulfill local and regional recovery priorities, resources will have to be brought in from outside the disaster area.

Resource needs will be met through a variety of sources and means to include local, state, and federal governments, private industry/contractors, mutual aid agreements, and donated goods.

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 Hampton. All departments will coordinate their resource needs with the Logistics Chief, who will then contact the finance director and procurement official.

The Director of Public Works will be responsible for resource coordination of the physical recovery and debris removal. The Director will be assisted by, and work in conjunction with a variety of local departments, state and federal agencies, private utility companies, contractors, heavy equipment operators, and waste management firms.

Resource lists will be developed and maintained by each department that detail the type, location, contact arrangements, and acquisition procedures of the resources identified as being critical. Resources will be categorized alphabetically. Redundancy is built into the provider lists to ensure the availability of the resource when it is needed. The necessary Memoranda of Understanding, Mutual Aid Agreements and sample contracts have been developed to facilitate access and delivery of critical resources.

Potential sites for local and regional resource collection, storage, and distribution centers must be identified and strategically located to facilitate recovery efforts. Standard Operating Procedures (SOPs) will be developed to manage the processing, use, inspection and return of resources coming into the area. Priorities will have to be set

regarding the allocation and use of the available resources, and training will be provided, as required, in the use of the specialized equipment.

Responsibilities

- 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
- 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 Standard Operating Procedures to manage the processing, use, inspection, and return of resources coming into area
- Identify actual or potential facilities 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 prescribed announcements with Public Information Officer regarding potential resource issues and instructions (e.g., types of resources required, status of critical resource reserves, recommended contingency actions, etc.)
- Document costs and track resources
- Establish priorities regarding allocation and use of available resources

Preparedness Operations

- Monitor the status of all essential resources to anticipate shortages
- Maintain liaison with fuel distributors and local utility representatives
- Identify, quantify, and set priorities for the supply of fuel and other resources needed to maintain essential services. Coordinate with the electric power company, fuel oil distributors, and other local resource suppliers
- Advise the State Commodity Manager of the local situation
- Maintain liaison and exchange information with local resource suppliers
- Review and update procedures for providing resource and financial aid to individuals based on the specific type of shortage that is threatening. In the case of a fuel shortage, establish procedures for local fuel suppliers/distributors to serve customers referred to them by local government

Response Operations

- Carry out local conservation measures and emergency management programs
- Supplement State-level broadcasts with local ones as requested
- Direct or request voluntary conservation as appropriate
- Carry out procedures for detecting the need and for distribution of aid, whether in money or the scarce commodity
- Provide emergency assistance to individuals as required

- Maintain an accurate and continuous record of all expenditures throughout the emergency.
- Coordinate with ESF 6 to prepare to provide lodging and care for citizens
- Maintain contact and exchange information with major resource suppliers
- Inform the public of the extent of the shortage, the need to conserve the scarce resource, and the location and availability of emergency assistance
- Allocate available resources to assure the maintenance of essential services
- Consider opening a Disaster Recovery Center to provide help for those who are unable to otherwise obtain essential services
- Assist citizens having difficulty in obtaining scarce essential resources by referring them to local agencies that may have available supplies
- Notify the appropriate State Resource Commodity Manager of the extent of the shortage and request assistance in obtaining additional supplies or relief
- Enforce State and local government conservation programs

Recovery Operations

- Provide assistance as required
- Coordinate collection and reporting of all costs incurred in responding to this emergency

Tab 1 to Logistics Management Support Annex – Resource List

Identification of Resource

Type of equipment, service, personnel, facilities. Use Size Amount Location Time Type (C-SALTT) as guide when requesting resources

Requesting Entity

Address for corporation, organization, or agency that controls the resource

Contact Arrangements

24-hour primary and back-up contact points (work, home, and cellular numbers)

Acquisition Procedures

- Response time
- Charges for the use of the resource should be identified or pre-arranged as you develop your list)
- Resolve any liability issues
- Identify any special training requirements to operate equipment
- Identify personnel or contract personnel to operate equipment
- Develop procedures to receive, inspect, inventory, and return resources

MOUs

Develop the necessary Memorandums of Understanding, Mutual Aid Agreements, and contracts (see attached)

Build redundancy into list

- One provider may lack the capability to provide volume of goods, services or personnel requested
- Provider may be unable to respond at the time you requested
- Provider may be out of business when you call

Update Information

- Date resource was last verified, date next verification due
- Develop form letters for updating information

Tab 2 to Logistics Management Support Annex - Resource Support Centers

A variety of facilities may need to be identified following a disaster to assist with support for logistics operations and recovery. These facilities are:

- Volunteer Centers
To be designated after the disaster or emergency based on available buildings
- Mobilization Centers
To be designated after the disaster or emergency based on available buildings
- Joint Field Office (JFO)
To be designated after the disaster or emergency based on available buildings
- Disaster Recovery Center (DRC)
To be designated after the disaster or emergency based on available buildings

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Mass Dispensing and Immunizations Support Annex

Please refer to one of the following three places for a copy of this plan:

1. City of Hampton's WebEOC, Folder Library, City Plans
2. City of Hampton and Peninsula Health District
3. City of Hampton Office of Emergency Management

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2022 Hampton Roads Hazard Mitigation Plan Support Annex

Please refer to one of the following two places for a copy of this plan:

1. City of Hampton's WebEOC, Folder Library, City Plans
2. City of Hampton Office of Emergency Management
3. City of Hampton Public Libraries

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Public Affairs Support Annex

Coordinating Agency

Marketing & Outreach

Cooperating Agencies

All

Introduction

Purpose

This annex describes the interagency policies and procedures used to rapidly mobilize assets to prepare and deliver coordinated and sustained messages to the public in response to major emergencies or disasters.

Scope

This annex establishes mechanisms to prepare and deliver coordinated and sustained messages regarding potential or actual emergencies or disasters and provides for acknowledgement of an incident and communication of emergency information to the public during emergency operations. This annex is integrated with and supported through the ESF 15 – External Affairs resource management structure.

Policies

Emergency communications incorporates the following processes:

Control

Identification of emergency communications coordinating, primary and supporting departments and agency roles, and authorities for release of information.

Coordination

Specification of interagency coordination and plans, notifications, activation, and supporting protocols.

Communications

Development of message content such as incident facts, health risk concerns, pre-incident and post-incident preparedness recommendations, warning issues, incident information, messages, audiences, and strategies for when, where, how and by whom the messages will be delivered.

General guidance on the authority to release information is in accordance with existing plans, operational security, law enforcement protocols, designated coordinating and primary agency assignments, and current procedures.

Concept of Operations

General

The Public Information Officer (PIO) is to be notified of all emergency situations that require notification of the City Manager.

When an emergency is officially declared, the PIO will serve as the primary source of contact for release of information to the media. Any media contacting the communications center shall be referred to the PIO. This will allow emergency personnel to use their resources for responding to the event and give the media one source to contact for details. This does not preclude emergency personnel from responding to media inquiries on the scene, although caution should be used in releasing details of injuries or death before families can be notified.

Communicating information regarding the incident to the public is a critical component of incident management and must be fully integrated with all other operational actions to ensure the following objectives are met:

- Delivery of incident preparedness, health, response, and recovery instructions to those directly affected by the incident
- Dissemination of incident information to the general public

Establishing communications paths with participants is a primary objective during the first minutes of plan activation. These paths provide a streamlined process to ensure that appropriate participants and decision makers are linked together to manage emergency communications with the public.

All departments and city partners should agree on releases, talking points, and sustaining communications effort and strategy.

Public Affairs representatives may visit the incident site to gain facts, provide operational response updates and to assist the media in covering the incident. The PIO will contact news media to inform them about the incident and its status, provide initial information to counter speculation and rumors, and make available, where necessary or known, immediate health and safety guidance. Departments should closely coordinate media queries during this critical phase to ensure that approved messages are executed.

The PIO in coordination with the local EOC should also access these local stations to advise the public concerning locally unique emergency public information.

Once an emergency has been declared, separate emergency response organizations will coordinate with the PIO and clear news releases with the EOC before release to the news media for public consumption. The PIO may establish a Joint Information Center (JIC).

The PIO should assure that confusing or conflicting information is not disseminated to the public. Sources of information should be verified for accuracy. All statements from local and state government personnel should be from, or authenticated by, the proper authorities. Area newspapers should be requested to publish articles periodically in order to increase public awareness about the primary local hazards and to suggest the best protective actions for individuals in time of emergency.

Organization

The PIO will disseminate emergency public information as requested by the City Manager, Emergency Management Coordinator or the Deputy Coordinator. The PIO will work jointly with, and have official access to, local radio stations and newspapers. The PIO role may shift depending on the type of incident and the circumstances involved.

The PIO will report to the emergency operations center or to the Administration Center, whichever is appropriate at the time of the emergency. The PIO will coordinate the release of information over the government access cable channel and through all written documents. The PIO will also be responsible for arranging regular briefings for the media at a suitable time and location. Any complaints by emergency personnel concerning actions by members of the press are also to be referred to the PIO for discussion with the appropriate news organization.

The PIO will maintain an up-to-date telephone and fax number list for all local news organizations and will remain accessible by telephone throughout the duration of the emergency situation. The Emergency Alert System (EAS) will broadcast state-level emergency public information. This will supplement information provided by the National Weather Service.

Responsibilities

- Plan, prepare, and execute local leadership and ESF 15 resource management during emergencies and disasters
- Coordinate plans, processes, and resource support of field operations for emergency communications with the public through ESF 15
- Designate a Public Affairs representative to support the operation
- Coordinate plans and process for emergency communications with the public with local and state agencies and nongovernmental organizations
- Disseminate information related to incidents to the public.

Tab 1 to Public Affairs Support Annex – Cable Television

General

During emergencies, it is especially important that the public be kept informed of available resources, dangerous conditions, and the response that emergency personnel are making to the situation. In addition to using other media outlets, cable television should be used to disseminate this type of information as follows:

Emergency Override

The emergency override on the Cable system allows the Emergency Management Coordinator and the PIO to inform the public of immediate crisis situations. The override operates over all channels and anyone watching Cable will see the message. It is to be used only where instant notification is essential.

Government Access Bulletin Board

The government access bulletin board is available to transmit written messages through the Sample Cable system. Through use of a character generator, messages can be typed onto the screen and broadcast through the cable company's facility.

Government Access Video Equipment

The equipment maintained at PEG-TV will be available for mobile use when necessary, either to tape information for later broadcast or for live broadcast.

PEG-TV

The studio will be available for broadcasting live programming or for taping for later broadcast of messages and information to the public.

All of the above resources are to be used in conjunction with the studio manager and/or the PIO.

Tab 2 to Public Affairs Support Annex – PIO Prepared Messages

RELEASE OR SPILL (No Explosion or Fire)

Public Information Notification of an Incident (Fire and/or Explosion Imminent)

At _____ (a.m./p.m.) today, an incident/accident occurred on _____ (hwy/street). Certain dangerous materials have been spilled/leaked/released from a tank car/truck. Due to the toxicity of material released to the atmosphere, all traffic on (hwy/street) is being rerouted via _____ (hwy/intersection) 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 (school, church, etc.).

Follow directions given by emergency workers, State Police, or Police Department.

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

Volunteer and Donations Management Support Annex

Coordinating Agency

Community Development Department

Cooperating Agencies

Emergency Management

Red Cross

Medical Reserve Corps

Economic Development

Local Disaster Recovery Task Force

Virginia Voluntary Organizations Active in Disaster (VOAD)

Human Resources (HR)

Citizens Unity Commission (CUC)

311 Citizen Call Center

Parks, Recreation, Leisure Services

Social Services

Introduction

Purpose

The Volunteer and Donations Management Support Annex describes the coordinating roles, responsibilities and processes used to ensure the most efficient and effective utilization of:

- local Voluntary Organizations Active in Disaster (VOADs);
- locality affiliated volunteers (LAV);
- single/unaffiliated volunteers (SUV);
- solicited and unsolicited donated goods during disasters.

Scope

This annex provides guidance on the management of volunteers and donated goods. (Any reference to volunteer services and donated goods in this annex refers to unaffiliated volunteer services and unsolicited goods, unless otherwise stated.) This guidance applies to all agencies and organizations with direct and indirect volunteer and/or donations responsibilities under the EOP.

Policies

The goal of volunteer and donations management is to efficiently and effectively support the affected areas with the voluntary organizations/agencies, in an effort to manage the overall influx of offers of goods and services to Hampton before, during, and after an incident.

The donation management process must be organized and coordinated to ensure the citizenry have equitable access to necessary quantities of goods and services to support recovery efforts and are able to take advantage of the appropriate types and amounts of donated goods and services in a manner that precludes interference with critical emergency operations. Hampton, in partnership with voluntary organizations, is responsible for coordinating the development of plans that address the management of

unaffiliated volunteers and solicited and unsolicited donated goods during disaster response and recovery.

Hampton engages with voluntary agencies, community and faith-based organizations, volunteer centers, and private-sector entities through its' local Voluntary Organizations Active in Disaster (VOADs) to participate in preparedness activities including planning, establishing appropriate roles and responsibilities, training, and exercising.

Private nonprofit and private-sector organizations that can provide a specific disaster-related service to Hampton are encouraged to establish pre-incident operational agreements with the City. Agreements will be maintained and accessible through the City Attorney's office.

Organizational Roles and Responsibilities

The City of Hampton, in coordination with VOADs and Local Recovery Task Forces, has the primary responsibility for the management of volunteer services and donated goods in city related recovery and support services.

The Community Development Department will designate a Volunteer and Donations Manager who will provide coordination of volunteer services in partnership with Human Resources (HR), the Citizens Unity Commission (CUC) and 311 Citizen Call Center.

The Department of Parks, Recreation, & Leisure Services will provide coordination and support to the donation management and distribution activities.

Economic Development will identify current 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 local government and volunteer organizations, as required.

Social Services will support Community Development in the coordination of 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 shelters.

Hampton may utilize its connections with the Virginia Peninsula Regional VOAD to fully utilize existing volunteer and donations management resources before asking for State or Federal assistance. VOAD services will be coordinated through the EOC Volunteer Manager based on area need, local access, and provided resources. VOADs accepting single/unaffiliated volunteers will work with the Volunteer & Donations Manager (VDM) to allow the Volunteer Coordination Team (VCT) and the Volunteer Reception Center (VRC) to redirect volunteers as appropriate. While the VRC will track volunteer referrals, it is up to the VOAD to vet and screen any volunteers referred according to their organization's processes.

Hampton Citizen Corps/CERT Teams may assist with neighborhood canvassing, supporting points of distribution sites, and other activities based on their specific skills.

Concept of Operations

The operations of Volunteer & Donation Management will be divided into four areas of management activity described below:

- Emergency Volunteer & Donation Management (EVDM),
- Volunteer Coordination Team (VCT),
- Volunteer Reception Center (VRC), &
- Donation & Distribution Center (DDC) / Points of Distribution (POD)

Most of these areas of operation can and should be supported by City-affiliated staff, VOAD, and Citizen Corp volunteers.

Emergency Volunteer & Donations Management (EVDM)

The Volunteer and Donations Coordinator (CDD Department Head or designee) will be responsible for coordinating requests, inquiries, and issues between the EOC, VOAD, and other volunteer management functions. The Coordinator serves as a liaison with other emergency support functions, state and federal government officials.

Resource needs may include:

- Connectivity between EOC and VCT, VRC, & DDC/POD (phone, radio, WebEOC, email)
- Media relations support from PIO in EOC
- Purchasing, equipment, and material support
- VOAD/CERT Primary Contact Lists

Volunteer Coordination Team (VCT)

The purpose of the VCT is to efficiently and effectively connect city-affiliated volunteers, VOADs, and other organizations with services requests and areas of need following a disaster event.

The VCT will consist of co-located staff from Community Development Department, Citizen Unity Commission, and Human Resources. The team will work closely with 311 Customer Advocates to compile, triage, and match resources or prepare response for Citizen Assistance Requests received.

The capacity of the city and VOAD to address Citizen Assistance Requests may change with each event and at any point in time; therefore, clear communication and careful coordination must be undertaken to ensure expectations are appropriately established and met. In addition, the Team will assist with connecting volunteers to the VRC or related VOADs as needed.

Resource needs may include:

- Safe & accessible facility (non-flood prone, adequate parking, power, restrooms, network/web access)
- Co-location with 311 Call Center (conference room/desk)
- Connectivity with EVDM & VRC (phone, radio, WebEOC, email)
- Processing/Mapping Equipment to coordinate teams in a localized area, to assist VRC in dispatching to accurate location

Volunteer Reception Center (VRC)

The purpose of the VRC is to provide a central location/clearinghouse for volunteers to register, receive briefings, obtain assignments, and obtain credentialing if needed.

The VRC will consist of at least one (1) manager and three (3) or more support/reception members. The VRC Manager may be assigned from the departments comprising the VCT or related department. They will oversee the operations and coordination with the VRT and VDM.

The VRC Support will serve as reception for interested volunteers, complete volunteer registration, and provide direct volunteer briefings and/or referral information. Support members may be City-affiliated volunteers, CERT or Medical Reserve Corp members, or other volunteer support.

The VRC location should be co-located or near the VCT, if at all possible, to ensure seamless communication and support.

Tracking of volunteer information, both city-affiliated and unaffiliated, is important for recovery reporting, security, and management. A sample Volunteer Registration Form is provided in **TAB 1** of this Annex.

The VRC will provide necessary credentialing on site of volunteers & VOAD members for access into restricted areas, if needed. Credentialing will be done on a temporary basis, recorded, and may be withdrawn or revoked at any time by local officials.

Resource needs may include:

- Safe & accessible facility (non-flood prone, adequate parking, power, restrooms, network/web access)
- Registration setup materials (Tables, chairs, signage, dry erase/easel boards, pc/printer access, phone/radio, badge printer, training/briefing equipment)
- Mass transportation to volunteer sites (if needed)
- Mapping Equipment (potentially – to coordinate teams in a localized area, to assist with dispatching to accurate location)
- Connectivity with EVDM, VCT, DDC/POD (phone, radio, WebEOC, email)

Donation & Distribution Center (DDC) & Points of Distribution (POD) Management

The purpose of the DDC is to effectively manage of solicited and unsolicited donated goods through cooperative efforts between local, voluntary, and community-based organizations, the business sector and the media. The DDC will be managed by the staff of Parks, Recreation and Leisure Services who will coordinate both the receipt of donations and the distribution of goods as well as services at Points of Distribution (PODs) in a seamless and coordinated system.

The basic structure of a DDC/POD system includes:

- A DDC location that is accessible and secure for several days/weeks after an event;
- Predefined POD sites (including public high schools and additional community partners [e.g. Liberty Baptist Church]);
- A transportation system to move donated goods between receiving and distribution sites;

- A distribution process to connect resources to residents with need of specific goods or services.

Resource needs may include:

- Safe & accessible facility (non-flood prone, adequate parking, secure storage space, truck loading bays if possible, power, restrooms, network/web access);
- Transport Vehicles (pickup trucks, delivery trucks);
- Traffic Control Equipment (Signage, cones, flags/wands, vests);
- Disposal/reuse options for unusable donations

Volunteer Types:

Affiliated Volunteers

Hampton strongly encourages individuals interested in volunteering personal services and donations to directly affiliate with a voluntary organization of their choice or a local volunteer center, and/or to participate through their Citizen Corps. Single/unaffiliated volunteers should be discouraged from showing up at volunteer sites unless called upon by officials due to safety, security and capacity to manage volunteers. Lists of voluntary agencies can be provided via available means.

Highly Skilled Volunteers

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. Such volunteers should be connected with existing VOADs or institutional partners that carry their own liability and guidelines. Where possible, MOUs should be established to appropriate volunteers with such skills prior to a disaster event.

Unaffiliated Volunteer Assignments

Volunteers can be a valuable supplemental resource during the recovery efforts, particularly those who are trained, flexible, and appropriately supported. However, after a major incident, some unaffiliated volunteers who offer services may not have the best intentions and must be vetted for intent and ability. Therefore, the work of the VRC is important to assessing the intent and skill of volunteers.

If and/or when Unaffiliated Volunteers are needed, they will undergo basic screening (personal information, skills identification, areas of interest) and be provided with basic volunteer safety information.

- The VRC will attempt to match up volunteers with an appropriate VOAD or activity. The VOAD or agency to which personnel are assigned will be required provide any additional training or briefings.
- Receiving VOAD's must be informed that VRC is NOT performing background or criminal checks on volunteers. Such screening is the receiving agency responsibility
- 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.
- Documented timed and expenses will be provided to the EVDM for submission

City-Affiliated Personnel

Hampton may engage its personnel in coordinating and supporting many of the recovery functions needed to serve citizens. The majority of the city-affiliated personnel will be needed for volunteer and donations management and other recovery tasks beginning 1-2 days after a major event. Most assignments will be made in advance of an event if possible and will be based on availability, skills, and department capacity. Non-essential personnel are still essential to achieving the prescribed recovery functions after an event and, in keeping with the Personnel manual policies, may be designated as essential personnel at any time.

Each employee will be registered and a log will be maintained of hours worked. Accurate records of all incurred expenses will be maintained. Documented time and expenses will be provided to the related departments for submission.

ESF 17 will:

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

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
- Set up a Volunteer Coordination Team and hotline to coordinate with ESF 17
- Ensure the Volunteer Reception Center and Donation & Distribution Center are established and operating effectively
- Refer unaffiliated volunteers to VOADs
- Assign volunteers/groups to tasks that best utilize their skills
- Utilize standardized procedures for registration and tracking service hours of volunteers
- Provide support to voluntary groups in documentation of activities
- Develop a critical resources list and procedures for acquisition in time of crisis
- Develop procedures for the receipt and management of donated goods
- Compile and submit totals for disaster-related expenses

**Tab 1 to Volunteer and Donations Management Annex –
SAMPLE VOLUNTEER REGISTRATION FORM**

- I. Name

- II. Organization (if appropriate)

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

- IV. Estimated length of time services can be provided in the disaster area

- V. Special tools or equipment required to provide service

- VI. Billet or emergency shelter assignment in local area

- VII. Level of individual/group self-sufficiency with regard to food and clothing

Worker Safety and Health Support Annex

Coordinating Agency

Risk Management

Cooperating Agencies

Human Resources

Virginia Department of Labor and Industry

Health Department

Introduction

Purpose

This annex provides guidelines for implementing worker safety and health support functions during potential or actual incidents. This annex describes the actions needed to ensure that threats to the responder safety and health are anticipated, recognized, evaluated, and controlled consistently so that responders are properly protected during incident management operations.

Scope

This annex addresses those functions critical to supporting and facilitating the protection of worker safety and health for all emergency responders and response organizations during potential and actual emergencies or disasters. While this annex addresses coordination and the provision of technical assistance for incident safety management activities, it does not address public health and safety.

Coordination mechanisms and processes used to provide technical assistance for carrying out incident safety management activities include identification and characterization of incident hazards, assessments and analyses of health risks and exposures to responders, medical monitoring, and incident risk management.

Policies

ESF 5 – Emergency Management, in cooperation with Risk Management, activates the Safety Coordinators and implements the activities described in this annex. Private sector employers are responsible for the safety and health of their own employees.

Hampton Risk Management in coordination with Human Resources are responsible for worker health and safety pursuant to State and Local statutes. This responsibility includes allocating sufficient resources for safety and health programs, training staff, ensuring departments provide proper protective clothing and equipment, as needed, and correcting unsafe or unsanitary conditions.

This annex does not replace the primary responsibilities of the government and employers; rather, it ensures that in fulfilling these responsibilities, response organizations plan and prepare in a consistent manner and that interoperability is a primary consideration for worker safety and health.

Several State and Federal agencies have oversight authority for responders and response operations. While these agencies retain their authorities, they are expected to work with local, state, federal and private sector responders prior to and during response operations to ensure the adequate protection of all workers.

Sentara Hospital will provide on-scene mental health intervention, as requested. The Sentara Hospital will also provide post-incident mental health intervention, as requested.

Concept of Operations

General

The Risk Management Department coordinates safety and health assets to provide proactive consideration of all potential hazards, ensures availability and management of all safety resources needed by the responders; shares responder safety-related information, and coordinates among local, state, and federal agencies and government and private sector organizations involved in incident response.

When disasters occur employees will need some type of support. There are several types of support during and after these types of events:

- Support and comfort during the response phase
- Employee/family support during the response phase
- Assisting the employees with basic needs during the response phase
- Mental health assistance after the incident is over

It is important that employees have contact with their family while assisting with the disaster. Employees not able to make contact with their families themselves need to have accurate information relayed to their families. During long-term operations where critical incident stress is likely, consideration should be given to establishing a rest area for workers away from the incident. Large, complex incidents/events or ones that are spread out over large geographical areas may require the assistance of outside critical Incident stress management professionals. During long incidents this Annex will assist in coordinating and developing job guides for positions that will need to be backfilled.

Organization

Risk Management will maintain all operational plans and will coordinate the training that pertains to this function. On incidents where the complexity and/or the scope of the incident make it obvious that responding employees will need support, the Annex coordinator or his/her designee should report to the EOC. The EOC command staff or the Incident Command staff may initiate this support function based on the needs of the responding employees. The staff assigned to Employee Support will typically operate in several places. These may include but are not limited to:

- Incident scene(s) rehabilitation areas and Off-site rehabilitation areas
- Emergency Operations Center
- Incident Command Post (if it is in a different location than the incident itself)
- Fire and Rescue Stations
- Police Stations

Risk Management and Human Resources support worker safety by:

- Providing occupational safety and health technical advice

- Undertaking site-specific occupational safety and health plan development and implementation, and ensuring that plans are coordinated and consistent among multiple sites, as appropriate
- Identifying and assessing health and safety hazards and characterizing the incident environment
- Carrying out responder personal exposure monitoring for chemical and biological contaminants, and physical stressors (e.g., noise, heat/cold)
- Assessing responder safety and health resource needs and identifying sources for those assets
- Coordinating and providing incident-specific responder training
- Providing psychological first aid during and after incident response and recovery activities
- Identifying, in coordination with the Department of Health, appropriate immunization and prophylaxis for responders and recovery workers

Organizational Roles and Responsibilities

Human Resources and Risk Management

- Monitor the other ESFs, and assist them as well as focusing on the responders
- Coordinate early with the other ESFs to establish appropriate food and lodging for employees engaged in the response and recovery operations
- Coordinate for the delivery of necessary food and refreshments to the on-scene rehabilitation areas and the appropriate operational areas
- Assist with developing job descriptions and job tasks sheets for positions that need to be backfilled
- Plan for the long-term needs early in the response and establish communications with all employees allowing them to have ample opportunity to reach out and use the program. The type of information that should be shared:
 - The on-scene location(s) of the ESF staff
 - The availability of the ESF staff at the off-site rehabilitation area
 - What has been established for employees who need assistance communicating with their families
 - What assistance is available from the Human Resource staff to support the employees
 - What has been established for long-term employee support
- Maintain records of costs and expenditures and forward them to the Finance/Administration Section Chief
- Contact Sentara if stress management team is needed

Emergency Management

- Assist with developing job descriptions and job tasks sheets for positions that need to be backfilled

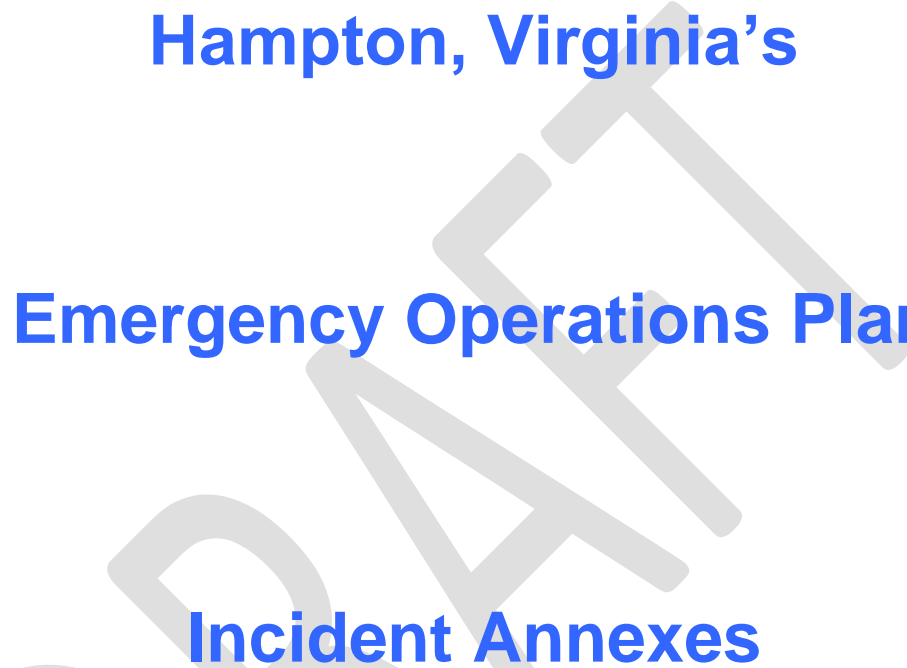
Responsibilities

- Provide technical advice
- Identify hazards and risks associated with response and recovery activities
- Ensure appropriate immunizations and provided to responders
- Provide psychological and physical first aid
- Provide Critical Incident Stress Management
- Monitor responders for chemical and/or biological contamination
- Provide appropriate workplace safety training

Hampton, Virginia's

Emergency Operations Plan

Incident Annexes



Incident Annexes

Introduction

Purpose

This section provides an overview of the annexes applicable to situations requiring specialized, incident-specific implementation of the Emergency Operations Plan (EOP).

Background

The Incident Annexes address contingency or hazard situations requiring specialized application of the EOP. The annexes in the sections that follow address the following situations:

- Aircraft Incident
- Extreme Temperature Incident
- Flooding Incident
- Hurricane Incident
- Mass Casualties Incident
- Mass Fatalities Incident
- Peninsula Local Emergency Planning Committee Incident
- Radiological Incident
- Terrorism Incident

Incident Annexes are organized alphabetically. The mechanisms in the Terrorism Incident Annex apply when terrorism is associated with any incident.

The annexes describe the policies, situation, concept of operations, and responsibilities pertinent to the type of incident in question.

Each annex explains unique authorities pertinent to that incident, the special actions or declarations that may result, and any special policies that may apply.

Each annex describes the concept of operations appropriate to the incident, unique aspects of the organizational approach, notification and activation processes, and specialized incident-related actions.

Each annex also details the coordination structures and positions of authority that are unique to the type of incident, the specialized response teams or unique resources needed, and other special considerations.

Roles and Responsibilities

Each Incident Annex identifies the coordinating and cooperating agencies involved in an incident-specific response; in some cases, this responsibility is held jointly by two or more departments.

The overarching nature of functions described in these annexes frequently involves either the support to, or the cooperation of, all departments and agencies involved in incident management efforts. In some cases, actions detailed in the annex also incorporate various components of local agencies and other departments and agencies to ensure seamless integration of and transitions between preparedness, prevention, response, recovery, and mitigation activities.

Coordinating Agency

Coordinating agencies described in the EOP annexes support the incident management mission by providing the leadership, expertise, and authorities to implement critical and specific aspects of the response. In some annexes, the responsibilities of the coordinating agency may be shared or delegated based on the nature or the location of the incident.

The coordinating agency is responsible for:

- Orchestrating a coordinated delivery of those functions and procedures identified in the annex
- Providing staff for operations functions at fixed and field facilities
- Notifying and sub tasking cooperating agencies
- Managing tasks with cooperating agencies, as well as appropriate State agencies
- Working with appropriate private sector organizations to maximize use of available resources
- Supporting and keeping ESFs and other organizational elements informed of annex activities
- Planning for short-term and long-term support to incident management and recovery operations
- Maintaining trained personnel to provide appropriate support

Cooperating Agency

The coordinating agency will notify cooperating agencies when their assistance is needed.

Cooperating agencies are responsible for:

- Conducting operations, when requested by the coordinating agency, using their own subject-matter experts, capabilities, or resources
- Participating in planning for incident management and recovery operations and development of supporting operational plans, standard operating procedures, checklists, and other tools
- Furnishing available personnel, equipment, or other resources support as requested by the Coordinating Agency
- Participating in training and exercises aimed at continuous improvement of prevention, response and recovery capabilities
- Nominating new technologies or procedures to improve performance

Aircraft Incident Annex

Coordinating Agencies

Police Department
Fire and Rescue

Cooperating Agencies

Emergency Management
Public Works
Parks, Recreation and Leisure Services
National Weather Service

Introduction

Purpose

Provide for an effective and coordinated response by Hampton and other supporting organizations, for an aircraft accident occurring within Hampton.

The goal of this annex is to plan for and organize coordination for an aircraft accident. Due to the close proximity of Norfolk Naval Base, Joint Base Langley Eustis (Langley), and Newport News/Williamsburg International Airport, Hampton has a large volume of aircraft traffic. The potential exists for a large variety of aircraft to crash within Hampton.

In 2022 with assignment of an F-22 Training Unit to JBLE, flights of F-22 airplanes are estimated to increase from 22,677 per year to 49,119 per year and flights of T-38 airplanes are expected to increase from 16,000 per year to 47,866 per year.

Organization

The primary duties and responsibilities for this Annex are assigned throughout the Emergency Operations Plan. Additional and detailed tasking and procedures may be developed at the department level.

The National Transportation Safety Board (NTSB) and Federal Aviation Administration (FAA) Flight Standards District Offices will have responsibility for control in the conduct of investigations to include all types as designated by federal aviation regulations. FAA Security is responsible for the administration of security, as defined by applicable federal aviation regulations. They will provide “on-scene” security guidance throughout any given emergency.

The NTSB does not investigate criminal activity. In cases of suspected criminal activity, other organizations such as local law enforcement, Virginia State Police or the Federal Bureau of Investigation will become the lead investigative agency.

United States Department of Customs, Immigrations, and Public Health (for emergency involving an inbound international flight) will have control responsibility for the security and seclusion of passengers and property until required search and inspection procedures have been completed.

Concept of Operations

General

- Early establishment of command and control provides effective response and recovery efforts. Delays detract from the operations and compound issues and problems.
- The first emergency responder on-scene will institute ICS.
 - If fatalities exist, Incident Command should transfer to the Medical Examiner or Health Department Official, after all lifesaving and fire suppression actions are completed, to coordinate and control the documentation, recovery and identification of the remains.
- The senior investigator from the FAA or NTSB will become Incident Commander upon arrival on scene.
 - Dependent on the situation, other personnel (i.e. Hampton Police, State Police or Senior Military Representative) may take Incident Command.
- Early establishment and use of a traffic pattern and staging area(s) will reduce congestion in and around the incident scene. Enlist assistance from Public Works Traffic and Operations Manager.
- Based on the scope of the situation, a Local Emergency may be declared.
- Dependent upon the scope of the incident the EOC may or may not be activated.
 - If activated, (full or partially) the EOC will be a support function for the Incident Commander.
 - If not activated, City Emergency Manager and other city department managers needed for emergency response and recovery will respond to the accident site and operate out of the Incident Command Post.
- The procedures in this Appendix are based on the rescue of aircraft occupants and other related victims and take precedence over other operations.
 - The safety of emergency response personnel takes precedence over victim rescue operations, especially in incidents where hazardous materials are involved.
 - Stabilization and emergency medical treatment of victims is of importance. The speed and skill of treatment is crucial in situations where life hazards exist.
- Aircraft accident sites are dangerous areas with the possible presence of flammable fuels, hazardous materials and scattered pieces of wreckage. Military aircraft may carry live ordnance. All must adhere to all safety precautions.
- Obviously deceased victims will be removed under the supervision of a Medical Examiner and with the approval of the NTSB.
- Stress is a natural reaction to large scale incidents, especially when involving mass fatalities and mass casualties. Critical Incident Stress debriefing will be made available to all personnel working the incident.
- An aircraft accident may require implementation of mutual aid agreements (JBLE-Langley will respond to mutual aid requests for nonmilitary aircraft).
- The primary responsibility for response to and control at the scene of aircraft accidents involving military resources outside the military installation boundaries rests with the local government.
 - JBLE-Langley Fire and Rescue teams may respond to the accident scene, if it is close enough for them to perform lifesaving and fire suppression/containment actions. Upon arrival, local fire department personnel will assume command of the scene.

- A Senior Officer and a Disaster Response Force (as required) will respond from JBLE-Langley to aircraft accidents involving Department of Defense Resources, to provide a military presence and assistance as requested.
- Hampton will coordinate with the Military for technical assistance due to the potential for live ordnance involved with military aircraft and classified technology that must be safeguarded
- The Air Force Disaster Response Force and a Senior Officer will not take control of the situation, unless requested to do so by local authorities, or if the nature of the aircraft and/or equipment involved requires them to declare a National Defense Area.
- Other portions of Hampton's EOP may need to be executed (Mass Casualty and Hazardous Material operations).

Bio-Hazard Related

- Every direct contact with body fluids has a potential for infection. With high probability, workers at an incident involving mass casualties and/or fatalities will come in contact with body fluids. All precautions for Infectious Disease Control will be implemented.
- Based on the number and condition of fatalities and severity of injuries the Incident Commander may direct a HAZMAT type response to an Aircraft Accident.
- The Incident Commander, in coordination with the Health/Medical Officials, will determine the appropriate level of protection required for Response and Recovery personnel.
 - Safety equipment and approved protective clothing will be worn by all personnel involved in response and recovery operations.
 - All other personnel will remain outside the inner perimeter until the Incident Commander declares it safe.
- Appropriate HAZMAT procedures will be followed for the duration of the incident.
- Fuel tanks are apt to explode if any vapors released from the tanks or from spilled fuel is ignited.
 - Exploding fuel tanks can spread burning fuel and debris over a large area.

Perimeter issues

- The site should be determined and protected. This includes:
 - The debris field
 - All wreckage, debris, victims, survivors, and fatalities, which were in and/or from the aircraft.
- Area should be secured by roping off the area, and by using adequate manpower assigned to insure the perimeter is respected.
- It is beneficial to establish two perimeters:
 - An outer perimeter restricts all unauthorized persons from approaching the crash site and on-scene emergency operations.
 - The inner perimeter is restricted to only those personnel with specific tasks to perform at the crash site. This perimeter separates the on-scene emergency response and support functions from the actual crash site.

Crime Scene Preservation

- All public safety personnel should be aware of the basic need for preserving evidence at an accident scene. Wreckage will remain undisturbed until arrival of the accident investigators;

- Each piece of wreckage, it's location and exact position, is important to investigators in determining what occurred;
- Except for survivor rescue, nothing will be disturbed to include obvious fatalities and their personal belongings.
- Wreckage may be moved when needed to conduct lifesaving activities;
 - Disturbances should be left to a minimum;
 - Any fatalities should be left as found.
- When it becomes necessary to move bodies or parts of wreckage, a sketch plan, picture and/or video, should be made of the respective positions prior to being moved.
- Special precautions should be taken not to disturb anything in the cockpit area;
- After lifesaving actions have been completed, all participants in the fire suppression and rescue efforts should be debriefed and their observations recorded by the proper authorities.
- The sketches, diagrams, photographs, and video recordings made on the accident site will be transferred to the investigator-in-charge upon arrival. This will include appropriate details on the tagging of bodies and wreckage parts that were moved from their positions.

Family Assistance Center

Please reference the Family Assistance Center Support Annex for this information.

Organizational Roles and Responsibilities

Police

- Initiate/continue procedures for securing the scene and clearing pedestrians from routes to be used by responding emergency vehicles
- Contact the State Police to inform them of the accident
- Police personnel will control traffic near the accident site will prevent disturbance of materials scattered over the accident site
 - Responding police vehicles should not proceed directly to the accident scene. Responding vehicles will be required to establish access control points to expedite the rapid access of responding emergency vehicles. Request Public Works for cones and barricades.
 - Non-emergency traffic will be routed away from and around the accident site. Enlist assistance from Public Works Traffic Operations and Public Works Operations for traffic routing.
- The emergency site will be cordoned off as soon as possible to preserve the accident scene and reduce the interference with rescue operations
 - A visible cordon will help exclude the press and the public
 - Appropriate markings should be prominently displayed to warn all persons of the possible hazards that may cause them serious injury should they enter the area
 - Flares are prohibited for use within the inner perimeter of the accident site to prevent ignition of flammable vapors and materials. Flares may be used in the outer perimeter only with the approval of the Incident Commander
 - Identifying arm bands, site passes, and identification cards should be issued by the controlling authority and monitored by police personnel to control access to the scene after lifesaving actions are completed
- Special security provisions are necessary to protect

- The flight data and cockpit voice recorders
- Classified materials (military accidents)
- Mail and any other cargo
- Dangerous/Hazardous goods and materials
- Personal belongings of the victims and passengers

Fire and Rescue

General

- Conduct life safety and property loss operations
- Contact the National Weather Service Forecast Office – Wakefield, VA at 1-800-737-8624 if real time weather information or plume modeling is needed to support response to the event.
- Staging areas for responding fire/rescue equipment and personnel may have to be located away from the incident scene to avoid restricting ingress and egress
- In accidents involving mass casualties, the first fire/rescue unit on-scene should identify casualty collection and triage areas and ambulance loading points. This information will be passed on to the Incident Commander
- Accidents involving large aircraft that are on fire may require mutual aid response from JBLE-Langley to assist with fire suppression and containment operations
- Only fire fighters wearing approved firefighting protective clothing and equipment (including SCBA) should go near an aircraft accident site (100 ft from any point on the aircraft or any fuel spillage is usually considered a safe distance)
- All precaution with the Health/Medical Officials, will determine if a decontamination area is required for personnel and equipment coming out of the inner perimeter (Hot Zone)

Military Aircraft Accidents

- Always assume that the aircraft was carrying live ammunition, rockets, or high explosives, besides large amounts of fuel
- Military aircraft contain composite materials that emit toxic fumes when burned
- Exercise caution when working around an aircraft cockpit area. In most military aircraft, an explosive charge is connected to the canopy and ejection seat.
- Rescue of personnel and fire suppression/containment actions should be conducted from the side of the aircraft; Maintain clearance from the front of the aircraft, since many are equipped with rockets or missiles and guns (mounted internal or external to the fuselage) which fire forward. Munitions or any type of explosive device will not be handled by unqualified personnel, as they may be armed or may have become sensitized during the aircraft accident
- High pressure water, fog, foam, carbon dioxide, or dry chemicals can be used to fight high octane or jet fuel fires
- Response personnel from JBLE-Langley should include personnel trained in emergency procedures for rendering safe weapons and ejection systems

Parks, Recreation and Leisure Services

- Park Rangers will assist with police with law enforcement duties as needed

Public Works

- Place barricades and detour signs as part of the outer perimeter to direct traffic

National Weather Service

- Provide real time weather data when requested by the Incident Commander
- Provide plume modeling if requested

DRAFT

Extreme Temperature Incident Annex

Coordinating Agencies

Social Services
Hampton Roads Ecumenical Lodgings and Provisions (HELP)

Cooperating Agencies

Emergency Management
Marketing and Outreach
Hampton and Peninsula Health District
Parks, Recreation and Leisure Services
Police
Fire and Rescue
311 Citizen Contact Center
911

Introduction

Purpose

Provide for an effective and coordinated response by the City of Hampton and other supporting organizations for extreme temperature events.

The goal of this annex is to plan for and organize coordination for a severe weather event. Below is a listing of severe weather events the contents of this annex will address:

Blizzard Warning
Excessive Heat Warning
Heat Advisory
Ice Storm Warning
Wind Chill Advisory
Wind Chill Warning
Winter Storm Warning
Winter Weather Advisory

Scope

Extreme temperatures can develop any time during the year. This annex describes some general ways to handle and deal with the various temperature changes Hampton can face.

Extreme Heat

The National Weather Service (NWS) notification of an Excessive Heat Warning initiates a series of responses from the City, non-governmental organizations, and private agencies within Hampton. Prior to an Excessive Heat Warning, the NWS may issue an Excessive Heat Watch and/or Advisory. Office of Emergency Management monitors the following indicators during an Excessive Heat Advisory:

- Heat Index: The Heat Index is a measure of how hot it feels to a human when humidity is combined with air temperature.
- Humid Conditions: This occurs when a dome of high atmospheric pressure establishes itself over the western Atlantic, producing a prolonged period of southeasterly through southwesterly winds. This dome of high pressure tends to trap hazy, moisture-laden air near the ground surface. If the winds remain light, the air becomes stagnant.

- Prolonged high average temperatures: Temperatures that hover 10° F or more above the average high temperature for the region and lasts for more than 3 days.

Table 34. National Weather Service Heat Index

		Temperature (°F)															
		80	82	84	86	88	90	92	94	96	98	100	102	104	106	108	110
Relative Humidity (%)	40	80	81	83	85	88	91	94	97	101	105	109	114	119	124	130	136
	45	80	82	84	87	89	93	96	100	104	109	114	119	124	130	137	
	50	81	83	85	88	91	95	99	103	108	113	118	124	131	137		
	55	81	84	86	89	93	97	101	106	112	117	124	130	137			
	60	82	84	88	91	95	100	105	110	116	123	129	137				
	65	82	85	89	93	98	103	108	114	121	128	136					
	70	83	86	90	95	100	105	112	119	126	134						
	75	84	88	92	97	103	109	116	124	132							
	80	84	89	94	100	106	113	121	129								
	85	85	90	96	102	110	117	126	135								
	90	86	91	98	105	113	122	131									
	95	86	93	100	108	117	127										
	100	87	95	103	112	121	132										

Likelihood of Heat Disorders with Prolonged Exposure or Strenuous Activity
 ■ Caution ■ Extreme Caution ■ Danger ■ Extreme Danger

Table 35. Categories of Heat Index Heat Disorders

Category	Heat Index	Heat Disorders
Extreme Danger	130 ° F or higher	Heat Stroke or sunstroke likely Sunstroke, muscle cramps, and/or heat exhaustion likely Heat stroke possible with prolonged exposure and/or physical activity
Danger	105-130° F	Sunstroke, muscle cramps, and/or heat exhaustion possible with prolonged exposure and/or physical activity
Extreme Caution	90-105° F	Fatigue possible with prolonged exposure and/or physical activity
Caution	80-90° F	

Heat waves are often a major contributing factor to power outages (brownouts, etc.), as the high temperatures result in a tremendous demand for electricity for cooling purposes.

Power outages for prolonged periods increase the risk of heat stroke and subsequent fatalities due to loss of cooling and proper ventilation.

The following population groups are at a greater risk to becoming very sick from heat waves:

- Those Vulnerable to Heat Stress Due to Physical Condition
 - Older people
 - Children
 - People overweight or underweight
- People with Limited Independence Due to Physical or Mental Disorders
 - People in institutional settings without air conditioning
 - People working in heat under stress (firefighters, police, emergency medical technicians)
 - People in urban environments where heat retention in asphalt, concrete and masonry is a factor (heat island effect)
 - People with low income who lack resources for air conditioning, transportation, medical care, etc.
- Those with Increased Risk from Work or Leisure Activities
 - People who work outdoors (utility crews, construction crews, etc.)
 - Military personnel and trainees
 - Athletes
- Those More Difficult to Reach Through Normal Communications
 - People who live alone
 - People who are homeless
 - People who do not speak English
 - People who cannot read
 - People who are culturally, socially, or geographically isolated.

Other related hazards include water shortages brought on by drought-like conditions and high demand. Local advisories, which list priorities for water use and rationing, are common during heat waves. Civil disturbances and riots are also more likely to occur during heat waves, as well as incidents of domestic violence and abuse.

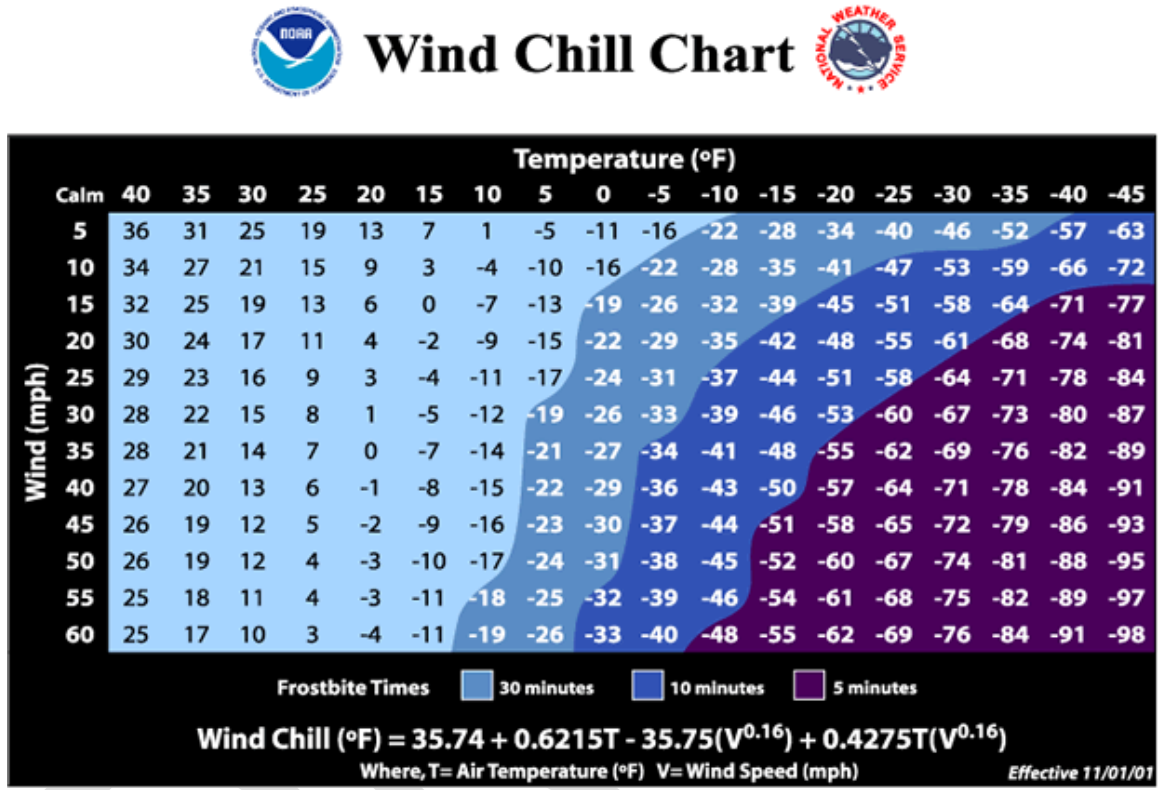
Extreme Cold

Severe winter weather, including snowstorms, ice storms, and extreme cold, can affect any area of Virginia, including Hampton. Snowstorms, ice storms, and extreme cold can interact to cause many hazards. Only a few degrees may be the difference between rain, ice, or snow. Duration and intensity of any of these events will determine the overall impact of a particular event. Wind speed may be the difference between a minor snow and a blizzard. These events cannot be prevented. Preparedness for these events may be the greatest single factor to reduce loss of life, injury, and property damage. NOAA weather broadcasts via radio and television provide important information for people to prepare and thus reduce risks to their lives and property.

Severe weather, such as snow, ice storms, and extreme cold can cause injuries, deaths, and property damage in a variety of ways. Winter storms are considered deceptive killers. This is because most deaths are indirectly related to the storm. Causes of death range from traffic accidents due to adverse driving conditions such as icy roads, to heart attacks caused by overexertion while shoveling snow and from other related activities. Hypothermia or frostbite may be considered the most direct cause of death and injury that can be attributed to winter storms or severe cold. Economic costs are also difficult to

measure. Heavy accumulations of ice can bring down trees, electric power lines and poles, telephone lines, and communications towers. Such power outages create an increased risk of fire, as home occupants use alternative fuel sources (wood, kerosene, etc. for heat, and fuel-burning lanterns or candles for emergency lighting). These storms can also affect utility and city operations due to debris removal and landfill hauling.

Table 36. National Weather Service Wind Chill Chart



At-risk Populations for Hypothermia and Frost Bite

Victims of hypothermia are most often:

- Elderly people with inadequate food, clothing, or heating
- Babies sleeping in cold bedrooms
- Children left unattended
- Adults under the influence of alcohol
- Mentally ill individuals
- People who remain outdoors for long periods—the homeless, hikers, etc.

Policies

Excessive heat or cold may require notification and sheltering of a large number of people in which this operation will be coordinated by ESF 6 – Mass Care, Housing, and Human Services. The City Manager or his/her designee will authorize the implementation of a cooling or warming center.

Concept of Operations

General

NWS notification of an Excessive Heat Warning or Wind Chill Warning initiates a series of responses from City, non-governmental organizations, and private agencies that serve the citizens of Hampton. Emergency Management coordinates activities during activation of this annex. The Coordinator of Emergency Management will develop and maintain an extreme temperature emergency response plans and procedures, and a hazard mitigation plan. Notification and warning procedures will be included to facilitate timely warning to affected areas and persons to take precautionary measures. In the event of a severe weather event the following actions will be completed, as time allows and as determined by the City Manager or the Emergency Management Coordinator (EMC). The EMC in coordination with the approval of the City Manager will decide if and when we should open a warming or cooling center, after discussions with Social Services and HELP.

Emergency Management will contact Hampton Social Services and HELP prior to or after an advisory being issued by the NWS for a particular extreme temperature event. As the designated lead agency, Hampton Social Services will discuss and coordinate the appropriate action to take based on the perceived threat. HELP will conduct outreach to its member organizations to see if they have available space to open a warming or cooling center. HELP will then staff appropriately with help from Social Services if necessary.

If HELP is unable to assist with a warming/cooling center then Social Services will be in charge of running a center at an appropriate Parks and Recreation facility. If Parks and Recreation is unable to provide a building with climate control and electricity the Health Department will be considered as a third priority facility.

Warming/cooling centers will have appropriate hours of operations based on the type of weather threat.

Actions

Preparedness Operations

- Monitor National Weather Service Reports
- Update warming/cooling center participating churches document
- Obtain and maintain need warming/cooling center supplies
- Review of existing plans, procedures and resources
- Verification of use/availability of key facilities
- Preparing to initiate awareness campaigns
- Orientation and training to plans and procedures
- Prescript weather press releases

Response Operations

- National Weather Service issues an advisory covered in this annex indicating extreme temperatures for an extended period of time
- Coordination call and periodic or daily calls as needed among organizations and departments with weather and power updates
- Emergency Management coordinates with Social Services and HELP to ensure contact with those most vulnerable to the cold or heat
- Increase public information efforts
- Confirm details of agency participation and staffing patterns
- Open warming/cooling centers if needed

- Coordinate needed logistics
- Release statements increasing awareness of the risk from extreme temperatures for vulnerable populations, including the disability community, and the general public
- Public safety announcements will be issued through media sources, associations, the internet, volunteer and service organizations and the private sector; disability community

Recovery Operations

- Organize tracked costs for reimbursement by the state, FEMA, or the Federal Highway Administration, if applicable

Mitigation Operations

- Assess operations and make appropriate mitigation recommendations
- Apply for grants and other sorts of funding to accomplish mitigation goals

Organizational Roles and Responsibilities

Social Services

- Designated as lead agency
- Coordinate with HELP to set-up warming/cooling centers
- Provide staff as needed to assist with operating warming/cooling centers
- Participate in the Excessive Heat or Extreme Wind Chill Meetings
- Staff a warming/cooling center if needed in a Parks and Recreation building or Health Department
- Provide extreme temperature information to targeted populations during visits/appointments

Hampton Roads Ecumenical Lodgings and Provisions (HELP)

- Assist Emergency Management with assessing the need for warming/cooling centers based on need and conditions
- Coordinate with member organizations to provide space for warming/cooling centers
- Coordinate with member organizations to determine the readiness and availability of resources
- Coordinate with Social Services to set-up and staff warming/cooling centers
- Participate in the Excessive Heat or Extreme Wind Chill Meetings
- Assist in public notification of Extreme Temperature Watches and Warnings

Emergency Management

- Convene seasonal interagency meeting as necessary to review extreme temperature responses
- Monitor weather in coordination with NWS and HELP
- Coordinate with Social Services on the need to open warming/cooling center
- Facilitate communication between participating agencies
- Coordinate city response
- Complete situation reports
- Dissemination of advisories to city departments and partner agencies
- Declare and alert agencies of formal extreme temperature declaration
- Assist with the dissemination of public service announcements

- Coordinate with local utilities to assess power restrictions or limitations
- Assist with logistical needs

Marketing & Outreach

- Assist with the creation and dissemination of general public education materials about disasters and preparedness through such channels as the city's web site, e-newsletters and social media.
- Prepare and distribute information about specific weather events and other potential threats in a timely way through traditional media, social media, and other channels.
- Post seasonal readiness campaign material on the City website.
- Work with the Health Department to supply 311 with reference materials to assist callers with extreme temperature related questions

Hampton and Peninsula Health District

- Review NWS watches and warnings, and advise Emergency Management of any potentially serious public health issues
- Issue extreme weather information to care facilities with information on caring for patients/residents during extreme weather conditions
- Assist with warming/cooling centers if necessary by providing staff and/or a facility if needed
- Assist with coordination of refrigerator trucks if needed
- Work with Marketing & Outreach to supply 311 with reference materials to assist callers with extreme temperature related questions

Parks, Recreation and Leisure Services

- Assist with warming/cooling centers if necessary by providing staff and/or a facility if needed
- Ensure farm animal extreme cold/freeze and extreme heat emergency impacts are being addressed at Bluebird Gap Farm.

Police

- Stop by the warming/cooling centers periodically to make sure everything is going well
- Ensure pet and animal extreme cold/freeze and extreme heat emergency impacts are being addressed through special facilities or pet accommodation at warming/cooling centers

Fire

- Provide EMS personnel if needed
- Provide specialized transportation if needed

311

- Coordinate with Marketing Inc. to provide accurate warming/cooling center information to residents
- Provide Emergency Management with information citizen inquires as appropriate

911

- Provide Emergency Management with information citizen inquires as appropriate
- Direct persons with a heating or cooling need to the warming/cooling centers if appropriate

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Tab 1 to Extreme Temperature Incident Annex - Definitions

WARNING/ADVISORY CRITERIA

Table 37. Public Products Warning/Advisory Thresholds

Warning/Advisory	(Product ID)	Snow/Sleet	Freezing Rain	Combination of winter hazards
Winter Storm Warning *	(WSW) MD/VA NC	Average of forecast. range: 5"/24 hr or 4"/12 hr 4"/24 hr or 3"/12 hr	At least 1/4" of ice accretion	Hazards judged to pose a threat to life and property
Winter Weather Advisory *	(WSW)	Avg. of fcst range at least: 1-2" VA/MD/NC	Any accretion on sidewalks roadways	Hazards cause a significant inconvenience and warrant extra caution
Blizzard Warning	(WSW)	Sustained wind or frequent gusts ≥35 mph AND considerable blowing/drift of snow reducing visibilities frequently < 1/4 mile for > 3 hours		
Wind Chill Advisory	(WSW)	WCI # -5° F VA/MD, WCI # 0° F NC		
Wind Chill Warning	(WSW)	WCI # -20° F VA/MD, WCI # -15° F NC		
Frost Advisory	(NPW)	Issued at the end (fall) or beginning (spring) of the growing season when frost is expected, but severity not sufficient to warrant a freeze warning. Under prime radiational cooling conditions, issue when low temps are forecast to be in the 33 to 36 degree range .		
Freeze Warning	(NPW)	Issued in conjunction with temperatures forecast 32° F or below for any length of time; the lower end of the forecast range is used (i.e. 32 to 37 deg would warrant a freeze warning)		
Dense Fog Advisory	(NPW)	Issued for widespread or localized fog reducing visibilities to 1/4 mile or less		
Heat Advisory	(NPW)	Maximum HI > 105 °F for at least 3 hours (HI=Heat Index)		
Excessive Heat Warning	(NPW)	Maximum HI > 110° F for at least 3 hours (HI=Heat Index)		
Wind Advisory	(NPW)	31-39 mph (27-34 kt) sustained 1 hour or more		
High Wind Warning	(NPW)	≥ 40 mph (35 kt) sustained 1 hour or ≥ 58 mph (50 kt) for any duration		

* Use average or midpoint value of range; ROUND UP! So. 3-5" meets warning criteria, 1-2" meets advisory criteria

Watches would meet the same criteria listed above, if anticipated early. It would also be used to define a potential area to be placed in a watch. The time frame for a watch depends upon the hazard. For excessive heat/cold, it would be 24-36 hours in advance. A watch could be issued as much as 48 hours in advance for a winter storm. For severe thunderstorm watches, the time frame is generally within 6 hours of a potential event.

Cooling/Warming centers: Centers will provide a place to get out of extreme temperatures and enter a more controlled climate. These centers are not meant to be opened long term they are only a resting place for people to get out of the extreme temperatures and have access to water.

Tab 2 to Extreme Temperature Incident Annex – Heat Exposure

Many people do not realize how deadly a heat wave can be. In contrast to the visible, destructive, and violent nature of floods, hurricanes, and tornadoes, a heat wave is a “silent killer.” Be aware of the warning signs of heat-related illness, such as light-headedness, mild nausea or confusion, sleepiness, or profuse sweating. To prevent heat-related illness, take the following precautions:

- Increase your fluid intake; drink more liquids than your thirst indicates.
- Drink nonalcoholic and caffeine-free liquids, such as water and juices.
- Wear lightweight, light colored, loose-fitting clothing.
- When unaccustomed to working or exercising in a hot environment, start slowly and pick up the pace gradually; rest frequently in a shady area.
- Spend time in an air-conditioned place; if not at home, then spend time in such public places as libraries, supermarkets, shopping malls, and movie theatres.
- Do not rely on fans as your primary cooling devices during a heat wave.
- Schedule outdoor activities carefully, preferably before noon or in the evening.
- When working in the heat, monitor the condition of your co-workers and have someone do the same for you.
- Monitor those at high risk, such as the elderly, infants, and children up to 4 years of age, someone who is overweight, or someone on medication.
- Ask your physician whether you are at particular risk because of medication.
- Do not leave infants, children, or pets unattended in a parked car or other hot environments.

Although fans are less expensive to operate, they may not be effective, and may even be harmful when temperatures are very high. As the air temperature rises, airflow is increasingly ineffective in cooling the body until finally, at temperatures above 100 °F (the exact number varies with the humidity), increasing air movement actually increases heat stress. More specifically, when the temperature of the air rises to about 100 °F, the fan may be delivering overheated air to the skin at a rate that exceeds the capacity of the body to get rid of this heat, even with sweating, and the net effect is to add heat rather than to cool the body. An air conditioner, if one is available, is a much better alternative.

At-risk Populations for Heat Exposure

Many heat-related deaths are preventable; people need to be aware of who is at greatest risk and what actions they can take to prevent a heat-related illness or death. The elderly, the very young and people with mental illnesses and chronic diseases are at highest risk.

Two factors influencing heat-related illnesses:

1. Physical
 - Dehydration
 - Poor Circulation
2. Environmental
 - High temperatures
 - Lack of air-conditioning or cooling air source

The following population groups are at a greater risk to becoming very sick from heat waves:

- Those Vulnerable To Heat Stress Due To Physical Condition

- Older people
- Children
- People overweight or underweight
- People with Limited Independence Due to Physical or Mental Disorders
 - People in institutional settings without air conditioning
 - People working in heat under stress (firefighters, police, emergency medical technicians)
 - People in urban environments where heat retention in asphalt, concrete and masonry is a factor (heat island effect)
 - People with low income who lack resources for air conditioning, transportation, medical care, etc.
- Those with Increased Risk from Work or Leisure Activities
 - People who work outdoors (utility crews, construction crews, etc.)
 - Military personnel and trainees
 - Athletes
- Those More Difficult to Reach Through Normal Communications
 - People who live alone
 - People who are homeless
 - People who do not speak English
 - People who cannot read
 - People who are culturally, socially, or geographically isolated.

Even when a heat injury isn't fatal, it can be extremely serious and require lifelong monitoring of further exposure to heat.

As previously mentioned, animals can be adversely affected by heat stress. The following symptoms are signs of heat stress in animals:

- Vigorous panting
- Dark red gums
- Tacky or dry mucus membranes (specifically the gums)
- Lying down and unwilling (or unable) to get up
- Collapse and/or loss of consciousness
- Thick saliva
- Panting
- Anxiety, possibly demonstrated by pacing
- Increased heartbeat
- Respiratory distress or hyperventilation
- Lethargy
- Increased internal body temperature

Common Health and Safety Issues during a Heat Emergency

- Heat Stroke - occurs when the body is unable to regulate its temperature. If the body's temperature rises rapidly, the sweating mechanism fails and the body is unable to cool down. Body temperature may rise to 106° F or higher within 10-15 minutes, which can cause death or permanent disability if emergency treatment is not provided.
- Heat Cramps - Muscle pains or spasms-usually in the abdomen, arms or legs, that may occur in association with strenuous activity. If you have heart problems or are on a low sodium diet, get medical attention for heat cramps.

- Sunburn - Renders the skin red, painful and abnormally warm after prolonged sun exposure. Although the discomfort is usually minor and healing occurs in about a week, more severe sunburn may require medical attention.
- Dehydration - occurs when the level of water in the body has been reduced. Chemical substances in the body such as salt and potassium fall to an abnormal level. The main symptoms include dizziness, lethargy and dry mouth. A loss of appetite may also occur.
- Heat Rash - Skin irritation caused by excessive sweating during hot, humid weather. It can occur at any age but is most common in young children.

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Tab 3 to Extreme Temperature Incident Annex – Cold Exposure

People are adversely affected by winter storms, ice storms, and extreme cold, some more than others. Observations by the National Oceanic and Atmospheric Administration (NOAA) indicate that of winter deaths related to exposure to cold, 50 percent were over 60 years old, over 75 percent were male, and about 20 percent occurred in the home. Of winter deaths related to ice and snow, about 70 percent occur in automobiles, and 25 percent are people caught in storms.

At-risk Populations for Hypothermia and Frost Bite

Victims of hypothermia are most often:

- Elderly people with inadequate food, clothing, or heating
- Babies sleeping in cold bedrooms
- Children left unattended
- Adults under the influence of alcohol
- Mentally ill individuals
- People who remain outdoors for long periods—the homeless, hikers, etc.

Infants lose body heat more easily than adults; additionally, infants can't make enough body heat by shivering. Infants less than one year old should never sleep in a cold room. Provide warm clothing and a blanket for infants and try to maintain a warm indoor temperature. If the temperature cannot be maintained, make temporary arrangements to stay elsewhere. In an emergency, you can keep an infant warm using your own body heat. If you must sleep, take precautions to prevent rolling on the baby. Pillows and other soft bedding can also present a risk of smothering; remove them from the area near the baby.

Older adults often make less body heat because of a slower metabolism and less physical activity. If you are more than 65 years of age, check the temperature in your home often during severely cold weather. Also, check on elderly friends and neighbors frequently to ensure that their homes are adequately heated.

The following are signs of hypothermia:

Adults:

- Shivering/exhaustion
- Confusion/fumbling hands
- Memory loss/slurred speech
- Drowsiness

Infants:

- Bright red, cold skin
- Very low energy

Pets:

- Violent shivering
- Slow and shallow respiration
- Slower heart rate

The following are signs of frostbite:

- Redness or pain in any skin area

- A white or grayish-yellow skin area
- Skin that feels unusually firm or waxy
- Numbness

Generally, a victim is often unaware of frostbite until someone else points it out because the frozen tissues are numb.

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Flooding Incident Annex

Coordinating Agency

Emergency Management

Cooperating Agencies

Public Works
Community Development
Law Enforcement
Fire and Rescue
Social Services
City Manager
Hampton and Peninsula Health District
Schools
Marketing and Outreach
Parks, Recreation and Leisure Services
Virginia Extension Services
Assessor's Office
Information Technology
Human Resources
Conventions and Visitors Bureau
Finance

Introduction

Purpose

To protect the public health and safety of Hampton and to provide an effective and coordinated response for Hampton to severe flooding events due to storm surge, higher than normal tides, heavy rainfall, or other weather-related events.

Scope

Flooding can develop through a variety of causes. This annex describes some general ways to respond to various kinds of flooding. Floods often accompany hurricanes, thunderstorms and nor'easters. Floods can occur when rivers and streams overflow, or when tides become high during a surge. Nor'easters are large, intense areas of low pressure that typically develop off the East coast in the late fall, winter and early spring. They usually bring strong, northeast winds over the East coast as they move north along the Atlantic coast. Flooding from nor'easters can occur during multiple tide cycles. Urban flooding is another possibility that can occur when developed areas lose their ability to absorb rainfall as a result, the run off increases and causes flooding.

The 2022 Hampton Roads Hazard Mitigation Plan notes that Hampton's low-lying land along the banks of tidal rivers and creeks are regularly inundated by nor'easters and tropical storms. Newmarket Creek overflows its banks during coastal storms and heavy

rains. Wind-driven storm tides drive water into smaller tributaries and flood low-lying areas. Along the Chesapeake Bay, wind and wave velocity, coastal flooding and over-wash during coastal storms cause damage.

Policies

Extensive flooding may require evacuation and sheltering of a large number of people, in which case this operation will be in coordination with ESF 6 – Mass Care, Housing, and Human Services and the Evacuation Support Annex. The City Manager or his/her designee will authorize re-entry.

Concept of Operations

General

The Coordinator of Emergency Management will develop and maintain, emergency response plans and procedures, and a hazard mitigation plan. Notification and warning procedures will be included to facilitate timely warning to affected areas to take precautionary measures and or evacuate the area. In the event of a severe flooding event the following actions will be completed, as time allows and as determined by the City Manager or the Emergency Management Coordinator:

- The Emergency Communication Center will disseminate through the citywide radio system that evacuation is recommended or ordered, specifying the areas of the city affected. Notification will also be made to the 311 Citizen Contact Center for dissemination to the public.
- A mass notification message will be sent to the areas that might be affected.
- Public Works, assisted by Police, Fire and the Sheriff's office, will take actions to advise the public of the danger of rising waters and recommendations or orders to evacuate.
- Public Works, assisted by other departments will take appropriate mitigation actions to reduce or eliminate the risk of flooding within the City.
- Social Services will conduct outreach to their clients in flood-prone apartment complexes to advise of potential flooding and to encourage preparedness actions

Organization

The City Manager is responsible for making the decision to order an evacuation in the event of a potentially life-threatening flood situation. In the event that the City Manager is unable to carry out his/her duties, reference the Basic Plan Section XII: Succession of Authority.

Once the evacuation decision is determined, the Emergency Communications Center, Marketing and Outreach, and/or the 311 Citizen Contact Center will disseminate the warning to evacuate.

Preparedness Operations

The National Weather Service may issue various flood readiness conditions. The condition type directs preparation and response actions.

- Flood Watch
 - Review and update plans and procedures if needed
 - Monitor weather advisories
- Flood Warning
 - Declare a local emergency, as appropriate
 - Review and update plans and procedures for warning, reception and care, and

- emergency public information
 - Place the EOC staff and emergency responders on a standby posture.
 - Test primary and alternate communications
 - Advise persons in flood-prone areas to prepare for flooding and possible evacuation
 - Identify vehicles and equipment for movement to higher elevations
- All departments will prepare for flooding by developing and maintaining plans and procedures for flooding events appropriate to the responsibilities outlined in the EOP
- Identify flood mitigation measures and encourage early implementation. Such measures include the clearing and collection of debris from storm drains and ditches, and the enforcement of codes or ordinances related to cleaning and clearing of property from storm drains and ditches
- Identify and designate areas likely to require recommended or ordered evacuation
- Move identified vehicles and equipment to higher ground
- Prepare for high-water operations by ensuring high-water vehicles are operational, jon boats and supplies are prepared for deployment and the availability of appropriate personal protective equipment for operations in flooding events.
- Assess need to request Swift Water Rescue assets via Statewide Mutual Aid

Response Phase

- Declare a local emergency, as appropriate
- Initiate record keeping of all expenses, continue for the duration of the event
- Direct the evacuation of threatened areas
- Provide backup radio communications
- Initiate sandbagging and flood-fighting activities, if feasible
- Designate and open shelters
- Provide emergency public information as appropriate
- Report situation and support requirements if any to the State EOC. Provide daily status reports, as required, throughout the emergency
- Appoint and activate search and rescue teams, if needed
- Direct that utilities are shut off in evacuated areas
- Establish traffic control for evacuated areas
- Direct the testing of potable water in flooded areas; assess risk from contaminated drinking water and untreated sewage
- Evaluate the situation and direct protective action as required to protect life, property and the environment
- Remove debris to open emergency evacuation routes and roadways to critical facilities and affected neighborhoods.
- Declare the area safe for reentry after danger has passed

Recovery Operations

- Initiate damage assessment process, report results to State EOC as necessary
- Restore facilities and services
- Coordinate the collection of all associated costs incurred in response to the emergency
- Request post disaster assistance, as appropriate
- Establish points of distribution for supplies, as appropriate
- Coordinate and conduct recovery operations

- Initiate process of debris removal and disposal
- Conduct after action report, focusing on lessons learned and mitigation issues

Mitigation Operations

- All departments will coordinate to lessen the impact of flooding in the City of Hampton, VA through a variety of means

Organizational Roles and Responsibilities

Emergency Management

- Develop and maintain plans and procedures for flooding
- Designate areas to be evacuated
- Develop and maintain the flood warning system
- Provide training for EOC personnel in the use of computer equipment
- Conduct general direction of operations
- Monitor storms and keep all departments, agencies, offices and local military commands advised of the increased risk
- Activate and operate the EOC
- Coordinate the actions of quasi-public and non-governmental relief organizations, to include forces from outside the city
- Provide direction of damage assessment conducted by Codes and Compliance, Assessor's Office and Virginia Extension Service
- Maintain accounting procedures and financial data related to the disaster or emergency
- Conduct/participate in State and regional conference calls to collaborate and coordinate preparedness and response actions
- Complete situation reports
- Public information in conjunction with the Public Communications Officer
- Identify needed flood mitigation measures and encourage their implementation
- Coordinate and conduct recovery operations

City Manager

- Declare a local emergency
- Evaluate the situation and direct protective action as required
- Direct the evacuation of threatened areas
- Designate and open shelters
- Declare the area safe for re-entry after danger has passed

Police

- Provide mobile public address warning system support
- Establish traffic control for evacuated areas
- Serve as liaison officer for all law enforcement agencies
- Maintain communications between the EOC, public shelters, traffic control points and field operations
- Provide security for evacuated areas and damaged facilities to prevent looting and vandalism
- Provide security within all public shelters
- Assist Public Works with GIS support to the EOC as needed
- Provide back-up radio communications

- Provide traffic direction and control for evacuation and reentry operations

Fire and Rescue

- Coordinate firefighting support throughout the city, to include assistance from firefighting units from outside the city
- Direct, control, and carry out the evacuation of endangered areas
- Coordinate rescue squads in rescue and lifesaving operations
- Activate search and rescue teams
- Evaluate the situation and direct protective action as required
- Conduct hazardous material incident response and coordinate clean-up operations
- Assist the Police Division in warning and traffic control, upon request
- Provide medical support to shelters as requested
- Direct that utilities be shut off in evacuated areas

Hampton and Peninsula Health Districts

- Ensure health and medical services are provided during evacuation, shelter, and reentry operations
- Coordinate accommodations of special needs population during evacuation and sheltering operations
- Arrange for prescription and other medicines needed by sheltered evacuees
- Direct the testing of drinking water for purity in flooded areas

Public Works

- Designate and coordinate evacuation routes
- Provide emergency traffic information
- Provide GIS support to the EOC as needed
- Provide high water warning signage, barricades as needed
- Assist in evacuation operations
- Coordinate emergency transportation
- Relocate public-owned vehicles and equipment to higher ground
- Coordinate and provide assistance as required for the Peninsula Agency on Aging, assisted living facilities, nursing homes or other institutions for the aged
- Secure public facilities to protect against wind and water damage
- Assist in damage assessment of public roads, bridges, water, sewer, and drainage systems
- Assist in reentry operations with emphasis on debris clearance
- Develop mitigation strategies for implementation during the recovery phase
- Fleet management will maintain fueling of fleet vehicles

Schools

- Provide facilities to be used as shelters
- Assist with mass feeding operations in shelters
- Provide school bus transportation for evacuation as requested
- Conduct damage assessment of school facilities
- Coordinate evacuation with local military base school liaisons for military dependents

Social Services

- Conduct general coordination of emergency shelter operations
- Conduct general coordination of mass feeding and clothing, to include the services provided by public and private relief organizations
- Provide personnel to help in operation of shelters and registration of evacuees
- Assist American Red Cross shelter liaisons

Virginia Extension Services

- Serve as principal assistant to the Coordinator of Emergency Management in coordination of damage assessment and reporting for agriculture and livestock
- Assist with evacuation of Bluebird Gap Farm

Marketing & Outreach

- Provide public information function to the EOC
- Establish a news media center and implement procedures for distribution of news releases
- Distribute applicable public advisories over the city's TV channel, social media and internet
- Monitor rumors and misinformation on available social media channels and coordinate with 311 Director to coordinate rumor control information
- Ensure that the City Manager or Coordinator of Emergency Management is involved in topics for alerts and eNews.

Finance

- Assign budget object codes for use under emergency conditions and provide instructions on their use
- Provide cost accounting procedures and operations for disaster response
- Provide procurement assistance to the EOC as needed

Community Development

- Provide damage assessment information for 24-hour and 72-hour damage assessment reports
- Assist in damage assessment of business and industrial property
- Provide damage assessment teams
- Develop mitigation strategies for implementation during the recovery phase

Economic Development

- Verify availability of vacant warehouse and retail space for possible use as Disaster Assistance Centers, FEMA operations, and continuity of government
- Assist with promoting disaster awareness in the business community

Parks, Recreation and Leisure Services

- Provide jon boats for evacuation operations as requested
- Provide recreation and diversion activities in designated shelters
- Provide organization and personnel for distribution of commodities, in particular water if needed
- Coordinate evacuation of Bluebird Gap Farm

Information Technology

- In cooperation with Emergency Communication Center, provide cell phones as needed
- Provide the EOC with GIS personnel
- Provide computer support services as needed
- Provide webpage access and updates during disaster
- Coordinate service and restoration of services with local phone companies

Assessor's Office

- Assist in damage assessment of residential and other private property
- Develop mitigation strategies for implementation during the recovery phase

Human Resources

- Coordinate non-public sheltering operations for EOC personnel and other service providers
- Serve as a contact point for employee's families
- Coordinate accountability of City personnel during emergency operations
- Maintain accountability of non-jurisdictional, State and Federal disaster assistance personnel, to include coordination of feeding and sheltering operations, hours of service, expenses and post emergency recognition

Convention and Visitor Bureau

- Support EOC logistics by coordinating food and supply purchases for EOC personnel and other service providers
- Distribute communications to hotels and convention guests

Peninsula Agency on Aging

- Furnish representatives in shelters to assist in providing special needs and services for the aged
- Serve as subject matter expert for aging-related issues and information during an incident

American Red Cross

- Provide emergency services, as required, according to the Statement of Understanding between the Commonwealth of Virginia and the American National Red Cross, (see State EOP)

Tab 1 to Flood Incident Annex – Areas Subject to Flooding

The following streets are prone to flooding during heavy rains and/or higher than normal tides:

- Pembroke and River Street
- Armistead at I-64 and Freeman Drive
- 5th Street
- Beach Road at Dandy Point
- Harris Creek Road
- O'Canoe Place
- Pochin Place
- Harbor Drive
- Lighthouse Drive
- Bonita Drive
- 1st Street
- Wythe Creek Road at City Line
- Aberdeen Road at City Line
- Joynes Road
- Martha Lee Drive
- Shoreline Drive
- Eagle Point Road
- Gilbert Street
- Bridge Street
- Settlers Landing Road
- Fox Hill at Old Fox Hill
- King Street Underpass
- Semple Farm Road

The above list is not the only locations that might flood depending on the conditions.

Hurricane Incident Annex

Coordinating Agency

Emergency Management

Cooperating Agencies

Public Works
Community Development
Schools
Law Enforcement
Fire and Rescue
Social Services
Hampton and Peninsula Health Districts
Marketing and Outreach
Parks, Recreation and Leisure Services
Virginia Extension Services
Assessor's Office
Information Technology
Human Resources
Conventions and Visitors Bureau
Finance

Introduction

Purpose

Provide for an effective and coordinated response within the City of Hampton's jurisdictional boundaries by the city and other supporting organizations responding to the threat or occurrence of severe weather from tropical force winds at or approaching hurricane force.

Background

The National Hurricane Center tracks storms as they develop. They provide hurricane watches and warnings. The discussions of storm conditions, watches and warnings are provided through the National Weather Service. The Wakefield, VA office provides local weather information for the Hampton Roads area. The National Weather Service information is tracked by the Emergency Management Office using the HURREVAC software. This software has been adopted by the Commonwealth of Virginia as the standard to plan, track and respond to hurricanes which threaten jurisdictions in Virginia. The software provides the ability to track, forecast, and determine estimated evacuation populations, clearance times and a decision arc to determine when preparatory actions should be taken.

Hurricanes are quantified using the Saffir-Simpson Hurricane Scale. Tropical storms which reach winds of over 74 miles per hour are classified as hurricanes. They are categorized

based on the strength of the winds from a Category 1 through Category 5 as indicated in Table 38. This scale does not account for other potentially deadly hazards such as storm surge, rainfall flooding and tornadoes. Virginia is unlikely to be struck by a hurricane greater than Category 4.

Table 38. Saffir-Simpson Hurricane Wind Scale

Category	Wind Speed (mph)	Damage
1	74 - 95	Very dangerous winds will produce some damage
2	96 - 110	Extremely dangerous winds will cause extensive damage
3	111 - 129	Devastating damage will occur
4	130 - 156	Catastrophic damage will occur
5	> 156	Catastrophic damage will occur

Wind and pressure cause storm surge. Wind blowing over the surface of the water exerts a horizontal force that induces a surface current in the general direction of the wind. The surface current, in turn, forms currents in the subsurface. The depth affected by this process of current creation depends on the intensity and forward motion of the storm. For example, a fast-moving hurricane of moderate intensity may produce currents to a depth of 100 feet, whereas a slow-moving hurricane of the same intensity may induce currents to several hundreds of feet. As the hurricane approaches the coastline, these horizontal currents are impeded by a sloping continental shelf, thereby causing the water level to rise. The amount of rise increases shoreward to a maximum level that can be several miles inland from the usual coastline.

The height of the storm surge depends upon the meteorological parameters of the hurricane. Peak storm surge may vary drastically within a relatively short distance along the coastline, depending on the radius of maximum winds and the landfall location of the hurricane's eye. On the open coast, a fast-moving storm will produce a higher surge, whereas a slow-moving storm will cause the surge to be higher in bays, sounds, and other enclosed bodies of water. The timing of the arrival of storm surge relative to the astronomical tide cycle is critical when evaluating water levels. Combined together, storm surge plus the astronomical tide is known as the storm tide. Because the storm surge increases the water level above the normal astronomical tide, a low-tide event is the best possible timing for onset of storm surge, while a high-tide event is the worst.

Figure 15. Total Water Level

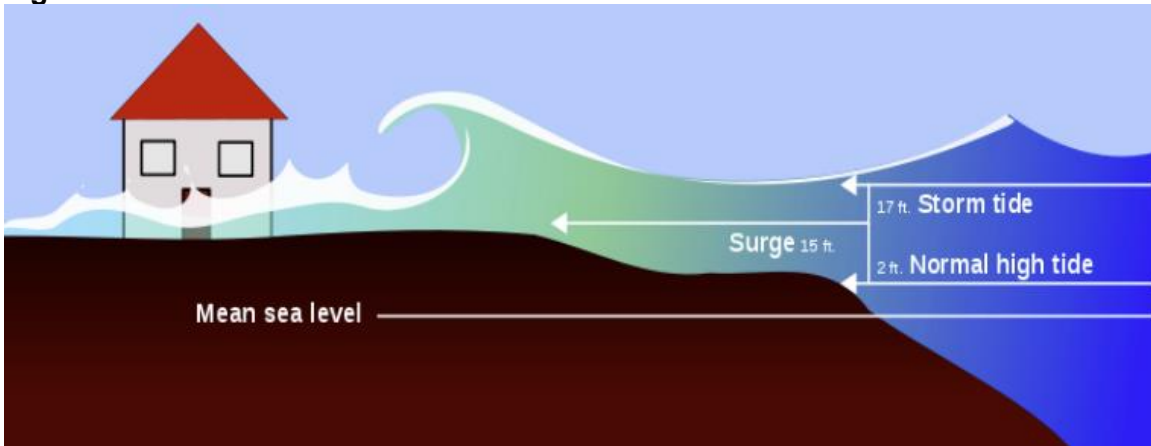


Figure 15 depicts the relationship between mean sea level, normal tides and storm surge resulting in storm tide. This does not account for wave action, normal river flow, or rainfall flooding which could impact water level.

Figure 16. Storm Surge Inundation Map COH, Virginia HES 2020

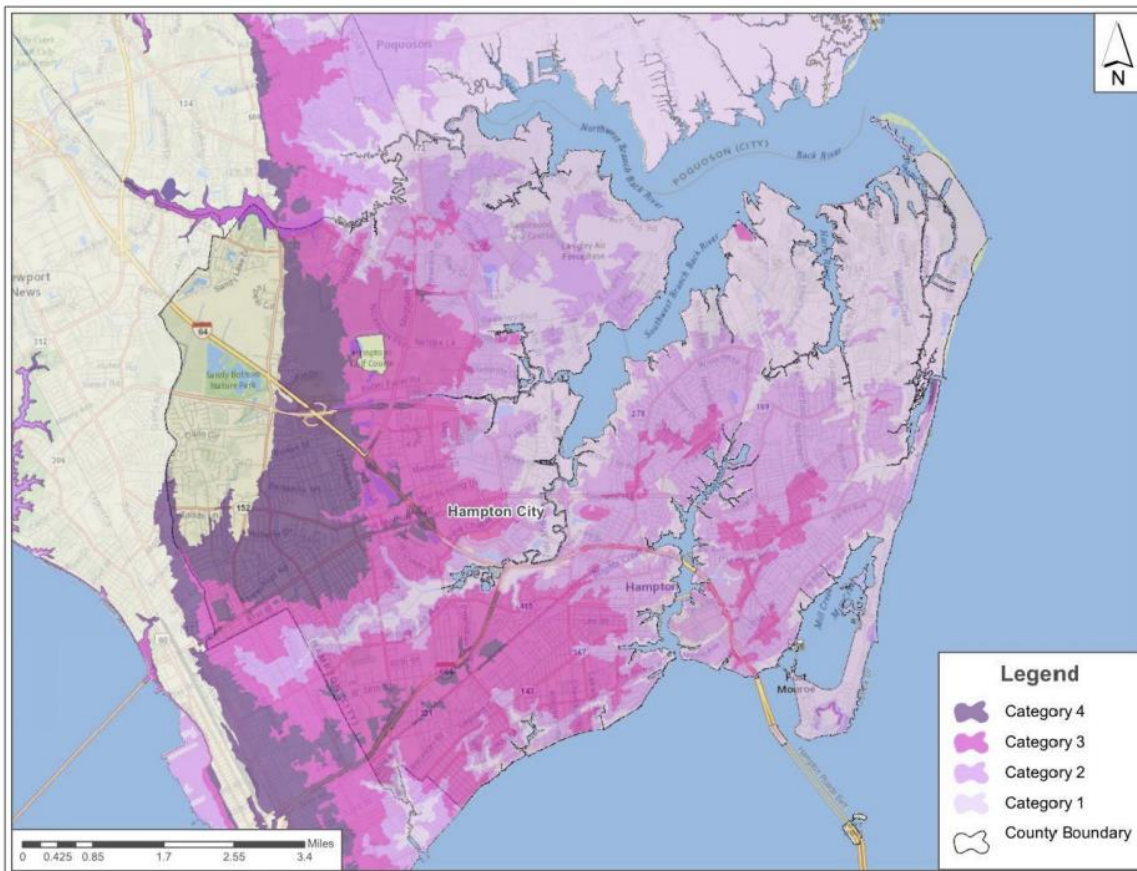


Figure 16 depicts storm surge inundation in the City of Hampton based on Category 1 through Category 4 hurricanes.

The projected storm surge heights for various tropical cyclone scenarios are computed by

the National Hurricane Center using the Sea, Lake, and Overland Surges from Hurricanes (SLOSH) numerical model. The computed storm tide elevation includes storm surge plus the astronomical high tide while also considering stillwater conditions without the effects of wave action. To account for forecast uncertainty when determining hurricane evacuation planning and decision-making, SLOSH is used to simulate several thousand hypothetical hurricanes under different storm conditions to evaluate potential storm surge and vulnerability at a more regional level while looking at the “worst-case” scenario. Historical hurricanes impacting the area were analyzed and those hurricanes modeled were considered to have the highest meteorological probability of occurrence in the area. Storm tide elevations are referenced to the North American Vertical Datum of 1988 (NAVD88). For the Chesapeake Bay, a total of 16,320 hypothetical hurricanes were modeled with the results representing the maximum storm surge that occurred during the astronomical high tide.

The range of water surface elevations from the directional Maximum Envelope of Water (MEOW) inundation mapping for the four storm categories and the seven directions of storm approach are in the table below.

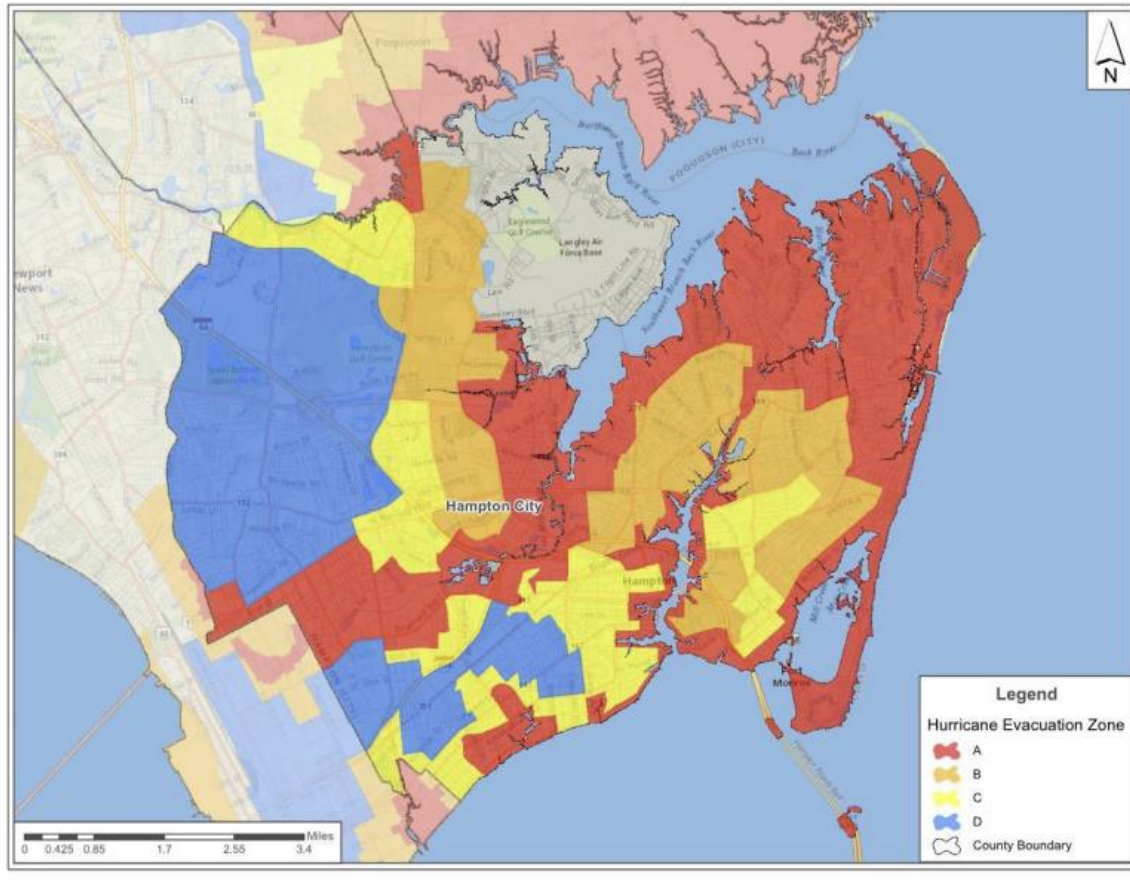
Table 39. Water Surface Elevations from MEOWs

Storm Intensity /Direction	Water Surface Elevation (ft NAVD88)						
	WNW	NW	NNW	P	N	NNE	NE
Category 1	2.0-9.5	2.0-9.2	2.0-8.8	2.0-9.3	2.0-7.4	2.0-6.0	2.0-6.9
Category 2	3.8-16.7	3.2-16.4	2.9-15.8	3.7-16.2	2-11.9	2.5-9.6	2.0-8.2
Category 3	5.1-23.3	5.0-22.7	4.9-22.4	5.1-22.7	4.4-17.8	2.0-13.0	2.0-10.3
Category 4	7.3-29.5	7.2-28.3	5.2-28.1	4.1-28.5	7.4-24.2	3.7-16.4	3-13.1

The City of Hampton has four evacuation zones which follow the Virginia designation of Zone A, Zone B, Zone C and Zone D. Areas that do not fall in Zones A-D are inland areas. Mobile homes are susceptible to wind damage and are considered vulnerable under any hurricane category.

The City of Hampton Hurricane Evacuation Zones are depicted in Figure 17. The Evacuation Support Incident Annex contains additional information specific to hurricane evacuation.

Figure 17. Hurricane Evacuation Zones COH, Virginia HES 2020



Scope

Hampton, as a coastal locality, is a risk jurisdiction for hurricanes. Based on the history of hurricanes in Virginia, Hampton can expect to be threatened by hurricane force winds an average of twice per hurricane season. The hurricane season runs from June 1 through November 30 and is at its peak for the Hampton between the middle of August through the end of October.

Policies

The Governor of Virginia will declare a state of emergency prior to the onset of a tropical storm to allow sufficient preparation time for and evacuation of the predicated effected areas of the State. Once a state of emergency is declared, state resources including the Virginia National Guard resources will be made available upon request.

The State will consider whether evacuation is necessary for all storms approaching Virginia. If a category 3 or higher storm is heading for Virginia the Governor is more likely to institute a lane reversal.

Concept of Operations

General

The primary duties and responsibilities for this Annex are assigned throughout the EOP. Additional, more detailed tasking and procedures are included in this Annex as needed; compatibility with the Basic Plan will be maintained.

The Office of Emergency Management will monitor developing storms using the HURREVAC software and keep the City Manager, departments, offices and key personnel advised of the risk of tropical storms and hurricanes. Information on advancing storms will be passed through the city's email system, and will be posted to WebEOC.

The EOC will be activated, as needed, as the storm approaches. Partial activation of the EOC may occur prior to the onset of the storm to allow for the public information and sheltering functions to coordinate media releases, evacuation notifications and shelter openings as appropriate. Full activation will be timed based on the situation.

A local emergency may be declared in accordance with the Basic Plan, prior to the arrival of storm force winds to allow the city, residents and transient population sufficient time to prepare for and evacuate as appropriate. Additional information on evacuation is in the Evacuation Support Annex. The VEOC will be notified upon the declaration of a local emergency, with regular reporting continuing as indicated in the Basic Plan.

An effective response to a hurricane is dependent on the development of plans, programs, and procedures, which will provide for the rapid mobilization and effective utilization of the resources and capabilities of government and private sector within the affected area, the effective use of Statewide Mutual Aid as well as out of state resources, and responsive and effective state and federal emergency and disaster relief assistance.

Liaison will be established and maintained between the VEOC and the EOC using dedicated phone lines, to possibly include sending a liaison to the VEOC to represent the City of Hampton, VA and its needs. State conference calls are utilized to update State agencies and local jurisdictions on the weather forecasts, agency actions, evacuation decisions, declarations declared or anticipated, shelter openings and other actions currently underway or anticipated. Conference calls may begin on a daily basis when the storm is 72-hours out with frequency of calls increasing to approximately 4-hour intervals as the storm moves closer to landfall impacting Virginia. Hampton will also coordinate with other Hampton Roads jurisdictions pre- and post-landfall to collaborate on issues and actions that impact multiple jurisdictions, such as evacuation, sheltering, road closures, etc.

City departments heads, agencies and support organizations will develop and maintain detailed procedures necessary to accomplish their assigned tasks. They will develop them as a part of the planning process and include them in respective parts of the Basic Plan, this and other Annexes as appropriate.

The Governor/VEOC will coordinate emergency public information news releases. Hampton PIO's will coordinate event-specific news releases, and alerts with the local news media. During the readiness period as the hurricane approaches, close coordination is required between the VEOC and Hampton EOC to ensure consistent messages and accurate information is provided to the local media. Hampton PIOs will participate in the Virginia Emergency Support Team (VEST) local PIO coordination calls.

The City Manager is responsible for making the decision to order an evacuation in the event of a potentially life-threatening hurricane situation. In the event that the City Manager is unable to carry out his/her duties, reference the Basic Plan Section XII: Succession of Authority.

Once the evacuation decision is determined, the Emergency Communications Center, Marketing and Outreach, and/or the 311 Citizen Contact Center will disseminate the warning to evacuate.

The Fire and Rescue Division will carry out any evacuation order or recommendations. Evacuation notices may need to be delivered (and if necessary, posted) door to door. Police and Sheriff's Office will assist in notification using the public address systems in their vehicles. Other pre-designated volunteers will assist as agreed. The Police Division will provide for traffic control and security in the evacuated area.

The American Red Cross may provide a shelter liaison to provide coordination and management of the operation of evacuees in designated shelters. Social Services, Parks and Recreation, Hampton and Peninsula Health District, Fire, Police and Hampton Schools will provide staff and resources.

Department heads will maintain accurate records of disaster-related expenditures. All disaster-related expenditures will be documented to provide a basis for reimbursement in the event federal disaster assistance is requested.

Federal installations are semi-autonomous, and will provide for their own on-site personnel, or will evacuate them to another federal facility inland. Personnel and their families residing off base are considered as part of the public. Close coordination is therefore necessary between the military bases and the EOC.

Support by military units must be requested through the VEOC. Military forces, when made available, will support and assist local forces and may receive from the City Manager or designated representative mission-type requests, to include objectives, priorities, and other information necessary to accomplish missions. If substantive assistance is anticipated, an official mutual aid agreement is made in advance.

The Coordinator of Emergency Management will develop, plan, and conduct exercises annually. These exercises will be designed not only to test the Hampton's Emergency Operations Plan and sub-plans, but to train all appropriate officials, emergency response personnel, and other city employees, and improve the overall emergency response organization and capability of the city. Quasi-public and volunteer groups and agencies will be encouraged to participate. An After-Action Report will be conducted and changes will be made accordingly to the Emergency Operations Plan

Actions

Each department, within their respective capabilities, will provide support to deal with the hurricane hazard, despite specified tasking. All tasked departments will develop SOPs to support their task assignments.

The specific tasks outlined below provide a listing of actions each department, agency, or office is tasked with under this Annex. The tasking supplements the tasking in the Basic Plan and may not be inclusive of all actions.

Organizational Roles and Responsibilities

Emergency Management

- Conduct general direction of operations

- Monitor storms and keep all departments, agencies, offices and local military commands advised of the increased risk
- Activate and operate the EOC
- Coordinate the actions of quasi-public and non-governmental relief organizations, to include forces from outside the city
- Provide direction of damage assessment conducted by Codes and Compliance, Assessor's Office and Virginia Extension Service
- Maintain accounting procedures and financial data related to the disaster or emergency
- Conduct/participate in State and regional conference calls to collaborate and coordinate preparedness and response actions
- Complete situation reports
- Public information in conjunction with the Public Information Officer

City Manager

- Declare a local emergency
- Direct the evacuation of threatened areas
- Evaluate the situation and direct protective action as required
- Designate and open shelters
- Declare the area safe for re-entry after danger has passed

Police

- Provide traffic direction and control for evacuation and reentry operations
- Provide mobile public address warning system support
- Serve as liaison officer for all law enforcement agencies
- Maintain communications between the EOC, public shelters, traffic control points and field operations
- Provide security for evacuated areas and damaged facilities to prevent looting and vandalism
- Provide security within all public shelters
- Assist Public Works with GIS support to the EOC as needed

Fire and Rescue

- Coordinate firefighting support throughout the city, to include assistance from firefighting units from outside the city
- Direct, control, and carry out the evacuation of endangered areas
- Coordinate rescue squads in rescue and lifesaving operations
- Conduct hazardous material incident response and coordinate clean up operations
- Assist the Police Division in warning and traffic control, upon request
- Provide medical support to shelters as requested

Hampton and Peninsula Health Districts

- Ensure health and medical services are provided during evacuation, shelter, and re-entry operations
- Coordinate accommodations of special needs population during evacuation and sheltering operations
- Arrange for prescription and other medicines needed by sheltered evacuees
- Direct the testing of drinking water for purity in flooded areas

Public Works

- Designate and coordinate evacuation routes
- Provide emergency traffic information
- Provide GIS support to the EOC as needed
- Provide high water warning signage, barricades as needed
- Assist in evacuation operations
- Keep evacuation routes cleared and open allowing emergency vehicles to move where needed.
- Coordinate emergency transportation
- Coordinate and provide assistance as required for the Peninsula Agency on Aging, assisted living facilities, nursing homes or other institutions for the aged
- Secure public facilities to protect against wind and water damage
- Relocate public-owned vehicles and equipment to higher ground
- Assist in damage assessment of public roads, bridges, water, sewer, and drainage systems
- Keep sanitary sewer pump stations operational utilizing emergency power and pumps.
- Keep traffic signals operational utilizing emergency power.
- Assist in reentry operations with emphasis on debris clearance
- Develop mitigation strategies for implementation during the recovery phase
- Fleet management will maintain fueling of fleet vehicles

Schools

- Provide facilities to be used as shelters
- Assist with mass feeding operations in shelters
- Provide school bus transportation for evacuation as requested
- Conduct damage assessment of school facilities
- Coordinate evacuation with local military base school liaisons for military dependents

Social Services

- Conduct general coordination of emergency shelter operations
- Conduct general coordination of mass feeding and clothing, to include the services provided by public and private relief organizations
- Provide personnel to help in operation of shelters and registration of evacuees
- Assist American Red Cross shelter liaisons

Virginia Extension Services

- Serve as principal assistant to the Coordinator of Emergency Management in coordination of damage assessment and reporting for agriculture and livestock
- Assist with evacuation of Bluebird Gap Farm

Marketing & Outreach

- Provide public information function to the EOC
- Establish a news media center and implement procedures for distribution of news releases
- Distribute applicable public advisories over the city's TV channel, social media and internet
- Monitor rumors and misinformation on available social media channels and

- coordinate with 311 Director to coordinate rumor control information
- Ensure that the City Manager or Coordinator of Emergency Management is involved in topics for alerts and eNews.

Finance

- Assign budget object codes for use under emergency conditions and provide instructions on their use
- Provide cost accounting procedures and operations for disaster response; and
- Provide procurement assistance to the EOC as needed

Community Development

- Provide damage assessment information for 24-hour and 72-hour damage assessment reports
- Assist in damage assessment of business and industrial property
- Provide damage assessment teams
- Develop mitigation strategies for implementation during the recovery phase

Economic Development

- Verify availability of vacant warehouse and retail space for possible use as Disaster Assistance Centers, FEMA operations, and continuity of government
- Assist with promoting disaster awareness in the business community

Parks, Recreation and Leisure Services

- Provide jon boats for evacuation operations as requested
- Provide recreation and diversion activities in designated shelters
- Provide organization and personnel for distribution of commodities, in particular water if needed
- Coordinate evacuation of Bluebird Gap Farm

Information Technology

- In cooperation with Emergency Communication Center, provide cell phones as needed
- Provide the EOC with GIS personnel
- Provide computer support services as needed
- Provide webpage access and updates during disaster
- Coordinate service and restoration of services with local phone companies

Assessor's Office

- Assist in damage assessment of residential and other private property
- Develop mitigation strategies for implementation during the recovery phase

Human Resources

- Coordinate non-public sheltering operations for EOC personnel and other service providers
- Serve as a contact point for employee's families
- Coordinate accountability of City personnel during emergency operations
- Maintain accountability of non-jurisdictional, State and Federal disaster assistance personnel, to include coordination of feeding and sheltering operations, hours of service, expenses and post emergency recognition

Convention and Visitor Bureau

- Support EOC logistics by coordinating food and supply purchases for EOC personnel and other service providers
- Distribute communications to hotels and convention guests

Peninsula Agency on Aging

- Furnish representatives in shelters to assist in providing special needs and services for the aged
- Serve as subject matter experts for aging-related issues and information during an incident

American Red Cross

- Provide emergency services, as required, according to the Statement of Understanding between the Commonwealth of Virginia and the American National Red Cross, (see State EOP)

DRAFT

Tab 1 to Hurricane Incident Annex – Evacuation Map and Zones

Zones by address can be found at www.knowyourzoneva.org

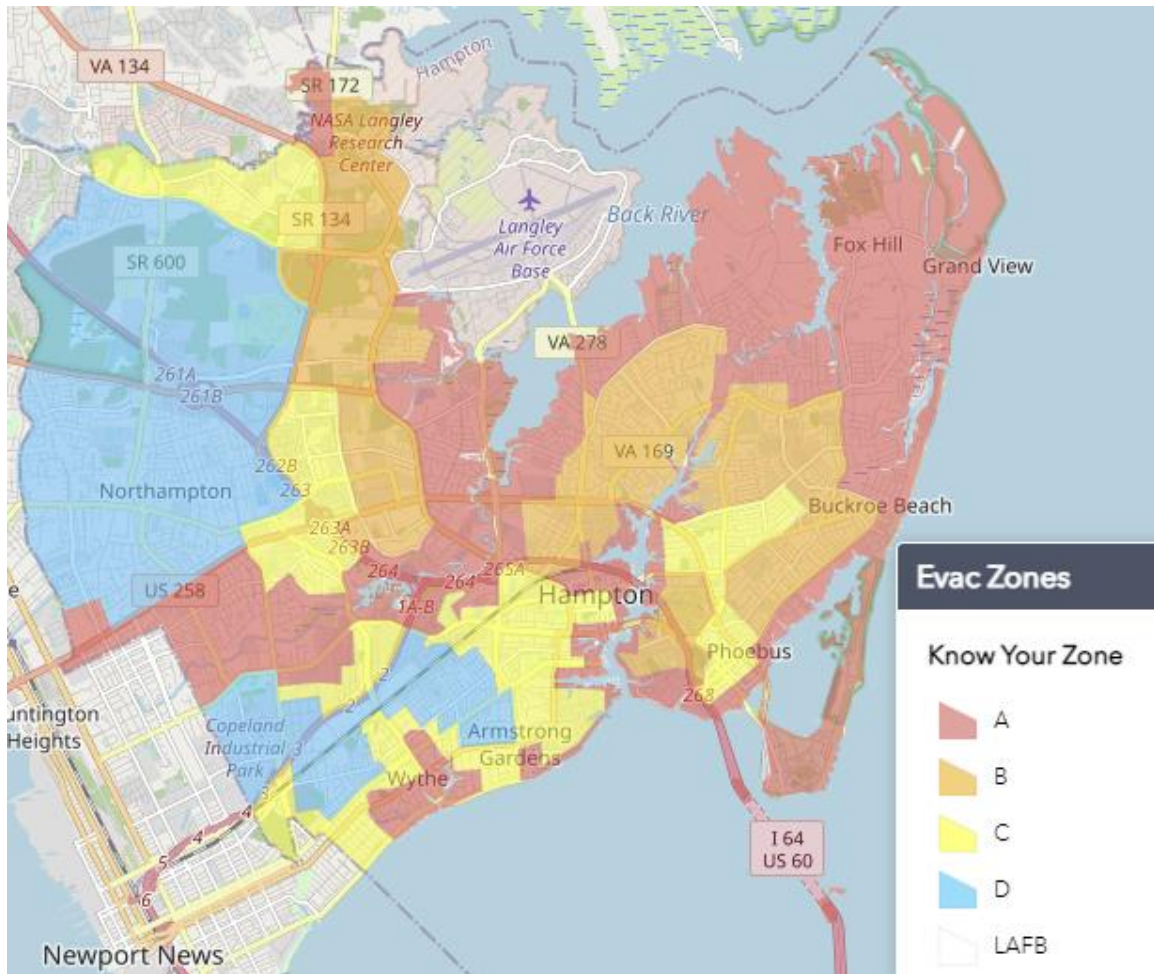
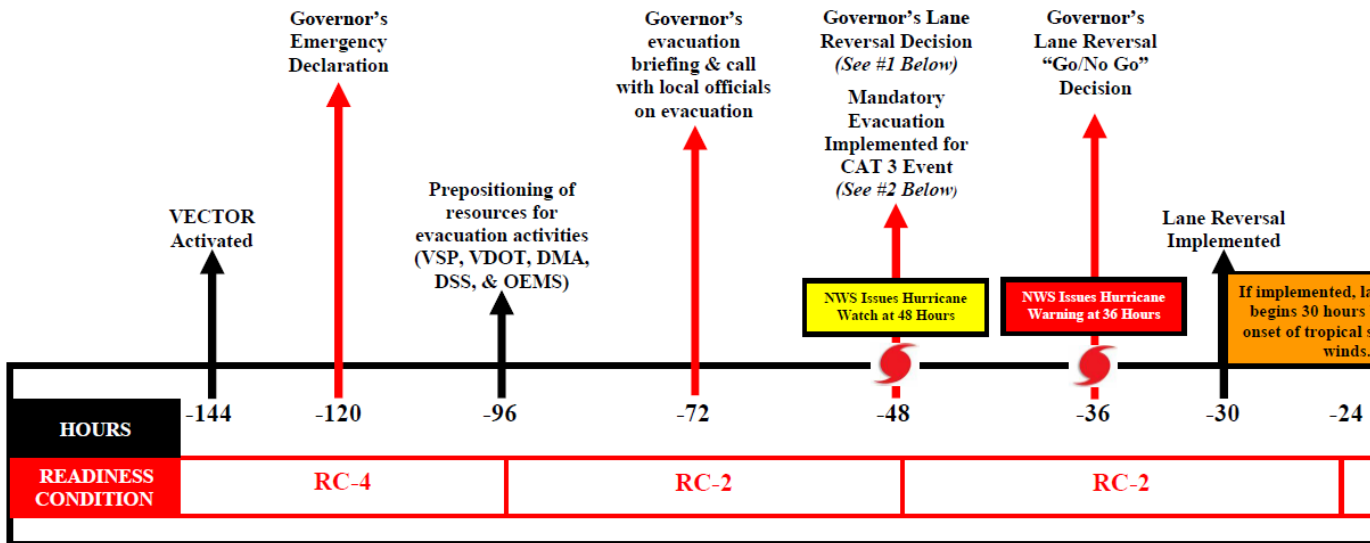


Figure 18. Evacuation Zones

Tab 2 to Hurricane Incident Annex – Virginia Hurricane Evacuation Action Timeline

COMMONWEALTH OF VIRGINIA HURRICANE EVACUATION ACTION TIMELINE



Timeline shows maximum times and trigger points for Category 1-3 hurricanes. The timeline may vary depending on the hurricane's path and intensity.

#1 – State resources move from pre-staging areas to duty post with lane reversal decision.

#2 – Evacuation implementation point for Southside Hampton Roads, with or without lane reversal decision. (Bowers Hill Evacuation Traffic)

Figure 19. VDEM Hurricane Evacuation Timeline

Mass Casualty Incident Annex

Coordinating Agencies

Fire and Rescue
Police

Cooperating Agencies

Emergency Management
Hampton and Peninsula Health District
Social Services

Introduction

Purpose

The purpose of this plan is to provide for an effective and coordinated response by the city and other supporting organizations, for a mass casualty incident occurring within the City of Hampton.

Scope

A mass casualty incident will most likely develop from another type of incident such as a transportation accident, structure fire, explosion, and technological or natural disaster. This annex will be used in conjunction with established Fire and Rescue and/or Police procedures or other portions of the Hampton Emergency Operations Plan. A mass casualty incident may require implementation of local mutual aid agreements, the regional Hampton Roads Metropolitan Medical Response (HRMMRS) Plan and the Statewide Mutual Aid Agreement.

Policies

The primary duties and responsibilities are assigned in the Basic Plan. Additional and detailed tasking and procedures may develop at the department level. They should reflect the procedures and responsibilities outlined in the Basic Plan and this Appendix. The strategies in this plan are consistent with the National Response Framework and National Incident Management System (NIMS) protocols.

Concept of Operations

General

The procedures in this Annex are based on the requirement that lifesaving measures take precedence over other operations. Stabilization and emergency medical treatment of victims is of paramount importance. The safety of emergency response personnel will take precedence especially in incidents where hazardous materials are involved.

- The first emergency responder on-scene assumes control of the incident until relieved by someone of higher authority
 - Hampton Fire and Rescue will be the lead agency in triage, treatment, and transport of mass casualty victims
 - Hampton Police will be the lead agency in site security, evidence collection and other law enforcement responsibilities
 - Hampton and Peninsula Health District may assume the lead agency role in cases involving public health incidents, particularly where there is no “incident site” (Refer to Terrorism Incident Annex)

- The scope of the incident will determine if the Emergency Operations Center (EOC) is activated
 - If activated (full or partially) the EOC assumes a support function role
 - If not activated, Emergency Management and city departments representatives needed for an emergency response and recovery will respond as requested
- Early establishment and use of a traffic pattern and staging area will reduce congestion in and around the incident scene. Particular attention must be paid to establishment of safety zones to ensure staging areas are established outside the inner perimeter
- Every direct contact with bodily fluids has the potential to be infectious. A high probability exists that rescuers will come in contact with body fluids. Precautions for Infectious Disease Control will be taken. The Incident Commander (IC) will determine appropriate level of precautions
 - All personnel involved in response and recovery operations will wear safety equipment and approved protective clothing as directed by the IC
 - All non-essential personnel will remain outside the inner perimeter until the IC declares it safe
- Those individuals who are obviously deceased should only be removed under the supervision and authorization of the Medical Examiner. Personal articles will not be removed from the victim or picked-up off the ground until properly documented
- Based on the scope of the situation, the City Manager may declare a local emergency, which enacts disaster laws, enhancing the response and recovery effort
- Depending on the scope of the incident and the length of time needed to complete emergency response and recovery operations, a rest/recovery area may need to be established
- Critical Incident Stress debriefing will be made available to all personnel at scene
- The EOC ESF 15 External Affairs is available to handle media issues
- Incident management priorities of mass casualty incidents are:
 - Life Safety (Scene Safety)
 - Incident Stabilization
 - Property Conservation
- Mass casualty incident management goals are:
 - Do the greatest good for the greatest number of victims/patients
 - Manage scarce resources
 - Do not relocate the incident

Categories of Incidents

Various Emergency Support Functions may need to be activated depending on the scope and magnitude of an incident. The levels of mass casualty incidents are described in Table 40 Mass Casualty Levels.

Table 40. Mass Casualty Levels

Category	Victims	Resources	EOC Activation	Comments
MCI Level 1	3-10 Immediate Red-Tagged Victims	Within capability of local Fire and EMS resources. 5 medic units, 2 engine companies, EMS supervisor	EM Coordinator may be notified at the discretion of the Incident Commander	Common occurrence with multiple vehicle accidents
MCI Level 2	11-20 Immediate Red-Tagged Victims	Local Fire and EMS and/or mutual aid to manage the incident. 10 medic units, 5 engine companies, 2 EMS supervisors, battalion chief	EM Coordinator should be notified. Partial EOC activation may be appropriate	Partial EOC activation may include PIO and Family Assistance Center
MCI Level 3	21-100 Immediate Red-Tagged Victims	Initiate local mutual aid. 15 medic units, 10 engine companies, 3 EMS supervisors, 2 battalion chiefs. 2-4 DMSUs, 1-2 MCETU.	Yes. Declaration of local emergency may be appropriate	Incident Commander may authorize implementation of HRMMRS. May request Virginia HMERT. EOC activation may include PIO and FAC
MCI Level 4	101-1000 Immediate Red-Tagged Victims (May be beyond the capability of Hampton Roads)	State and/or Federal Resources are required. 20 medic units, 10 engine companies, 5 EMS sup, 3 BCs, 6-8 DMSUs, 2 or more MCETUs, Communications Trailer, School Buses	Yes. Declaration of local emergency will be made	Incident Commander may authorize implementation of HRMMRS. May request Virginia HMERT. EOC activation may include PIO and FAC
Catastrophic	Destruction and loss of local infrastructure to treat patients	State and/or Federal Resources are required	Yes. Declaration of local emergency will be made	Incident Commander may authorize implementation of HRMMRS, Virginia HMERT. May include PIO and FAC

Organization

The Peninsulas Emergency Medical Services Council, Inc. and the Tidewater Emergency Medical Services Council, Inc. *Hampton Roads Mass Casualty Incident Response Guide* 2017 (or as amended) will be used to direct the Emergency Medical Services (EMS) response and will be used in conjunction with this Annex for major casualty incidents. This is a detailed guide for EMS response and does not address in great detail other emergency management functions. The *Hampton Roads Mass Casualty Incident Response Guide* (2017) was incorporated into the HRMMRS plan. The Guide includes checklists for various positions, radio protocols, directions to medical facilities and various forms to be utilized.

Management Operations

- Fire and Rescue is responsible to ensure the most current copy of the Hampton Roads Mass Casualty Incident Response Guide is provided the Emergency Management Coordinator and is available
- All departments will prepare for responding to mass casualty incidents by developing and maintaining plans and procedures for mass casualty incidents appropriate to the responsibilities in the EOP
- Mass casualty incidents are not likely to provide a warning period; incidents most likely will start as multiple victim incidents and escalate
- Emergency Management Coordinator (EMC) will be notified of incidents which may escalate into mass casualty incidents
- EMC may place EOC staff on standby to respond to incident

Response Operations

- IC will ensure EMC is notified of mass casualty incidents
- City Manager will be notified of mass casualty incidents
- City Manager may declare a local emergency as appropriate
- EOC will be activated as necessary, Coordinator and other departments responding may initially respond to work from the Incident Command Post
- EMC will notify the Virginia State EOC
- IC will authorize implementation of the HRMMRS plan as necessary
- Begin recording all disaster related expenses
- Maintain essential communications
- Establish safety zone, site security and traffic control
- Establish staging area in cold zone for incoming resources
- Implement local mutual aid agreements for fire & rescue and law enforcement
- Implement evacuation procedures as necessary
- Place shelter teams on standby and open shelters as necessary. A Family Assistance Center may be necessary for gathering of family members of victims initially as well as victims or evacuees
- Ensure all units and personnel assisting in incident are identified and information is captured to provide recognition following the incident
- Provide media briefings and ensure information is provided to 311 Center to answer public inquiries
- Begin and/or continue recording all disaster related expenses
- In the event of an emergency stemming from a criminally based act, the Virginia Department of Criminal Justice Services and the Virginia Criminal Injuries Compensation Fund shall also be notified when there are victims as defined in Code of Virginia §19.2-11.01. City of Hampton Victim Witness Coordinator can

be contacted at 757-728-3059. The Virginia Department of Criminal Justice Services can be contacted at 804-371-0386 during business hours and after hours can be contacted at 804-840-4276. The Virginia Criminal Injuries Compensation Fund can be contacted at 804-367-1018 or 1-800-552-4007. A link to the reporting form is: [Report a Campus or Local Emergency | Virginia Department of Criminal Justice Services](#)

Recovery Operations

- Continue required incident reporting to VEOC
- Coordinate the collection of all associated costs incurred in response to the incident
- Request post disaster assistance as appropriate
- Ensure appropriate recognition is provided to all units and personnel assisting in the incident, particularly mutual aid and outside resources
- Conduct after action report, focusing on lessons learned and mitigation issues

Responsibilities

- Determine the category of mass casualty and notify all coordinating and cooperating departments
- Activate and deploy or prepare to deploy teams, equipment caches, and other resources
- Identify, prepare, and operationalize facilities critical to supporting the movement and reception of State and Federal resources
- Establish and maintain communications with incident command to ensure a common and current operating picture regarding critical resource requirements
- Establish a Family Assistance Center for victims, family members and evacuees.


Tab 1 to Mass Casualty Support Annex: Mass Casualty Resources

Figure 20. Mass Casualty Transport Unit Brochure

MCI Transport Unit

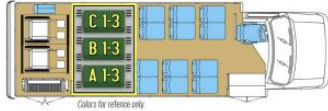
There are 10 MCI Transport Units in the Hampton Roads Region. The following Hampton Roads jurisdictions and organizations have accepted the MCI Transport Units and agreed to make them available to support the Hampton Roads Metropolitan Medical Response System (HRMMRS):

- Chesapeake Fire Department
- Hampton Division Fire and Rescue
- Isle of Wight County Department of Emergency Services
- Newport News Fire Department
- Norfolk Fire Rescue
- Riverside Regional Medical Center
- Sentara Virginia Beach General Hospital
- Suffolk Department of Fire and Rescue
- Virginia Beach Fire Department
- York County Department of Fire and Life Safety



Patient Transfer Area


- ◊ Patients ready for transfer and loading should be assembled near the REAR of the MCI Transport Unit
- ◊ Patients are loaded head first
- ◊ "LIGHTEST" patients loaded on the top stretcher
- ◊ Patients that may require invasive care (i.e. Airway management), should be loaded on the middle stretcher for ease of care.
- ◊ "HEAVIEST" patients loaded on the bottom stretcher
- ◊ Wheelchairs must be loaded and secured last
- ◊ In inclement weather, if shelter is available, stage patients under shelter until moved onto the bus




Colors for reference only.

Hampton Roads Metropolitan Medical Response System
1104 Madison Plaza
Chesapeake, VA 23320
Tel: (757) 963-0632 Fax: (757) 963-2325

HAMPTON ROADS MCI TRANSPORT UNITS






www.hrmmrs.org

OVERVIEW

- ◊ Augments and enhances evacuation, mass casualty transport and on-site sheltering
- ◊ Not an ambulance—designed for transport of patients triaged as delayed (yellow) and minimal (green)
- ◊ Can transport 9 stretchers, 10 seated patients, 2 wheelchairs +2 attendants and 1 driver
- ◊ Equals the capacity of 10 ambulances




MULTI-FUNCTION CAPABILITY

- ◊ Hospital/Nursing Home Evacuation
- ◊ Special Needs Transport
- ◊ Public Safety Personnel REHAB
- ◊ Temporary Shelter for Displaced Citizens
- ◊ Temporary Morgue for Mass Fatality Events



MCI Transport Unit	Stretcher Labeling
<p>Side "A" Street Side (Passenger Side)</p>	<p>Street Side— Stretchers are numbered A-# Top Stretcher is # 1, middle is #2, and bottom is #3 Total of 3 Stretchers of Side "A"</p>
<p>"B" Center Aisle</p>	<p>Center Aisle— Stretchers are numbered B-# Top Stretcher is # 1, middle is #2, and bottom is #3 Total of 3 Stretchers in Center "B"</p>
<p>Side "C" Street Side (Drivers Side)</p>	<p>Curb Side — Stretchers are numbered C-# Top Stretcher is # 1, middle is #2, and bottom is #3 Total of 3 Stretchers on Side "C"</p>




Figure 21. Hampton MCI Transport Unit
Housed at Fire Station 11



The Hampton Roads Metropolitan Medical Response System has provided eight fully equipped mass casualty units to localities throughout the Tidewater and Peninsulas EMS regions.

The disaster medical support units, or DMSU, are located in Chesapeake, Hampton, James City County, Newport News, Norfolk, Portsmouth, Virginia Beach and York County. The fire and EMS agencies accepting the units have agreed to use them to enhance local response and to make them available to support regional mutual aid as needed.

Each DMSU can help support various functions associated with incident command, rehabilitation, mass fatality management, mass patient care and hazmat decontamination. The mass care capability varies depending on severity of injuries. For planning purposes, each DMSU is equipped to treat 30 red patients, 30 yellow patients and 40 green patients. Mass care equipment and supplies are packaged according to color coded patient severity plus extra bulk supplies.

Figure 22. Disaster Medical Support Unit
Housed at Station 8



Figure 23. Medical Rapid Access Transport Unit
Housed at Fire Station 4

The Medical Rapid Access Transports or MRATs are part of the regional Mass Casualty Incident transportation plan and provide a capability to access and provide medical attention in off-road situations. As of July 2021, there are four MRATs in active service (Hampton, Chesapeake, York County and Virginia Beach) with two more on order for Newport News and Norfolk. The Hampton Roads MMRS program was able to purchase these off-road ambulances through a grant and there are plans to add four more MRATs for use in Suffolk, Portsmouth, Isle of Wight and James City Counties. The Hampton MRAT is housed at Station 4.



Hampton Fire also has four ATV's, 2 of which can carry litters to transport patients.

Figure 24. ATVs



Mass Fatality Incident Annex

Coordinating Agencies

Fire and Rescue
Police
Sheriff's Office

Cooperating Agencies

Emergency Management
Hampton and Peninsula Health District

Introduction

Purpose

Provide an effective and coordinated response to an incident involving mass fatalities (generally 25 or more fatalities) occurring in Hampton including complete recovery, collection, identification, pathological examination of mass disaster fatalities, and restoration of the incident site and to assist local planners with preparation for a large-scale number of fatalities due to an influenza pandemic (or any other naturally occurring disease with pandemic potential).

Scope

A mass fatality incident will most likely develop from another type of incident such as a transportation accident, structure fire, explosion, and technological or natural disaster. This annex will be used in conjunction with established Fire and Rescue and Police procedures or other portions of the Hampton Emergency Operations Plan. A mass fatality incident may require implementation of local mutual aid agreements, the regional Hampton Roads Metropolitan Medical Response (HRMMRS) Plan, and the Statewide Mutual Aid Agreement. This document also contains guidelines to help localities prepare to manage the increased number of deaths due to a natural disease event, such as an influenza pandemic. In a pandemic, the number of deaths will exceed the usual number of fatalities that a locality would typically see during the same time period.

Policies

The primary duties and responsibilities are assigned in the Basic Plan. Additional and detailed tasking and procedures may develop at the department level. They should reflect the procedures and responsibilities outlined in the Basic Plan and this Annex. The strategies in this plan are consistent with the National Response Framework and *National Incident Management System (NIMS)* protocols.

Concept of Operations

General

There are five primary functions to complete in any mass fatality incident:

1. Lifesaving, fire suppression, and containment
2. Documentation and recovery of remains and evidence
3. Identification and processing of remains
4. Coordination with families for notification, identification and return of remains and personal effects
5. Restoration of incident site

Mass fatality incident sites should be treated as a crime scene unless proven otherwise by the joint investigation of law enforcement and personnel from the Office of the Chief Medical Examiner (OCME). Decontamination or other special procedures should be carried out at the direction of the OCME.

The first emergency responder on-scene assumes control of the incident until relieved by Incident Command System. The Police Division's Investigative Services Crimes Against Property Unit Commander will assume Incident Commander and have the responsibility of coordinating the preservation of the incident scene after lifesaving and fire suppression or containment operations.

When a mass fatality incident occurs, Emergency Management will be immediately notified and the Hampton Emergency Operation Center (EOC) will be activated to provide coordination of outside resources. Emergency Management will notify the Virginia Emergency Operation Center (VEOC). Based on the scope of the incident the City Manager may declare a local emergency, which enacts disaster laws, enhancing the response and recovery effort.

Depending on the circumstances of the mass fatality, city response may initially begin with fire and rescue and law enforcement, but may shift to public information, sheltering, and the coordination and notification of families through establishment of Family Assistance Centers and continue through site restoration.

Incident Scene Security

The scene requires a clearly marked perimeter. Scene security is important to maintain integrity, keep onlookers from taking souvenirs, maintain chain of custody, and to protect scene workers from disturbances. Additionally, security controls the overwhelming numbers of volunteers that may converge and maintains the dignity and privacy of victims.

- Determine and protect the extent of the site, including all wreckage, debris, victims, survivors and fatalities
- Secure the site by roping off the area, when possible, with adequate personnel assigned to enforce the perimeter
- Establish two perimeters:
 - The outer perimeter restricts unauthorized persons from approaching the crash site and on-scene emergency operations
 - The inner perimeter separates the on-scene emergency response and support functions from the actual crash site. Only personnel with specific tasks may pass through this perimeter
- The Incident Commander (IC) may require public works place barricades and detour signs as part of the outer perimeter and reroute traffic
- Establish an Entry Control Point at the scene and use positive Identification (I.D.) personnel control system
- Account for all personnel entering and leaving the scene
 - The IC may authorize Federal, State, and City Identification for granting access to the staging areas and Incident Command locations
 - Security personnel should restrict access to the inner perimeter to those who are issued specific identification

- Maintain manageable shifts to support physical and emotional health of responders. I.D. procedures for workers indicating access areas will also ensure that personnel work only their scheduled shift times
- During long term operations, change the procedures daily to foil attempts by unauthorized individuals to gain entry
- Caution security personnel that wearing a uniform is not sole authorization for any individual to enter the scene
- Maintain security and accountability of all personnel on scene until all appropriate authorities have released the scene

Staging

Establishing appropriate staging areas is critical for incidents to avoid all the emergency response personnel and volunteers from converging directly at the scene. Anyone responding to the incident should first report to the staging area which should be located within easy access to the scene while not interfering with incident operations.

- Establish separate staging areas for morgue personnel/resources and the search and recovery personnel/resources
- Record all incoming equipment and personnel in the staging area log, including time of arrival
- Provide identification (I.D) and task descriptions to all personnel required at the scene
- Record all equipment and personnel sent from the staging area to the scene including the time (ICS Form 211)
- Provide regular updates on available equipment and personnel, to Incident Command

Identification of Remains

The identification process starts after they remove the remains from the scene. In a disaster situation, identification of the dead is a critical issue, and accordingly the remains must be treated with respect and dignity.

- Maintain information control. No information will be released except through the PIO
- Be thorough and accurate while examining all clues of identification, preserving evidence and preparing reports
- Do not rely solely on the visual identification of survivors
- Bodies will not be released until the Medical Examiner is certain of positive identification
- All identification data is recorded and studied along with the report of data from survivors, which the medical examiner compares with examination data

Media and Public Information

Refer to ESF 15 External Affairs

- Only designated personnel will speak with the media
- All information will be cleared with the PIO and the Medical Examiner
- Set-up a designated media center for the press to work that will not interfere with operations and families
- Direct all media representatives to the established media area
- Establish a regular briefing schedule for the media
- The PIO will only release names of the deceased after positive identification and family notification has occurred

- Media access to the scene will be coordinated with all appropriate authorities
- PIO will personally escort the media during any access of the scene perimeters

Actions

Preparedness Operations

- The Police Division's Forensics Unit is responsible to ensure the most current copy of the Office of the Chief Medical Examiners (OCME) Mass Fatality Incident Management Plan is provided to the Emergency Management Coordinator and is available in the EOC upon activation
- All departments will prepare for responding to mass fatality incidents by developing and maintaining plans and procedures for mass fatality incidents appropriate to their responsibilities in the EOP
- All departments will ensure their personnel are aware of their responsibilities under this Annex and exercise the plan within their department and with other responding departments to ensure readiness
- The Office of Emergency Management, Fire and Rescue, the Police Division, and the Department of Health, in cooperation with the Office of the Chief Medical Examiner, Tidewater District will review this Annex annually and publish changes as necessary
- The Department of Economic Development will maintain a listing of potential resources for use as Family Assistance Centers, temporary morgue, cold storage, and staging areas
- Public Works, Information Technology (IT) Department will maintain hand held GPS units for the documentation of location of remains
- Mass fatality incidents are not likely to provide a warning period, unless it is through an elevated threat warning of possible terrorism events. However, incidents may start as multiple victim incidents or mass casualty incidents and escalate to a mass fatality incident
- When potential mass fatalities are identified, Police Division, Forensics Unit personnel will be responsible for acquiring the necessary supplies and personal protective gear required for identification, processing and transporting remains
- When potential mass fatality is identified, Emergency Management will be notified and will in turn make appropriate notification to other departments to allow for employee notification and standby in the event an incident occurs
- Emergency Management may place EOC staff, either partial or full, on standby to respond to incidents as needed. In particular the Public Information, Sheltering Economic Development, Public Works, and IT personnel may be placed on standby as the situation warrants
- Begin recording all disaster related expenses

Response Operations

- First responder should assess the scene and provide notification to the E-911 center to include the location of the incident, whether hazardous materials are present, approximate number of casualties, approximate number of fatalities and their condition – dismembered, charred or burned etc., and egress routes available for initial response
- If there are more than 10 fatalities, the incident commander will notify the EOC and they will ask for assistance from the state
- If there are more than 50 fatalities, Emergency Management will consult with VDEM/VDH to determine if a DMORT team is required

- Upon notification of the number of fatalities involved, the Medical Examiner's Office will determine if their facility is adequate or whether to establish a temporary morgue facility. See Tab 1 for guidelines for temporary morgue facility
- IC will ensure Emergency Management Coordinator is notified of incidents, which are or potentially can develop into mass fatality incidents
- City Manager will be notified of mass fatality incidents
- City Manager may declare a local emergency as appropriate
- EOC will be activated as necessary, departments responding may initially work from the Incident Command Post
- Emergency Management Coordinator will notify the VEOC
- IC will authorize implementation of the HRMMRS Plan
- Staffing some functions may require that some city personnel help on scene, at the staging area or at the temporary morgue
- Critical Incident Stress Debriefings will be available for all personnel working the mass fatality incident
- Economic Development will update listing and determine availability of resources for use as Family Assistance Centers, temporary morgue, cold storage, and staging areas
- Public Works, IT Department will make available handheld GPS units for the documentation of location of remains and provide mapping services to the EOC
- Maintain essential communications
- Establish safety zones, site security and traffic control
- Establish staging area(s) for incoming resources
- Implement local mutual aid agreements for fire & rescue and law enforcement
- Initiate evacuation procedures as necessary
- Place shelter teams on standby and open shelters as necessary
- Ensure all units and personnel assisting in incident are identified and information is captured to provide recognition following the incident
- Initiate Family Assistance Center Operations. Refer to Family Assistance Center Support Annex.
- Establish media area and provide briefings, ensure information is provided to 311 Center to answer public inquiries
- Continue recording all disaster related expenses

Recovery Operations

- Continue required incident reporting to VEOC, file final report upon completion;
- Coordinate the restoration of the incident site
- Coordinate the collection of all associated costs incurred in response to the incident
- Request post disaster assistance as appropriate
- Ensure appropriate recognition is provided to all units and personnel assisting in the incident, particularly mutual aid and outside resources
- Conduct after action report, focusing on lessons learned and mitigation issues

Concept of Operations-Pandemic

General-Pandemic

As outlined in the Code of Virginia (VA §32.1 – 283), deaths that occur due to unnatural causes such as trauma, injury, violence, poisoning, unusual circumstances, accident, suicide or homicide, or of persons in state, local, or police custody, or person in state

mental health or behavioral custody, fall under jurisdiction of the OCME. In addition, any sudden death of persons in good health or unattended by a physician, also fall under the OCME. Given these legal criteria of deaths that come under OCME jurisdiction in comparison to the circumstances of natural deaths due to pandemic illnesses such as pandemic flu, where most all persons infected will be symptomatic prior to death and most likely seek medical assistance, these deaths will not fall under OCME authority. The one exception would be bioterrorism-related deaths and in those circumstances, those deaths would become OCME cases (manner of death would be homicide and thus meet Code of Virginia criteria). Therefore, the determination of the cause and certification of death is required to be completed by the decedent's treating physician in accordance with Code of Virginia (VA §32.1 – 263 part C). In Virginia, there is no statutory requirement for an official pronouncement of death. In Virginia, next of kin death notification and identification is the responsibility of law enforcement or hospital having initial custody of the body (VA §32.1 – 309.1).

Widespread natural disease outbreaks resulting in pandemic spread, such as in pandemic influenza, may cause an excess of deaths in the city. Because novel infections are natural, and anticipated deaths, they do not fall under the jurisdiction of the Office of the Chief Medical Examiner (OCME) and will thus be managed at the local level, depending on the death type, managed directly with a doctor, funeral home, or could be assisted and coordinated by local law enforcement.

During a pandemic event the following should be considered:

- Deaths not related to the pandemic will continue to occur during a pandemic event.
- All components of death management from law enforcement, EMS, hospital morgues, funeral homes, vital statistic offices, cemeteries, crematories, and the OCME, will be affected by the increase in deaths.
- Deaths could exceed the amount of designated Decedent Storage existing at private fatality service facilities.
- Employees in the death management field may be infected as well and the actual workforce may be diminished adding to the difficulty of managing the surge of bodies, memorials, burials, and cremations.
- Mortuary supplies may also run low; things like caskets, embalming supplies, PPE, urns, cremations services, and transport vehicles may all add to the backlog in decedent management and final disposition.
- Depending upon the type of pathogen involved in the pandemic and the transmission type, funeral and memorial practices may need to be modified.
- Guidance on management and/or suggested modifications to mortuary practices may come from the CDC or VDH.
- Mutual aid will most likely not be available from voluntary Disaster Mortuary Operations Response Teams (DMORT) as DMORT members work routine forensic jobs in their respective state and therefore would not be available for DMORT deployment during a pandemic because these members are already performing the same functions in their own communities.

Storage of Remains

- Long-term cold storage of human remains is one of the most difficult and pressing concerns for fatality management during a pandemic event.

- Hospital morgues and funeral homes in Virginia have very limited storage in their morgues. Hospital morgues are meant for short-term storage of human remains while remains are transported from the hospital morgue to the funeral home, or, while family members make preparations for final disposition of the deceased.
- Human remains must be placed in refrigerated storage within 48 hours of death.
- Human remains must be refrigerated at approximately 38-40 degrees Fahrenheit.
- There are 5 funeral homes and 1 crematorium in the City of Hampton. Most Hampton funeral homes do not have on-site cold storage; however, they contract with another funeral home for cold storage.
 - Berceuse Funeral & Cremations 2609 Cunningham Drive 12 cold storage spaces
 - Nicholson-Cummings Funeral Home 4304 Victoria Boulevard 0 cold storage spaces *contracts with Altmeyer Funeral Home
 - Parklawn-Wood Funeral Home 2551 N. Armistead Avenue 6 cold storage spaces
 - R. Hayden Smith Funeral Home 245 S. Armistead Avenue 0 cold storage spaces *owns Berceuse
 - Ronald C. Perkins Funeral Home 251 W. Queen Street 0 cold storage spaces *contracts with Altmeyer Funeral Home
 - Smith Brothers Funeral Home 545 E. Mercury Boulevard 7 cold storage spaces
 - Altmeyer Funeral Home Riverside Chapel 7415 River Road, Newport News, VA is the primary Peninsula cold storage facility. Altmeyer has a total of 120 cold storage spaces between 3 locations in Hampton Roads.
 - There are three hospitals in the City of Hampton.
 - i. Joint Base Langley-Eustis 77 Nealy Avenue 2 cold storage spaces
 - ii. Sentara CarePlex Hospital 3000 Coliseum Drive 12 cold storage spaces
 - iii. Veterans Affairs Medical Center 100 Emancipation Drive 5 cold storage spaces

Actions

Preparedness Operations

- In an effort to reduce changes to existing protocols, this plan will not circumvent any existing death investigation process, but expand on existing communication channels and enhance understanding of existing space.
- All departments will ensure their personnel are aware of their responsibilities under this Annex and exercise the plan within their department and with other responding departments to ensure readiness.
- The Office of Emergency Management, Fire and Rescue, the Police Division, and the Department of Health, in cooperation with the Office of the Chief Medical Examiner, Tidewater District will review this Annex annually and publish changes as necessary.
- Localities and emergency managers should work with local hospitals and funeral industry partners in advance of a pandemic to identify and quantify the capacity of cold storage beds and locations for deceased bodies in their locality/region.
- Hospitals have minimal morgue space meant for short-term storage of human remains while remains are transported from the hospital morgue to the funeral home, or, while family members make preparations for final disposition of the deceased.

- Funeral Home Decedent Storage is a finite resource. In the City of Hampton there are 25 spaces for decedent storage.
- Virginia Department of Health Professions regulates all funeral homes in Virginia. Funeral homes are the only entity in Virginia that provide final disposition and memorial services to families of decedents through burial or cremation services.
- In the City of Hampton there are three hospitals with 19 spaces for decedent storage.

Response Operations

- Given the sensitivity of deceased remains and public perception of decedents careful consideration should be given to plans. If the use of alternate decedent storage facilities was made public, negative consequences could occur. Every attempt to use alternate facilities should be concealed and not made public.
- Alternatives for cold storage include rental or purchase of walk-in commercial refrigeration units. Polar Leasing offers walk-in 10 feet and 20 feet fiberglass refrigeration units. These units require an electrical power connection to operate. They can be rented on a weekly or monthly basis. Cold storage containers are also available for purchase through Polar King Corporation.
- Department of Forestry has cold storage facilities around the state used for storing seedlings during off season.
- In addition to alternate locations for cold storage of remains, one option to explore is contracts for refrigerated trucks. The FDA issued guidance during the COVID-19 pandemic that refrigerated food transport vehicles and refrigerated food storage units used for the temporary preservation of human remains during the COVID-19 pandemic subsequently can be safely used for food transport and food storage under certain circumstances. It is important that food is protected during transport and storage to ensure food is safe for humans and animals and that conditions do not exist that may adulterate the food.
- Refrigerated trucks would require fuel support to run the refrigeration unit and would produce fumes and noise from the running tractor.
- Before returning to service to transport or store human or animal food, refrigerated food transport vehicles and refrigerated food storage units used to hold human remains during the COVID-19 pandemic should be thoroughly cleaned and disinfected. The floors, walls, ceilings and other hard, non-porous surfaces on the interiors of refrigerated food transport vehicles and refrigerated food storage units are generally designed to be easily cleaned.
- After being cleaned, these surfaces should be disinfected to reduce the risks associated with SARS CoV-2 virus and foodborne pathogens. Appropriate Environmental Protection Agency (EPA) registered disinfectants (the EPA registration number is on the product's label) should be used to accomplish both goals. EPA registered disinfectants should be suitable for the intended material being disinfected. It is recommended that only EPA-registered disinfectants effective against SARS CoV-2 (i.e., disinfectants on List N5) and foodborne pathogens be used.
- When there is evidence that interior surfaces were in direct contact with blood or bodily fluids, FDA recommends that refrigerated food transport vehicles and refrigerated food storage units not be returned to service for transporting or storing food for humans or animals if any one of the following conditions exist:

- There are interior surfaces made of porous unfinished wood or other materials that are not suitable for cleaning and disinfection and that cannot be removed and replaced;
- There are interior surfaces that are damaged or compromised (e.g., cracked fiberglass, exposed seams) such that they are not able to be properly cleaned and disinfected;
- There are mechanical refrigeration components located within the storage areas that cannot be cleaned in place or removed for cleaning and/or replacement;
- The unit is permeated by offensive odors that cannot be eliminated through cleaning and disinfecting.
- In the event that an alternate decedent storage facility is opened to support surge requirements, Hampton Sheriff's Office will utilize a tracking mechanism to ensure appropriate tracking for Chain of Custody and to support final decedent disposition.
- The decedent's next of kin has authority on final disposition of the body (VA §32.1 – 283); however, if the Virginia State Health Commissioner, in consultation with the Governor, deems remains are hazardous and a risk to public health, the Commonwealth will be responsible for the handling, identification, and disposition of the remains (VA §32.1 – 288.1).
- Unclaimed bodies are remains that are not claimed by next of kin after 10 days. In these circumstances, a court order defines that law enforcement of the decedent's locality of residence has legal authority of the remains and can make decisions on final disposition.
- The vast majority of pandemic pathogen deaths will not meet statutory authority to become an OCME case, and thus, certification of the cause of death will be the responsibility of the decedent's treating physician. All Virginia licensed physicians have the authority and responsibility of completing and certifying natural deaths of their patients.
- The importance of the death certificate cannot be understated as it is a required document for living family members to collect insurance, qualify for veterans or Social Security benefits, settle estates, award guardianship of minors, determine ownership of property, re-marry, and many other legal issues. Failure to properly document and certify an individual's death will cause severe hardships on the surviving family members.
- Out of hospital deaths responded to by Hampton EMS are reported to Hampton Police Division. For natural deaths, the responding officer contacts the decedent's physician to ascertain that they will sign the death certificate and coordinates with the funeral home or removal service for transfer of the decedent.
- Hospice patients under the care of a physician are pronounced by the hospice nurse. The hospice nurse notifies the funeral home or removal service to move the decedent to the funeral home of choice.
- Nearly all deaths that occur in the healthcare system do not have issues with identification of the patient/decedent; however, other types of deaths prove to be a little more complicated in making legal identification of the deceased individual. Some examples of these types of deaths include visually unidentifiable or decomposed bodies, deaths of out of state residents or international travelers, illegal aliens, homeless populations, and others.

- In Virginia, next of kin death notification and legal identification is the responsibility of law enforcement or hospital having initial custody of the body (VA §32.1 – 309.1). If the institution having initial custody of the dead body is unable to determine the identity of the decedent, they shall contact the primary law enforcement agency of the locality (VA §32.1 – 309.1 part D). The OCME will assist localities in the scientific identification of the deceased, but will not necessarily accept these deaths as OCME cases unless other circumstances of the death meet Code of Virginia criteria. Case processing for decedents with no next of kin can take 30 days.
- Emergency Management will work with local funeral homes to ensure availability of PPE to preserve the limited resource of mortuary professionals.
- Security of the supplemental decedent storage facilities will be maintained by the Hampton Sheriff's Office with adequate personnel to prevent unauthorized entry. The site must be fenced or locked to ensure the security of remains and personal property.
- Caution security personnel that wearing a uniform is not sole authorization for any individual to enter the decedent storage facility.
- Establish an Entry Control Point at the decedent storage facility and use positive Identification (I.D.) personnel control system.
- Hampton Sheriff's Office personnel assigned to coordinate receipt of decedent remains in the supplemental storage facility will maintain records to document decedent receipt and movement to maintain a chain of custody.
- In situations where supplemental storage facilities are utilized, close coordination between Hampton Sheriff's Office personnel responsible for the supplemental storage area with Hampton Police and hospice for out of hospital deaths will be needed to ensure proper documentation and transportation of decedents.
- Coordination with funeral homes and crematoriums will be needed to ensure timely funeral services for decedents in the supplemental storage area to prevent long delays in transfer of the decedents to funeral homes.
- Use of private businesses and public venues for decedent storage is not recommended. Hampton Cold Storage, a private business located at 546 E. Mercury Boulevard has 20,000 square feet of public cold storage space. Utilizing this facility could result in potential future business loss and the cost of purchase of the private building if negatively impacted by the use.

Tab 1 to Mass Fatalities Incident Annex – Temporary Morgue

Temporary Morgue Site

- A morgue site is selected, organized, and put into operation if the number of dead exceeds the resources of the Medical Examiner's Office.
 - The City Manager, in cooperation with the Medical Examiner, will select the location of the temporary morgue. The Health Department, Office of Emergency Management, EMS, Police Forensics Unit and Economic Development will provide site selection information.
 - The morgue site is used for the temporary housing, identification, sanitation, preservation (as authorized) and the distribution point for release of the remains.
 - The six normal functional areas within the temporary morgue include Reception, X-ray, Fingerprinting, Dental Examination, Autopsy, and Embalming.
- Site Selection Criteria: Requirements for a temporary morgue include:
 - It must be convenient to the scene but removed enough to be out of harm's way and have easy ingress and egress routes for the vehicles transporting remains.
 - It must have adequate capacity for the number of bodies expected. A large incident may require several sites. However, several small sites will require more supplies, resources and personnel than one large site.
 - The site must be fenced or locked for security of remains and personal property. The facility will have sufficient space for body identification procedures and should be removed from public view.
 - It should allow for interior partitioning to separate functions such as receiving, x-ray, dental, autopsies, records maintenance, and family viewing, etc.
 - A temporary morgue or an incident morgue may be required for the incident. If the Chief Medical Examiner determines a temporary morgue is needed, the morgue should be located as near as possible to areas with heavy death toll and should have:
 - Showers
 - Hot and cold running water with waste water disposal capabilities
 - Heat and/or air conditioning (depending on weather)
 - Electricity
 - Drainage
 - Ventilation
 - Restrooms
 - Secure boundaries as well as parking areas
 - Communication possibilities
 - Rest areas
 - Non-wooden floors, which can be decontaminated without damage to the floor surface.
 - Located as to be out of public view
 - Have adequate space to allow for receiving, processing, administration, and property storage etc.
 - Have a room for a family viewing area, if the Chief Medical Examiner authorizes
 - Potential incident morgue sites include existing mortuaries, hangars, large garages, National Guard Armories, fairground facilities, large storage

facilities, empty stores, ice rinks, roller rinks, or other options without wooden floors. Schools should be avoided because of the emotional impact on the community.

- The Chief Medical Examiner, based upon the event at hand, will determine the functions carried out at a temporary morgue site.

Setting Up the Temporary Morgue

- If the Chief Medical Examiner determines a temporary morgue is necessary, and the site has been authorized, the temporary morgue should be set up at the same time the search and recovery of bodies is taking place at the disaster site.
- The following areas may be needed at the temporary morgue depending upon the incident.
 - Area for receiving and releasing bodies
 - Area for a decontamination tent of the remains and/or personal effects
 - Area for body examinations, documenting injuries, identifying characteristics, clothing and personal effects
 - Area that can be secured for holding personal effects
 - Area for x-raying of bodies and body parts
 - Area for fingerprinting
 - Area for dental examination and charting
 - Area for conducting autopsies
 - Area for embalming bodies
 - Area for maintaining records and charts relating to the bodies
 - Area for maintaining telephone banks, fax machines, computers, desks and other office equipment
 - Area for refrigerated trucks and/or cold body storage
 - Area for rest and refreshments for staff away from everything else
 - Area for viewing the remains

Required supplies needed for a temporary morgue include:

- Tarps to cover the ground/ floor if necessary and to create partitions to separate areas of the morgue
- Generators, portable lights and extension cords if not already available at the facility
- Cameras (Polaroid and 35mm), video cameras and tape recorders to record findings
- Computers with printers, telephones/cellular phones, radios, and forensic quality fax machines
- Identification charts for processing bodies
- After they establish the morgue site, coordinators should obtain refrigerated trailers as necessary. If refrigerated trailers are not available, the coroner can arrange for railroad refrigeration cars, vans or cold storage to aid in the preservation of bodies

Peninsula Local Emergency Planning Committee Incident Annex

Please refer to one of the following two places for a copy of this plan:

1. City of Hampton's WebEOC, Folder Library, City Plans
2. City of Hampton Office of Emergency Management
3. Hampton Public Libraries

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Peninsula Local Emergency Planning Committee Incident Annex

Please refer to one of the following two places for a copy of this plan:

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Repatriation Incident Annex

Coordinating Agency

Social Services

Cooperating Agencies

Emergency Management

Schools

Finance

Fire and Rescue

Health Department

Information Technology

Parks and Recreation

Police

Sheriff's Office

City Manager's Office

Public Works

Introduction

Purpose

Assist in the act of returning U.S. citizens and their dependents to the United States by government direction and assistance in response to a major disaster, political unrest or outbreak of war.

Scope

Hampton Department of Social Services (DSS), in cooperation with City of Hampton offices and agencies, the Hampton Roads Transportation Authority, the American Red Cross and other local businesses will provide a safe and efficient processing of repatriates from overseas to their final destination of choice within the United States.

Policies

Commonwealth of Virginia, EMERGENCY REPATRIATION PLAN (February 2017) is the State's Repatriation Plan. A copy of this plan can be obtained for reference purposes from the Office of Emergency Management. The State Plan designates the Hampton DSS as the lead agency for coordinating the processing of individuals being repatriated through Joint Base Langley-Eustis (JBLE- Langley) in Hampton.

Concept of Operations

General

In the event of a catastrophic natural or man-made disaster, political upheaval, the threat of war or the actual outbreak of war, the U.S. Department of State will order and arrange for the evacuation and repatriation of U.S. citizens from overseas to designated ports of entry (POE).

Three types of facilities may be utilized for ports of entry during an emergency repatriation operation:

- **Commercial Facilities:** Evacuations by Department of State chartered commercial aircraft and potentially military aircraft. In Virginia, Dulles International Airport has been identified as the main point of entry.
- **Military Installations:** Depending on the incident, Department of State and Administration for Children and Families/Office of Human Services Emergency Preparedness and Response may coordinate with the Department of Defense to select a military installation as a point of entry for military aircraft or Department of State or Department of Defense chartered commercial aircraft. JBLE-Langley is designated as a repatriation site with a capacity of 4,100 persons per day.
- **Federally Designated Site:** An alternate, federally designated site may serve as a hub to process repatriates (i.e. during a biohazard or infectious disease incident).

If the POE is at JBLE-Langley, the Administration for Children and Families (ACF) in coordination with the Commonwealth of Virginia will work with the Department of Defense (DOD) to allow access to the area of the base where evacuees will be arriving. Access will be provided to the necessary personnel to provide the resources needed to assist the evacuees. In addition, ACF will work with DOD to identify and determine the type of support that might be provided by DOD at the base.

The U.S. Department of State will notify Health and Human Services (HHS) when a situation develops which may require the evacuation of U.S. citizens to the United States. HHS will notify the affected states by communication through the Federal Emergency Management Agency's communication system. In Virginia this notice will go to the VEOC who will notify DSS and Emergency Management. DSS will notify the Regional Director of DSS who will contact the local Director involved. The Emergency Management Coordinator will make notification to the local DSS. The notice should include the port of entry, the potential number of evacuees, the method of evacuation, the arrival date and an estimated length of repatriation operations.

The types of repatriates could include U.S. citizens, dependents of U.S. citizens, third-country nationals, lawful permanent residents, U.S. nationals, U.S. tribal members and refugees and asylees. Refugees and asylees are not eligible for temporary assistance under the Repatriation Program however, they may qualify for Office of Refugee Resettlement refugee assistance. The Special Immigrant Visa is a program that grants permanent residence to people who aided the U.S. government abroad. Evacuees with special immigrant visa status may arrive at POE with repatriated citizens if there is an emergent evacuation due to war conditions.

When a repatriation event occurs, federal agencies involved will perform their customs clearance and immigration checks. After arrival at POE locations in the United States, all evacuees will be processed by Customs and Border Patrol for lawful entry into the United States. Other required clearances will be performed by authorized Federal agencies such as the Centers for Disease Control. Federal processing will be accomplished prior to the individuals being released to the state repatriation-processing center.

The funding of emergency repatriation actions is the responsibility of the federal government. State and local units of government and volunteer organizations will be reimbursed for all reasonable, allocable, and allowable expenses. The procedures to be followed in accounting for funds, keeping financial records, developing case records,

acquisition of advanced funding and requests for reimbursement are outlined in Funding and Fiscal Procedures of the *National Emergency Repatriation Plan*, OMB Super Circular, and the Commonwealth of Virginia Resource and Financial Management Policies and Procedures for Emergency Management policy document.

To qualify for repatriation assistance, an evacuee must be a United States citizen or a dependent of an American citizen returned from a foreign country; evacuee should be identified by Department of State as having returned because of war, threat of war, invasion, or similar crisis. The United States Citizenship and Immigration Service will verify citizenship on the evacuees' processing check sheet. The evacuee's declaration that he or she is without available resources will be accepted unless the interview reveals that sources are available. Evacuees receiving assistance will be required to repay the United States the cost of such assistance and services after arrival at the final destination when their own resources become accessible to them.

Temporary assistance is defined by the Program statute as money payments, medical care, temporary billeting, transportation, and other goods and services necessary for the health and welfare of individuals, including guidance, counseling, and other welfare services.

Assistance provided at the Emergency Repatriation Center (ERC) usually covers emergency services for up to the first 24 hours. During unusual situations, and depending on the type of evacuation, evacuee's condition and unforeseen circumstances, there might be a need for evacuees to remain in the immediate reentry POE geographical area for more than 24 hours. Continuation of Program temporary services, or up to 90 days of services, is generally provided at the State of final destination through non-emergency activities of the Program.

Services

Baggage: Luggage is to be deposited to a secured baggage holding area designated by the POE. Evacuees will not be allowed to bring baggage to the ERC. Designated POE staff will take custody of any unclaimed baggage and handle it according to established lost and found procedures.

Briefing: Upon arrival at the POE, all repatriates will be briefed either on the plane prior to debarkation or in a designated area of the ERC. Coordinate with the state to provide a welcome packet to repatriates to include a welcome letter, information on ERC services and information on other amenities and facilities in the POE. Translation services and access and functional needs of repatriates should be considered.

Cash Assistance: Cash assistance will be provided to eligible repatriates in the form of a loan. The Administration for Children and Families (ACF) are responsible for determining the amount that will be provided. The amount will be dependent upon whether temporary assistance is being provided on a congregate basis. Long-term financial needs will be referred to the state of final destination.

Case Management: Case management will be provided for initial assessment, eligibility recommendations to ACF, and to offer and coordinate temporary assistance.

Care of Unaccompanied Children and Fragile Elderly: Care and protection of unaccompanied children and fragile elderly populations at the ERC will be provided to

include temporary shelter or other suitable location while attempting to locate parents, family members, legal guardians/custodians, or while making plans under child welfare or adult services policies for more permanent arrangements.

Communication with Family, Friends, Employers and Others: Information and inquiry services will be offered to repatriates who request assistance in contacting relatives, friends, and employers or in locating family members from whom they have become separated, and for making personal transportation arrangements to their final destinations.

Direction and Information: Accurate and clear directions and information about ERC services, location of the Family Reunification Area and other facilities and amenities with the POE will be provided to evacuees.

Emergency Medical Assistance: Medical assistance will be available for repatriates that have minor medical/psychological needs which may occur prior to or upon arrival at the ERC. When there is a medical emergency that cannot be handled at the ERC, Emergency Medical Services will be called for treatment and transport to the local hospital for care.

Other services include

- Medical Assistance - A health screening area will be available at the ERC to perform a more in-depth medical assessment or examination.
- Hospitalization – Referral to a local hospital for those who require hospitalization with follow-up case management.
- Ambulance Services – Coordinate with JBLE and Fire to ensure ambulance services are available at the POE.
- Isolation – Repatriates with signs and symptoms of infectious or communicable disease will be directed to the appropriate Hampton and Peninsula Health District staff for assessment.
- Behavioral Health Services and Psychological First Aid – Counseling services or referral to mental health services as appropriate

Entrance to the ERC: There is no requirement that a repatriate makes use of ERC services or temporary assistance. Of the repatriate refuses ERC services, they will be asked to sign the refusal of services form (RR-06).

Escort Services for Unaccompanied Minors: For unaccompanied minors in need of reunification with their parents or legal guardian in another State, coordinate the release of minors using established state laws and procedures. Parents or legal guardian will be required to pay for the cost of arranged escort services and other associated costs.

Essential Clothing and Toilet Articles Suitable for Immediate Needs: Essential clothing and comfort kits will be available at the ERC.

Exit Services: Case files with all signed forms and supporting documents are to be kept secured by Social Services personnel. Before the repatriate leaves the ERC, DSS must ensure necessary documents are kept and copies provided to the repatriate (e.g. travel itinerary, signed Program forms).

Family Reunification: Family reunification services will be available for family members who were separated during evacuation from overseas and may be transported to different

POE. Assistance will be provided in determining the whereabouts of separated family members, and coordinating communication and directing the individual for assistance with onward travel to the repatriate's final place of destination.

Feeding: Mass feeding will be provided to repatriates in conjunction with and following their arrival at the ERC and/or temporary shelter location. Consideration will be given to culture and special diet needs.

Finance and Banking: Information regarding locations within the POE where evacuees are able to obtain cash and/or exchange money to U.S. currency.

Information Center: Information to be provided to both ERC staff and evacuees. Information to evacuees may include resources and assistance available through Federal, State and NGOs not currently offered at the ERC.

Interpreters and Translation Services: Interpretation and translation services (including remote services) to be provided and designated with identifiable and appropriate signage.

Mortuary Services: Deceased individuals will be addressed in accordance with existing POE procedures and in compliance with Federal, State and local laws. Mortuary services are not a reimbursable expense.

Other Services: Other services may be provided as needed.

Pharmaceuticals: Prescriptions required for stabilizing the life of an evacuee, supply not to exceed 30 days.

Religious and Pastoral Care: Religious and pastoral care to be made available based on the POE and the services available, either in person or remotely.

Referral to State of Final Destination: DSS staff will coordinate the referral to the State of final destination. The state of final destination is responsible for providing the appropriate temporary assistance to referred eligible individuals and families up to 90 days.

Registration and Interview: In determining the needs of individuals and families, ERC intake staff retrieve basic information using appropriate HHS forms to determine need. During the intake process, repatriates are advised of the HHS repatriation loan and all services offered at the ERC. If the repatriate accepts the loan, the intake staff will ask the repatriate to sign the HHS Privacy and Repayment Agreement Form. In addition, information regarding the HHS financial waivers and deferral processes to be provided. As needed, training will be provided to all intake staff.

Security and Pre-ERC Medical Assessment: If a repatriate needs to be transported to a hospital before arriving to Customs, routine clearance must be performed and notice provided to the State designated staff. Notice will include evacuee biographical information, time of transportation, and hospital location.

Temporary Shelter: Temporary shelter will be available if the repatriate is unable to continue to his/her final destination on the date of arrival and cannot make his/her own arrangements. Temporary shelter may be provided at commercial establishments or it may be necessary to provide shelter on a congregate basis. State personnel will assist by

arranging short-term accommodation generally for no longer than one day and transportation to a temporary shelter. The duration of short-term accommodation may be extended on a case-by-case basis depending on the repatriate's individual situation, subject to HHS approval.

Transportation to Temporary Shelter: The state will ensure that appropriate transportation arrangements are in place to transport repatriates from the ERC to temporary shelters, including hotels and motels.

Transportation to Final Destination: Virginia will ascertain the evacuee's final destination during intake and will be responsible for arranging both local and onward transportation to final destination. Assistance may be available for onward travel destinations via planes and Amtrak if ACF works with their federal travel agency to provide remote booking assistance.

Veterinary Assistance: Generally, pets are not authorized during an evacuation. However, service animals may be evacuated. Procedures for how to care for service animals during emergency situations will be followed. Airlines will also need to follow their established protocols and procedures.

The primary local processing center site is the Hampton Coliseum. The Hampton Roads Convention Center or local hotels could also be used as a local processing center. Tasks for agencies at the processing center are as outlined in the following tasking list.

Actions

Preparedness Operations

- DSS Director and Emergency Management Coordinator will develop and maintain liaison with JBLE-Langley
- Develop and maintain Memorandum of Understanding with JBLE-Langley and Coliseum and Hampton Roads Convention Center concerning resource commitments
- DSS will maintain a listing of local hotels and motels to be used if city facilities are not available for processing center, or for temporary lodging
- Emergency Management will serve as the point of contact with the VEOC
- Finance Department will designate bank and contact person for funds transfers
- Upon notification from VEOC, Emergency Management Coordinator will notify DSS Director and City Manager
- Emergency Management Coordinator will notify departments of the activation of the Repatriation Plan
- Determine availability of Hampton Coliseum and the Hampton Roads Convention Center
- Determine if the EOC needs to be activated
- DSS Director will serve as Incident Commander at processing center
- Arrange for the receipt of funds from state and federal sources to be used for assistance payments to evacuees
- Police and Sheriff's Office will provide secure transportation of cash or bank cards to processing center and maintain security for cash or bank cards
- Determine availability of school buses for transportation needs
- Public Works will provide traffic control signage and barricades as needed
- DSS will provide a listing of local hotels and motels to be used for temporary lodging
- DSS and Health Department will coordinate local pharmacies

- Coliseum, Parks, Recreation and Leisure Services and Public Works will provide surplus tables, desks and chairs to the processing center
- Police Division will provide traffic control for the processing center
- Provide one EMS unit at the processing center
- Arrange for translator services
- Community Service Board will provide individuals qualified to interpret sign language
- Public Works will coordinate delivery of portable rest room facilities
- IT will coordinate telecommunication services for the processing center, to include phone bank for evacuees
- IT and Communications will provide radio or cell phone communications for processing center
- IT will provide Internet accesses for the processing center
- IT will provide computer support for processing center, laptops preferred
- Public Communications will coordinate with JBLE-Langley Public Information for media releases
- Public Works will coordinate with JBLE-Langley, to provide appropriate transportation of evacuee's baggage to processing center.
- HRT will provide transportation from JBLE-Langley to processing center, as requested.
- JBLE-Langley will provide assistance with arranging air or train transportation for evacuees to their final destination by providing a temporary airline traffic office or office at the processing center
- Implement recording all expenses incurred including staff time and consumables

Response Operations

- Determine a secure location for cash and disbursements at processing center
- Determine the need to request assistance from other jurisdictions
- Provide trained personnel to staff the processing center as tasked
- Hampton and Peninsula Health District will provide trained personnel to conduct medical assessments of evacuees and assist in directing those needing medical treatments to local facilities
- DSS and Parks, Recreation and Leisure Services will provide childcare at the processing center
- Parks, Recreation and Leisure Services will provide personnel to conduct recreational activities at the processing center
- Register all evacuees and arrange for the provision of financial assistance and transportation to final destinations
- Arrange for temporary shelter for those unable to continue traveling or who have no further destination
- Provide clothing or vouchers for clothing to evacuees as necessary
- Provide voucher or payment authorization for commercial bus transportation to final destination
- Provide referrals to appropriate service agencies for those remaining in the area
- Identify unaccompanied minors and arrange for appropriate services in compliance with Virginia child welfare law and policy
- Assist in reuniting separated family members
- Coliseum will assist with providing food services
- Red Cross will provide on-site feeding of evacuees, as required
- Finance will provide procurement services at processing center as needed

- Provide additional EMS services as needed
- Hampton and Peninsula Health District will coordinate mortuary services as needed
- Police and Sheriff's Office provide personnel to maintain site security
- Police and Sheriff's Office will provide vehicle escort for buses from JBLE-Langley to processing center as needed
- City Manager's Office will provide media releases, public information and media briefings as appropriate
- City Manager's Office will staff the designate an area within the processing center for media briefings
- Red Cross will provide evacuees with comfort packs as requested
- Red Cross will provide cots and blankets according to ARC guidelines
- Community Service Board will provide trained personnel to conduct mental health assessments of evacuees and arrange for treatments as need
- Community Service Board will provide crisis counseling
- HRT will provide transportation from processing center to temporary lodging
- HRT will provide transportation from processing center to airports, as requested
- JBLE-Langley will provide personnel to escort vehicles transiting evacuees on base
- Continue recording all expenses incurred including staff time and consumables

Recovery Operations

- DSS and Finance will gather all costs incurred and complete documentation for reimbursement from the federal government
- Complete after-action report

Organizational Roles and Responsibilities

Social Services

- Serve as lead agency for coordinating services at the processing center
- Maintain and provide a listing of local hotels and motels to be used if city facilities are not available for processing center, or temporary lodging
- Coordinate with Hampton and Peninsula Health District for local pharmacy services
- Provide trained personnel to staff the processing center
- Register all evacuees and arrange for the provision of financial assistance and transportation to final destinations
- Arrange for translator services as needed
- Arrange for temporary shelter for those unable to continue traveling or who have no further destination
- Provide clothing or vouchers for clothing to evacuees as necessary
- Provide voucher or payment authorization for commercial bus transportation, to final destination
- Provide referrals to appropriate service agencies for those remaining in the area
- Identify unaccompanied minors and arrange for appropriate services in compliance with Virginia child welfare law and policy
- Assist in reuniting separated family members
- Maintain records of all expenses incurred including staff time and consumables
- Assist in donations and volunteer management

Emergency Management

- Coordinator of Emergency Management serves as the point of contact with the Virginia Department of Emergency Management and the Virginia Emergency Operations Center
- Notify agencies and offices of the activation of the Repatriation Plan
- In consultation with the City Manager and DSS Director, determine the need for activating the EOC
- In consultation with the City Manager and DSS Director, determine the need to request assistance from other jurisdictions

Schools

- Provide buses for evacuee transportation as needed

Finance

- Designate bank and contact person for funds transfers
- Arrange for receipt of funds from state and federal sources to be used for assistance payments to evacuees
- In cooperation with the DSS Director, provide procurement services at processing center as needed
- Coordinate with the DSS Director, the collection of cost data from each participating department and the submission of this data to the federal government for reimbursement

Fire and Rescue

- Provide one EMS unit at the processing center
- Provide additional EMS services as needed

Hampton and Peninsula Health District

- Provide trained personnel to conduct medical assessments of evacuees and assist in directing those needing medical treatments to local facilities
- In coordination with DSS, coordinate with local pharmacy for prescription medicine as necessary
- Coordinate mortuary services as needed

Information Technology

- Coordinate telecommunication services for the processing center, to include phone bank for evacuees to contact relatives or make travel arrangements
- In coordination with Police Communications, provide radio or cell phone communications for processing center
- Coordinate Internet access for the processing center
- Provide computer support for processing center

Parks, Recreation and Leisure Services

- Provide personnel to conduct recreational activities at the processing center
- Provide maintenance staff for processing center in Department facilities
- In cooperation with DSS provide childcare at the processing center

Police

- Coordinate site security
- Coordinate with Information Technology to provide radio or cell phone communications for processing center
- Provide secure transportation for cash or bank cards to be used for assistance payments
- Provide traffic control for the processing center
- Provide personnel to maintain site security and crowd control
- Provide vehicle escort for buses from JBLE- Langley to processing center

Sheriff's Office

- Assist Hampton Police with site security, escort

City Manager's Office

- Coordinate all contact with the media
- Coordinate with JBLE-Langley Public Information for media releases
- Provide media releases, public information and media briefings as appropriate
- Staff the designated area within the processing center for media briefings

Public Works

- Arrange for the provision and delivery of portable rest room facilities
- Provide surplus tables, desks and chairs to the processing center on an as needed basis
- Provide traffic control signage and barricades
- Coordinate with JBLE-Langley to provide transportation of evacuee's baggage to processing center

Red Cross

- Provide evacuees with comfort packs
- Provide on site feeding of evacuees
- Provide cots and blankets according to ARC guidelines
- Assist Hampton and Peninsula Health District with providing first aid and other health services
- Provide sheltering accommodations on site

Community Service Board

- Provide trained personnel to conduct mental health assessments of evacuees and arrange for treatments
- Provide crisis counseling
- Provide individuals qualified to interpret sign language

Hampton Coliseum

- Provide site for processing center
- Provide maintenance staff for primary processing center
- Provide secure location for cash and disbursements
- Assist with surplus tables, desks and chairs to the processing center
- Assist with food service staff/vendors

Hampton Roads Convention Center

- Provide site for processing center

- Provide maintenance staff for primary processing center
- Provide secure location for cash and disbursements
- Assist with surplus tables, desks and chairs to the processing center
- Assist with food service staff/vendors

JBLE-Langley

- Provide a Liaison to the EOC
- Advise the Office of Emergency Management when notified of repatriation activities being directed to JBLE-Langley
- Provide personnel to escort buses or vans transiting evacuees on base
- Coordinate with the City of Hampton City Manager's Office for all media releases
- Assist with arranging transportation for evacuees to their final destination

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Tab 1 to Repatriation Incident Annex – Hampton Coliseum Layout

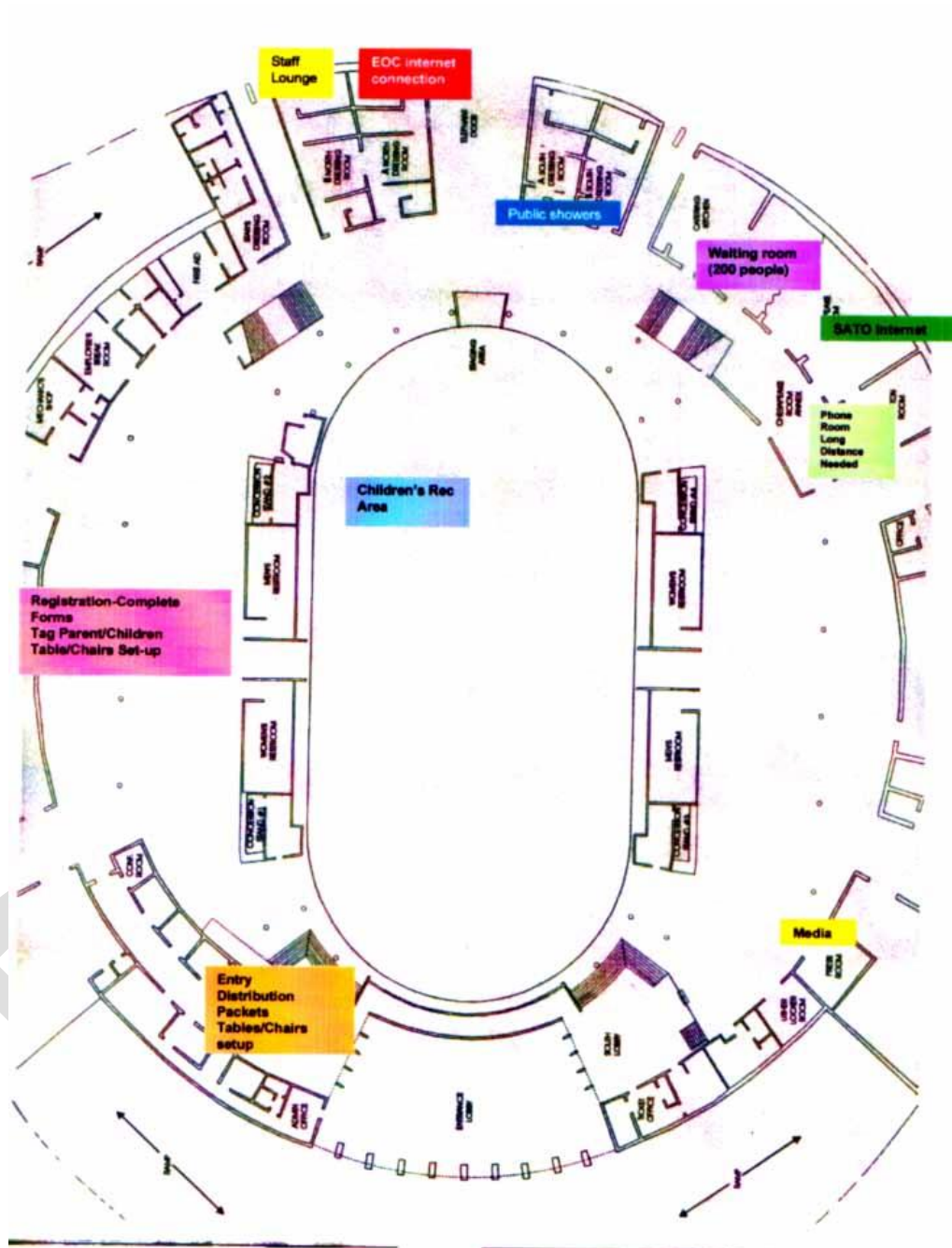


Figure 25. Hampton Coliseum Layout

Tab 2 To Repatriation Incident Annex – Hampton Roads Convention Center Layout



Figure 26. Hampton Roads Convention Center Layout

Tab 3 to Repatriation Incident Annex – Social Services Emergency Repatriation Center

Site Set-up

- Open Hampton Coliseum
 - Alert Hampton Coliseum Staff
 - Set-Up Coliseum Per Floor Diagram
 - Start Food Service
- Activate Phone Systems

JBLE-Langley – Gates

- Alert Police to escort buses from HRT to JBLE-Langley gate. Police Escort will wait for the buses at JBLE-Langley Gate and escort them to Hampton Coliseum
- City buses (HRT or Schools) will pick-up a Military escort at JBLE-Langley Gates upon arrival. They will proceed to the Aircraft/Hangar area to load passengers. The escort will exit the bus when exiting the Base (JBLE-Langley Control when on Base)
- Have baggage truck at JBLE-Langley
- Have EMS at Gates to transports medical situations to appropriate sites
- Mortuary Services On call

Customer Flow at Site – Hampton Coliseum

- Handout packets at Entry Door
 - North side of Coliseum
 - Set-up tables and chairs
 - Sign-in required
 - Staffed by DSS and City personnel
- Scripted Briefing
 - 2nd floor North side of Coliseum
 - Coffee and snacks on 2nd floor – Open Concession Booth
 - Briefing staffed by DSS Services and City
- Registration
 - Complete required forms
 - Explain process
 - Staffed by DSS Services and City
 - Single minors will be matched with a DSS Child Welfare worker
- Open Phone Center
 - Calls to family and arrangements for travel
 - Staffed by DSS and City personnel
- Travel Arrangements – Assigned Rooms
 - Air transportation to final destination
 - Ground transportation to final destination
 - Phone bank available

Other Stations Available – Self-Referral – Assigned Areas

- Hotel and local ground transportation
 - Vouchers system from DSS
 - List of hotels supplied by DSS
- Medical Care – Health Department
 - Vouchers issued for medications by DSS

- Pharmacy listed provided by Health Department
- Mental Health
 - With notice a physician can be provided
 - Staffed by CSB
- First Aid
 - Staffed by Red Cross and EMS
- Daycare on site
 - Center floor area
 - Divided by age
 - Parks and Rec. staff activities
 - Staffed by DSS – Child Welfare
- Translators
 - Staffed by language group
 - Vouchers from DSS
- Snack Bars/Meals
 - Open Concession Stands
 - Staffed by Red Cross and Coliseum
- Clothing
 - Vouchers from DSS
 - Staffed by Red Cross
- Police
 - State and City
 - Patrol Area
- Exit
 - Recheck forms and retrieve forms
 - Sign-out
 - Retrieve children and baggage
 - Set-up chairs/tables on south side of coliseum
 - Staffed by DSS and City
- Cash Distribution
 - Redeem voucher at ticket window
 - Staffed by DSS and City fiscal personnel
 - Police on-site at ticket window

Equipment Needs

- Copiers - 2 At Coliseum
- Phones - 20 - Need to activate long distance
- Fax Machines - 2 At Coliseum
- Computers - 12 At Coliseum with internet connections
- Pens, Pencils and Paper
- Form packets
- ID Bracelets - Children/Parents
- Folders
- Clip Boards
- Wheelchairs - 3 At Coliseum
- DSS Emergency Kits
- Cots and Blankets
- Vault/Safe - At Coliseum
- TV and DVD player and DVD's for children

Terrorism Incident Law Enforcement and Investigation Annex

Coordinating Agency

Police
Fire and Rescue

Cooperating Agencies

City Manager's Office
Marketing & Outreach
Emergency Management
Risk Management
Library
Economic Development
Convention and Visitors Bureau
Social Services
Schools
Hampton and Peninsula Health District
Parks, Recreation and Leisure Services
Public Works
Community Development
Commissioner of Revenue
Convention and Visitors Bureau
City Assessors
Human Resources
Information Technology
Sentara CarePlex Hospital
American Red Cross
Virginia Cooperative Extension Services
National Weather Service

Introduction

Purpose

To develop a comprehensive, coordinated, and integrated response capability, involving all levels of government, to effectively assess the threat of and vulnerability to terrorist acts within the City of Hampton, as well as prevent, mitigate against, respond to, and recover from an actual terrorist incident that may occur. To maintain a Terrorist Incident Response Plan (TIRP) to the Emergency Operation Plan (EOP) for incidents involving terrorist-initiated incidents to include Weapons of Mass Destruction (WMD), attacks on computer and communication infrastructure, and/or private or public/private facilities or businesses.

Scope

A terrorist incident may come in a variety of forms. A "routine" call for service to an explosion or bomb threat may not be recognized as a terrorist incident until further assessment at the scene is done, or until a connection is made between seemingly isolated incidents or there may not be a scene at all. If biological agents are used the first identification of an incident may be recognized through the public health system rather

than through traditional public safety agencies. An attack unleashed through the computer or communication infrastructure might not cause direct concern for life, safety or health. However, it may be just as devastating by reducing or eliminating means of communication, interfering with the operation of government and business resulting in significant economic loss.

In the past, Hampton was considered vulnerable to terrorist incidents, but a significant terrorist attack was considered unlikely. Over the past several years, and particularly since September 2001, American cities are reassessing their vulnerability. Hampton has several targets that may be of interest to terrorists, due in part to the high concentration of military facilities in the Hampton Roads area and the local geography, which requires the use of bridges and tunnels for transportation of passengers and cargo.

Evolving and dynamic threats include Complex Coordinated Attacks, Independent Lone Actors, and Domestic Violent Extremists. Complex Coordinated Attacks which are the violent assault or series of assaults by one or more individuals or groups using one or more types of weapons with the intent to inflict harm on large numbers of people. Independent Lone Actors create their own unique ideologies that combine personal frustrations and aversion with political, social or religious grievances. Domestic Violent Extremists are groups or individuals based and primarily operating in the US who seeks to further their ideological goals wholly or in part through unlawful acts of force or violence. Independent Lone Actors and cyber threats remain the highest threats. See Tab 1 for additional information on Domestic Violent Extremist groups.

The consequences of a major terrorist incident could be catastrophic; therefore, mitigating against, preparing for, and responding to such incidents as well as recovering from them is an important function of government.

Terrorist attacks could be directed anywhere. Such acts may involve: arson; shootings; bombings, including use of weapons of mass destruction (nuclear, chemical, or biological agents); kidnapping or hostage-taking; sabotage; cyber-attacks, ransomware and other activities intended to interrupt communications, or the daily operation of government or business. The following are assumptions about terrorist activities Hampton could be subject to, this is not a complete list:

- A device may be set off to attract emergency responders, and then a second device set off for the purpose of injuring emergency responders.
- Effective response to the use of Weapons of Mass Destruction (WMD) may require:
 - Specialized equipment to detect and identify chemical, biological or radiological agents.
 - A mass decontamination capability.
 - The means to treat mass casualties, including conducting triage and using specialized pharmaceuticals that have a narrow window of effect.
 - The capability to deal with mass fatalities.
- Injuries from a terrorist attack may be both physical and psychological.
- Recovery from a terrorist attack can be complicated by the presence of persistent agents, additional threats, extensive physical damages, mass casualties and economic loss.
- Mutual aid from surrounding jurisdictions may not be available if they are also threatened.

- In most cases, significant state and federal terrorist incident response support may not be provided within the first few hours of an incident. Considerable state and federal terrorism response resources are available, but it may take 6 to 24 hours to activate and deploy such resources on a large-scale.
- Cyber attacks could potentially impact operation of government and delivery of public services to citizens.

See Tab 1 for more information on the Threat of Terrorism.

Vulnerability

As indicated above, the proximity to the large concentration of military facilities makes the area of Hampton Roads a reasonable target of interest to terrorists. Within Hampton, the federal installations of NASA, Joint Base Langley Eustis-Langley (JBLE), and Fort Monroe National Monument may themselves be targeted. Government operations of the city could also be a target of terrorism, but may be impacted in a terrorist incident involving the federal facilities, roadways, bridges or tunnels.

The Thimble Shoals Channel is essential for ingress and egress of military, commercial and private maritime traffic into the Port of Hampton Roads. Hampton Public Safety (police & fire) has water jurisdiction that covers from JBLE past the Chesapeake Bay Bridge Tunnel to the high-water mark at the Norfolk Naval Base. Thus, Hampton's police and fire departments assist in all aspects of port security, enforcement of laws as well as search and rescue in partnership with local, federal and military partners to include but not limited to the US Navy, Virginia Port Authority, US Coast Guard, etc.

Conventional Explosive Devices

The easiest to obtain and use of all weapons is a conventional explosive device, or improvised bomb, which may be used to cause massive local destruction or to disperse chemical, biological, or radiological agents or a combination of them. Each of these has its own unique characteristics and effects which are summarized below. Bombs and firebombs are cheap and easily constructed, involve low technology, and are the terrorist weapon most likely to be encountered. Large, powerful devices can be outfitted with timed or remotely triggered detonators and can be designed to be activated by light, pressure, movement, or radio transmission. (See Tab 2 for information on Incident Indicators and First Responder Concerns).

Chemical

Chemical agents are intended to kill, seriously injure, or incapacitate people through physiological effects. A terrorist incident involving a chemical agent demands an immediate reaction from emergency responders—fire, police divisions, hazardous materials (HazMat) teams, emergency medical services (EMS), and emergency room staff. Most chemical attacks will be localized, and their effects could be evident within a few minutes. There are both persistent and nonpersistent chemical agents. Persistent agents remain in the affected area for hours, days, or weeks. Nonpersistent agents have high evaporation rates, are lighter than air, and disperse rapidly, thereby losing their ability to cause casualties after 10 to 15 minutes, although they may be more persistent in small, unventilated areas.

Table 41. General Indicators of Possible Chemical Agent Use

Stated Threat to Release a Chemical Agent
Unusual Occurrence of Dead or Dying Animals <ul style="list-style-type: none"> • For example, lack of insects, dead birds
Unexplained Casualties <ul style="list-style-type: none"> • Multiple victims • Surge of similar 911 calls • Serious illnesses • Nausea, disorientation, difficulty breathing, or convulsions • Definite casualty patterns
Unusual Liquid, Spray, or Vapor <ul style="list-style-type: none"> • Droplets, oily film • Unexplained odor • Low-lying clouds/fog unrelated to weather
Suspicious Devices or Packages <ul style="list-style-type: none"> • Unusual metal debris • Abandoned spray devices • Unexplained munitions

Biological

Recognition of a biological hazard can occur through several methods, including identification of a credible threat, discovery of bioterrorism evidence such as devices, agent, clandestine lab, or diagnosis through identification of a disease caused by an agent identified as a possible bioterrorism agent, and/or detection by gathering and interpretation of public health surveillance data.

Table 42. General Indicators of Possible Biological Agent Use

Stated Threat to Release a Biological Agent
Unusual Occurrence of Dead or Dying Animals
Unusual Casualties <ul style="list-style-type: none"> • Unusual illness for region/area • Definite pattern inconsistent with natural disease
Unusual Liquid, Spray, or Vapor <ul style="list-style-type: none"> • Spraying and suspicious devices or packages

Nuclear/Radiological

The difficulty of responding to a nuclear or radiological incident is compounded by the nature of radiation itself. In an explosion, the fact that radioactive material was involved may or may not be obvious, depending upon the nature of the explosive device used. Unless confirmed by radiological detection equipment, the presence of a radiation hazard is difficult to ascertain. Although many detection devices exist, most are designed to detect

specific types and levels of radiation and may not be appropriate for measuring or ruling out the presence of radiological hazards.

Table 43. General Indicators of Possible Nuclear Weapon/Radiological Agent Use

A stated threat to deploy a nuclear or radiological device
The presence of nuclear or radiological equipment (e.g., spent fuel canisters or nuclear transport vehicles)
Nuclear placards or warning materials along with otherwise unexplained casualties

Combined Hazards

WMD agents can be combined to achieve a synergistic effect—greater in total effect than the sum of their individual effects. They may be combined to achieve both immediate and delayed consequences. Mixed infections or intoxications may occur, thereby complicating or delaying diagnosis.

Cyberterrorism

Cyberterrorism is as real a threat, and in some cases a more likely event than a conventional device. Foreign adversaries and threat actors can conduct foreign influence operations, disinformation campaigns, and malicious attacks against infrastructure and government networks. Local and state governments are targets for criminal exploitation of out-of-date security, misconfigured, or vulnerable systems, and supply chain vulnerabilities. With the increasing reliance on computers and wireless communications an attack designed to interrupt electrical power, or a computer virus can more easily disrupt the daily operation of government and business within the community. While this type of attack would not cause direct life, health and safety issues requiring traditional public safety response, the economic impact of even small interruptions in service can be both devastating and hard to track.

Targets

Areas that could be targeted for a terrorist incident for the City of Hampton have been compiled with State Police, Hampton Police Division (HPD), Emergency Management, and the Terrorism Incident Planning Subcommittee who gathered to develop this appendix. HPD and Emergency Management Coordinator will maintain the Terrorist Target List for the City. Hampton's Potential Target Areas is not printed in all copies of the Appendix but will be provided on an as needed basis.

Concept of Operations

General

The response to terrorism includes two major functions, crisis management and consequence management, which may be carried out consecutively or concurrently in the case of an incident that occurs either with or without warning. This annex will operate under the concepts of the Incident Command System (ICS).

Crisis Management

Pre-incident crisis management activities include efforts to define the threat, identify terrorism, and prevent terrorist acts. Intelligence from threat analysis via state/local fusion centers, joint terrorism task forces and national intelligence organizations has been incorporated into Hampton's hazard and threat analysis. One officer has been stationed at the joint terrorism task force based in Norfolk who relays information back to the Police Division who then disseminates it on an as needed basis to those that need to know.

The Police Division will manage and ensure operational and threat awareness among government organizations and sectors by training bulletins and alerts at a regional and state level. They will also conduct outreach and share information with segments of the population that might be mentioned as targets. They will also protect buildings or tell groups to leave a building for their own safety if necessary. They will inform, investigate, and disseminate vital information to the public, as necessary. This information is gathered by their crime analysis unit.

Post incident crisis management activities include efforts to resolve the terrorist incident, investigate it, and apprehend those responsible. Law enforcement agencies have the lead in terrorism crisis management activities.

- HPD has the lead local role in terrorism crisis management and will coordinate its efforts with state and federal law enforcement agencies as appropriate.
- At the state level, the Virginia State Police is the lead state agency for terrorism incident response.
- At the federal level, the Federal Bureau of Investigation (FBI) is the lead federal agency and will manage the federal crisis management response.

Consequence Management

Consequence management are activities undertaken to deal with effects of a terrorist incident conducted in essentially the same manner as the response and recovery operations for other emergencies or disasters. Post-incident crisis management activities, such as investigation, evidence gathering, and pursuit of suspects, may continue during consequence management. The lead agencies for crisis management and consequence management should mutually determine when crisis management activities are complete.

- The Hampton Fire Division shall normally have the lead local role in terrorism consequence management for most types of terrorist incidents, but the Hampton Health Director may assume the lead local role in terrorism consequence management for incidents involving biological agents. The Chief Information Officer shall normally have the lead role in cybersecurity incidents impacting city networks and computer systems. The Hampton Emergency Operations Center will be utilized for coordination and support.
- VDEM is the lead state agency in terrorism consequence management and will coordinate state resources through the Hampton Emergency Operation Center (EOC).
- At the federal level, FEMA is the lead federal agency for consequence management operations and shall coordinate federal resource support for such operations through the VEOC and down to the EOC until federal resources are established within the locality.

Direction and Control

Initial control of the incident will depend on the type of incident. The Incident Commander could be the Fire Chief, Police Chief, Health Director or Chief Information Officer or their representative who will assess the situation and make appropriate and rapid notifications to the City Manager and the Emergency Management Coordinator. Information from the fusion center and the EOC will be shared via the police representative stationed in the EOC or through WebEOC, emails, or phone conversations.

If the EOC is activated, the Direction and Control of the incident will be through the EOC. The Incident Commander (IC) on scene will direct the available resources as with any other hazard.

The Incident Commander will:

- Establish an Incident Command Post (ICP) and control and direct emergency response resources at the incident scene from that ICP to resolve the incident.
- Determine and implement initial protective actions for emergency responders and the public in the vicinity of the incident site.
- Provide an initial incident assessment, request additional resources if needed, and provide periodic updates to the EOC.
- Request a liaison officer from each participating agency be present at the ICP.
- Transition the Incident Command Post to a Unified Command when significant external resources arrive.

The Incident Command System (ICS) that was initially established likely will transition into a Unified Command (UC) as mutual-aid partners and State and Federal responders arrive to augment the local responders. As State and Federal resources are positioned and ready to assume command, Hampton Officials, at the direction of the City Manager will relinquish or re-assume command of the scene.

This Unified Command structure will facilitate both crisis management and consequence management activities. The UC used at the scene will expand as support units and agency representatives arrive to support crisis and consequence management operations. The site of a terrorist incident is a crime scene as well as a disaster scene; although the protection of lives, health, and safety remains the top priority.

In order to prevent other similar attacks from taking place at the same time the police division sends officers to the same type of building or structure that is being attacked. For example if there was an attack at a school they would send officers to the other schools in Hampton as a preventative measure.

Local, State, and Federal interface with the FBI On-Scene Commander is coordinated through the FBI established Joint Operations Center (JOC). FEMA (represented in the command group) will recommend joint operational priorities to the FBI based on consultation with the FEMA-led consequence management group in the JOC. The FBI, working with local and State officials in the command group at the JOC, will establish operational priorities.

Regional Coordination

- A terrorism event, most likely, will not impact just Hampton but the entire Hampton Roads region.

- All jurisdictions need to be well informed of the ongoing situation (both crisis and consequence management activities)
- There will likely be a large mutual aid response for a terrorist event
- There will likely be traffic issues throughout Hampton Roads
- Depending on the size of the event, jurisdictions may be asked to provide ESF support, such as host shelter sites or non-traditional mutual aid, such as logistics or public works, etc.

Communications

Security of communications among responding organizations will be a significant challenge. If interoperability of communications is not quickly established or is unable to be established, the Emergency Communications Center will issue City radios to responding organizations, or the Incident Commander may direct a local liaison with a City radio to accompany responding organizations. We could also make a request for the state radio cache that is housed in Hampton.

Emergency Public Information

Accurate and expedited dissemination of information is critical when a WMD incident has occurred. Preservation of life and property may hinge on instructions and directions given by authorized officials. In the event of a terrorist attack, the public and the media must be provided with accurate and timely information on emergency operations. Establishing and maintaining an effective rumor control mechanism will help clarify emergency information for the public. Initial interaction with the media is likely to be implemented by an information officer, as directed by the Incident Commander. The Public Information Officer Function outlined in the EOP will be activated as quickly as possible to relieve this responsibility from the IC.

Once State and Federal resources are in place, a Joint Information Center (JIC) will likely be established to facilitate the release of information. The FBI may establish the JIC comprised of representatives from Federal, State, and local authorities for the purpose of managing the dissemination of information to the public, media, and businesses potentially affected by the incident. An act of terrorism is likely to cause widespread panic. The ongoing communication of accurate and up-to-date information will help calm fears and limit collateral effects of the attack.

The ESF 15 External Affairs outlined in the EOP will be activated. This will provide the PIO with the necessary resources to deal with media and notify the public that an incident has occurred, direct their actions, and keep them informed as the situation progresses. The 311 Call Center will be notified of any WMD events so that timely and accurate information can be provided to the public. Additional communications avenues such as EAS and the City Cable Channel will be utilized as deemed necessary by the PIO or EOC staff. Evacuation and sheltering in place are key actions that may need to be communicated to the public, along with continuous updating of the situation as it develops.

Evacuation

Evacuation may be required from inside the perimeter of the scene to guard against further casualties, either from contamination by an agent released or the possibility that additional WMD or secondary devices targeting emergency responders are present. Sheltering in place may be required if the area must be contained because of the need for quarantine or if it is determined to be safer for individuals to remain in place.

Evacuation routes/means of conveyance should be predetermined based on area and type of agent. The Peninsula Local Emergency Planning Committee's Response Plan, Incident Annex to the EOP (published separately), should be used as a guide in developing these evacuation routes and likely sheltering areas. (See Tab 5 for guidelines for sheltering in place).

Mass Care

The location of mass care facilities will be based partly on the hazard agent involved. Decontamination, if it is necessary, may need to precede sheltering and other needs of the victims to prevent further damage from the hazard agent, either to the victims themselves or to the care providers.

A mid-point or intermediary station may be needed to move victims out of the way of immediate harm. This would allow responders to provide critical attention (e.g., decontamination and medical services) and general lifesaving support, then evacuate victims to a mass care location for further attention. The IC must communicate the evacuation and shelter situation to the EOC to ensure shelter teams are notified and ready to respond. Shelter facilities outlined in the EOP will be utilized, however, they may become inaccessible, or unpractical based on the location and time of the incident.

Family Assistance Centers will also be set up within a reasonable distance from the disaster site. Social Services will also assist with setting up these centers. Please refer to the Family Assistance Center Annex in the EOP for more information on the centers.

Health and Medical

Health and Medical Services are generally outlined in the EOP; WMD events will likely involve mass casualties and mass fatalities. The EOP contains separate Mass Casualty and Mass Fatality Annexes, for the organization and operation of these circumstances.

Much of the response for these events includes regional and state resources. Those Appendixes are not repeated here but should be referred to and followed within the framework of the current situation. The Metropolitan Medical Response System (MMRS) Plan may also be implemented, at the direction of the City Manager. That plan will activate regional resources to facilitate triage, transportation and care of victims. However, depending on the WMD event, regional resources may not be available.

Resources Management

A WMD event requires significant technical and specialized equipment and resources. A systematic, planned and coordinated acceptance of incoming resources, accountability and issuing as well as collection, accountability and disposal of resources is essential.

Decontamination stations, biological, chemical or nuclear waste materials, electronic detection and monitoring equipment, protective gear, etc. will require resource management to ensure the responders have the tools to deal with the situation, and the community is protected during all phases.

- Local mutual aid agreements may provide resources for detection, monitoring, and handling of nuclear, biological, and chemical incidents.
- The VEOC will provide additional and unique resources that are available through State authorities such as National Guard units and decontamination equipment. The Statewide Mutual Aid Agreement will provide resources from jurisdictions

beyond the impacted area. Coordination of these assets is done through the VEOC.

- The VEOC is the conduit for requesting resources that are available to State and local jurisdictions through Federal authorities.
- Local resources available through universities, colleges, research facilities, and private organizations may also be utilized.

The EOC is organized to respond to emergency conditions and ensures that the basic and specific emergency management functions are provided in response to the emergency. The functions at the local level are designed to be compatible with the State's functional annexes and the National Response Framework's Emergency Support Functions (ESF's).

The handling and disposal of debris generated from a Weapons of Mass Destruction (WMD) or terrorism event will exceed the capabilities of the City and will require immediate Federal assistance.

Normally, a WMD or terrorism event will, by its very nature, require all available assets and involve many more Federal and adjacent State and City/County departments and agencies. The nature of the waste stream as well as whether or not the debris is contaminated will dictate the necessary cleanup and disposal actions. Debris handling considerations that are unique to this type of event include:

- Much of the affected area will likely be a crime scene. Therefore, debris may be directed to a controlled debris management site by State and/or Federal law enforcement officials for further analysis.
- The debris may be contaminated by chemical, biological, or radiological contaminants. If so, the debris will have to be stabilized, neutralized, containerized, etc. before disposal. In such an occurrence, the operations may be under the supervision and direction of a Federal agency and one or more specialty Contractors retained by that agency. The presence of contamination will influence the need for pretreatment (decontamination), packaging and transportation.
- The type of contaminant will dictate the required capabilities of the personnel working with the debris. Certain contaminants may preclude deployment of resources that are not properly trained or equipped.

The Debris Manager will continue to be the single point of contact for all debris removal and disposal issues within the City. Coordination will be exercised through the USACE ESF #3 branch located at the designated FEMA Disaster Field Office.

In this type of event, the City will become a supporting element to the U.S. Army Corps of Engineers, U.S. Environmental Protection Agency, and/or the Department of Energy and will operate as defined in the USACE WMD Emergency Response Plan.

Actions

Preparedness Operation

- Police and Emergency Management Coordinator with assistance from State Police and VDEM will identify potential targets
- Public Works and Schools will develop written procedures to be incorporated in the shelter in place procedures, detailing how to shut down and restart HVAC and utilities in each city facility

- Department Heads will develop Standard Operating Procedures to notify and account for employees in event of emergencies, and develop shelter in place and evacuation procedures for each facility
- All Departments will conduct preparedness activities, including drills and exercises to test notification, accountability, shelter in place and evacuation procedures, and participate in exercises as required
- Emergency Management Coordinator provides information on emergency and disaster preparedness, and shelter in place procedures for City facilities, businesses and the public
- PIO will assist in the development of procedures for notification of employees in City facilities
- Police will monitor law enforcement advisories and advise City Manager, Emergency Management Coordinator, and Departments as necessary
- The City Manager will declare local emergency and activate the EOC when appropriate
- City Manager will determine what protective actions may need to be taken, and when employee and public notifications will be made
- PIO will coordinate with Emergency Management and Cooperative Extension Service to provide emergency public information and media releases
- PIO will coordinate with 311 Citizen Contact Center as needed
- EOC Staff will initiate notification of protective actions as needed
- All Departments will initiate accountability of emergency related expenses and continue through recovery phase
- IT will implement plans and procedures to ensure computers, automated data systems, and data are backed up and is responsible for monitoring the communication systems including cell phones to ensure adequate communications are available throughout the city to respond to a disaster
- Place Shelter Teams on standby as necessary
- Hampton and Peninsula Health District will coordinate with area hospitals, nursing homes and other health care facilities as required, and conduct epidemic control measures
- Hampton and Peninsula Health District will issue health advisories, and coordinate with PIO on media releases and protective actions as required
- Hampton and Peninsula Health District will setup and prepare to activate epidemiological surveillance, analysis, and implement control measures
- Public Works will assist in identifying essential facilities, coordinate maintaining access to them during emergencies
- Human Resources will coordinate accountability of all City personnel during emergency operations, and will maintain accountability of non-jurisdictional, State and Federal disaster assistance personnel, to include accounting for expenses and post emergency recognition
- Economic Development will alert and coordinate access to available city and private facilities for refuge of last resort, continuity of government operations, disaster application centers, space for pharmaceuticals push pack distribution as required, and staging areas for State and/or Federal resources
- Convention and Visitors Bureau will coordinate feeding operations for EOC personnel and other service providers when EOC is opened

Response Operations

- City Manager will maintain continuity of government operations, including relocating services as necessary
- Emergency Management Coordinator will activate EOC, provide direction and control of emergency operations, and submit state required reports and records
- City Manager declares and terminates local emergency, when appropriate
- Police will assume Incident Command for crisis management phase of incident until relieved, will ensure area of incident is clear of secondary devices
- Fire will assume Incident Command for consequence management phase of incident until relieved
- Director of Health will assume Incident Command for all biological and chemical events until relieved and advise Police and Fire on appropriate protective measures for all incidents posing a health risk
- Chief Information Officer will assume Incident Command for all cyber attacks and ransomware attacks until relieved
- Fire Division will coordinate implementation of the Regional MMRS as needed
- Hampton and Peninsula Health District will activate epidemiological surveillance, analysis, and control measures
- IC will establish an ICP and control and direct emergency response resources at the incident scene from that ICP to resolve the incident. For biological or chemical incidents ICP may be located at Hampton and Peninsula Health District to facilitate coordination and surveillance activities.
- IC will determine and implement initial protective actions for emergency responders and the public in the vicinity of the incident site and advise EOC
- Initiate notification of protective actions, including evacuation as needed
- EOC Staff will determine shelter opening and advise shelter teams of location and time of opening, place next shelter team on standby
- IC will provide an initial incident assessment, request additional resources if needed, and provide periodic updates to the EOC
- IC will request EOC provide a liaison officer from agencies as needed to be present at the ICP. IC will transition the Incident Command Operation to a Unified Command Operation when significant external resources arrive or as directed.
- Police will brief emergency response personnel on crime scene protection measures, secure the scene, reroute traffic, and implement crowd control measures as necessary. Police should also be prepared for long term security at scene and critical facilities, including hospitals and health care providers, and assist in the identification of casualties with assistance from the State Police and Medical Examiner's Office
- Police will make notifications of terrorist incidents to the FBI, and other law enforcement agencies
- Police and Emergency Management will provide liaison representative to FBI Command Center when requested
- Fire will conduct radiological monitoring and decontamination operations and set up decontamination area for emergency responders and victims, if needed
- Health Department will conduct epidemic control measures, will inspect food, milk, and water supplies as required, coordinate control and disposition of biological and radiological materials, and will assist in emergency mortuary and interment coordination as necessary

- Hampton and Peninsula Health District will coordinate with Public Works will assist with insect and rodent control operations and the initiation of water conservation if required
- Public Works will provide facility maintenance, coordinate emergency repairs, coordinate traffic management and road clearing, conduct debris removal operations, provide GIS support to the EOC, coordinate with utilities, and conduct preliminary damage assessment of damage to water, wastewater, and drainage systems
- Human Resources will coordinate accountability of City personnel during emergency operations. Additionally, Human Resources will maintain accountability of non-jurisdictional, State and Federal disaster assistance personnel, to include accounting for expenses and post emergency recognition
- Conventions and Visitors Bureau will coordinate feeding operations for EOC personnel
- IT will implement plans and procedures to ensure computers, automated data systems, and data are backed to provide continuity of government and provide communication and data systems to alternate workspace as necessary for government services, including damage assessment teams
- All Departments will initiate accountability of emergency related expenses and continue through recovery phase
- All departments should try and coordinate with the regional counter parts, when necessary.

Recovery Operations

- The City Manager will maintain continuity of government operations, including reestablishment of relocated services as necessary
- Damage Assessment Teams will conduct damage assessment in accordance with the EOP
- Emergency Management Coordinator will provide direction and control of emergency operations, deactivate EOC, and submit state reports/ records as required
- IC will re-establish an ICP to continue City directed operations as Unified Command is disestablished
- Finance will ensure accountability of emergency related expenses, ensure materials and services procured under emergency procurement procedures are accounted for at close-out of emergency, particularly when IC and UC are transitioned and disestablished.
- Police will maintain security of vital facilities and supplies as directed
- Police will conduct traffic control operations and re-entry checkpoints
- Police will assist in the identification of casualties with assistance from the State Police and Medical Examiner's Office
- Inspection teams will identify unsafe structures, restrict access, and complete condemnation as necessary
- City Manager terminates local emergency, when appropriate
- Health Department will monitor health and medical related issues and issue health advisories as necessary
- IT will provide GIS mapping capability to the EOC functions
- Emergency Management will coordinate State and Federal resources to include request for resources and coordination of establishment of Disaster Field Office, Disaster Assistance Center, and Disaster Recovery Task Forces as appropriate

- Human Resources will coordinate accountability of City personnel during emergency operations and will maintain accountability of non-jurisdictional, State and Federal disaster assistance personnel, to include accounting for expenses and post emergency recognition.
- Finance will coordinate documentation of emergency related expenses for State or Federal reimbursement as appropriate
- All Departments will cooperate with Emergency Management Coordinator and Finance in compiling After Action Report and expense reimbursement

Organizational Roles and Responsibilities

Police

- Ensure area of incident is clear of secondary devices
- Brief emergency response personnel on crime scene protection
- Secure the scene, reroute traffic, and implement crowd control measures
- Prepare for long term security at scene
- Provide initial warning and alerting
- Assume Incident Command for crisis management phase of incident until relieved
- Make notifications of terrorist incidents to the FBI and other law enforcement agencies
- Help with evacuation operations
- Control access to evacuated areas
- Initiate recall of personnel as necessary
- Maintain security of vital facilities and supplies
- Maintain law enforcement operations
- Maintain communications operations and systems
- Provide security for sheltering operations
- Provide liaison representative to FBI Command Center when requested.
- Assist in Identification of casualties with assistance from the State Police and Medical Examiner's Office
- Contact the National Weather Service Forecast Office – Wakefield, VA at 1-800-737-8624 if real time weather information or plume modeling is needed to support response to the event.

Fire and Rescue

- Conduct radiological monitoring and decontamination operations
- Set up decontamination area for emergency responders and victims
- Provide emergency medical service and casualty collection points
- Conduct fire prevention and suppression operations
- Provide on-scene incident command in fire and rescue and hazardous material incidents
- Conduct evacuation of threatened areas within the City
- Initiate recall of personnel as necessary
- Identify unsafe structures; restrict access until evaluated by the Public Works Engineering Staff and Codes and Compliance
- Contact the National Weather Service Forecast Office – Wakefield, VA at 1-800-737-8624 if real time weather information or plume modeling is needed to support response to the event.

- Coordinate with manufacturing plants, major institutions, and other facilities to ensure compatibility of emergency plans and procedures. This is especially important for those facilities where an acknowledged hazard could spread off-site

Marketing & Outreach.

- Provide emergency public information
- Coordinate with 311 Citizen Contact Center on public information dissemination and call tracking
- Generate and issue media releases
- Work as liaisons with local media
- Citizen Notification of incident and tasking
- Assist in identification of damaged areas through contact with neighborhood coordinators

City Manager's Office

- Coordinate disaster assistance and recovery
- Develop procedures for notification of employees in City facilities, and shelter in place procedures for City facilities, businesses and the public

Emergency Management

- Activate the EOC as necessary
- City employee notification and tasking
- Submit State required reports and records
- Coordinate disaster assistance and recovery
- The Emergency Management Coordinator and Fire Division will coordinate with manufacturing plants, major institutions, and other facilities to ensure compatibility of emergency plans and procedures. This is important for those facilities where an acknowledged hazard could spread off-site.
- The Emergency Management Coordinator and Hampton and Peninsula Health District will coordinate with health care providers, nursing homes, assisted living facilities and other facilities which provide congregate care to ensure compatibility of emergency plans and procedures in the event evacuation and sheltering is necessary.
- The Emergency Management Coordinator and Social Services Department will coordinate with daycare providers, and other facilities licensed by the Department of Social Services to ensure compatibility of emergency plans and procedures in the event evacuation and sheltering is necessary.

Risk Management

- Advise the City on issues of mitigation and recovery

Economic Development

- Identify and coordinate access to available city and private facilities for refuge of last resort, continuity of government operations, disaster application centers, space for pharmaceuticals push pack distribution as required and staging areas for State and/or Federal resources requested by the City.

Community Development

- Coordinate with Police and Fire for building inspections and condemnations

- Recommend building and or zone changes to assist with mitigation efforts

Social Services

- Conduct shelter operations in school and non-school facilities
- Assist with the reception and care of evacuees to include, but not limited to, registration and record keeping
- Provide emergency welfare services for displaced persons
- Coordinate the services of quasi-public and volunteer relief organizations
- Set up and operate Family Assistance Center

Schools

- Develop written procedures to be incorporated in the shelter in place procedures, detailing how to shut down and restart HVAC and utilities in each facility
- Provide transportation assets as required
- Provide facilities for shelter operations
- Assist with evacuee shelter and feeding functions
- Assist with shelter upgrading

Hampton and Peninsula Health District

- Assume Incident Command for biological and chemical incidents when detection of incident is through public health surveillance measures. In all other incidents, assist Incident Commander with advice on appropriate protective measures
- Provide medical support to evacuees in shelter
- Coordinate with area hospitals, nursing homes and other health care facilities as required
- Coordinate the sheltering of special needs populations
- Conduct epidemic control measures
- Issue health advisories
- Assist in establishment of casualty collection points and emergency medical care centers
- Assist in emergency mortuary and interment coordination
- Coordinate with Public Works and assist with insect and rodent control operations
- Inspect food, milk, and water supplies
- Conduct coordination and control of biological and radiological materials
- Coordinate stocking and distribution of pharmaceuticals for chemical, biological and radiological incidents

Parks, Recreation and Leisure Services

- Assist in sheltering operations
- Provide flat bottom boats and other resources for evacuation when requested
- Assist with debris removal operations
- Activate local staging areas, when necessary, for incoming supplies, teams, and resources

Public Works

- Develop written procedures to be incorporated in the shelter in place procedures, detailing how to shut down and restart HVAC and utilities in each city facility
- Coordinate protective measures in City facilities to include notification of employees and sheltering in place procedures

- Assist in identifying essential facilities and coordinate maintaining access to them during emergencies
- Coordinate traffic management and road clearing
- Provide facility maintenance and coordinate emergency repairs
- Provide emergency power and lights at the incident site upon request
- Provide GIS mapping capability to the EOC functions
- Coordinate the maintenance and continued operation of utilities
- Conduct debris removal operations
- Conduct preliminary assessment of damage to water, wastewater, and drainage systems
- Initiate water conservation if required
- Conduct shelter-upgrading operations
- Provide barricades and temporary fencing as requested
- Coordinate with Hampton and Peninsula Health District to conduct insect & rodent control operations
- Assist with damage assessment

Commissioner of Revenue

- Assist with damage assessment

City Assessors

- Assist with damage assessment

Conventions and Visitors Bureau

- Coordinate feeding operations for EOC personnel and other service providers

Human Resources

- Coordinate accountability of City personnel during emergency operations
- Maintain accountability of non-jurisdictional, State and Federal disaster assistance personnel, to include coordination of feeding and sheltering operations, hours of service, expenses and post emergency recognition

Information Technology

- Implement plans and procedures to ensure computers, automated data systems, and data are backed up on a regular basis, particularly when notified of an impending threat
- IT is responsible for monitoring the communication systems to ensure adequate communications are available throughout the city to respond to a disaster
- IT will assist in the damage assessment team for data support including computers, cell phones, fax-machines

Sentara CarePlex Hospital

- Provide emergency medical care
- Assist in expanding medical and mortuary services to other facilities if required

American Red Cross

- Provide shelter managers to conduct shelter operations
- Coordinate re-supply of food stocks for shelters
- Provide welfare inquiry services

- Supply shelters with cots and blankets
- Conduct individual and organization volunteer registration and coordination activities. Act as the single point of contact for convergent volunteers and donated resources

Virginia Cooperative Extension Service

- Provide mitigation protection and recovery information to area farmers

National Weather Service

- Provide real time weather data when requested by the Incident Commander
- Provide plume modeling if requested

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Tab 1 to Terrorism Incident Annex – Threat of Terrorism

The threat posed by international and domestic threat actors has evolved significantly since September 1, 2001. Lone offenders pose a significant risk. Often radicalized online, lone offenders look to attack soft targets with easily accessible weapons. Many violent extremists are motivated and inspired by a mix of socio-political goals and personal grievances against their targets. Terrorists have the knowledge and capability to strike anywhere in the world, and when properly motivated they will do whatever they have to do in order to achieve their goals. No jurisdiction, urban, suburban, or rural, is totally immune to terrorists.

Nearly all of communities are vulnerable to a terrorist attack and contain some type of high visible target. The city of Hampton is no exception. Hampton has a major interstate highway with two tunnels that connect the cities that make up the Hampton Roads Area. Hampton has one federal base, government facilities, defense contractors, businesses, and telecommunication companies.

Acts of terrorism are dangerous due to the intent to cause damage, to inflict harm, and in some instances, to kill. Terrorists will go to great lengths to ensure the event creates the intended impact. Sequenced events are carefully timed to further harm first responders, whose job it is to respond to assist others. Some additional hazards include: armed resistance, use of weapons, booby traps, secondary events, and terrorist training camps.

Threat Actors

- **Independent Lone Actors:** This threat encompasses individuals with their own unique ideologies that combine with personal frustrations and aversion with political, social, or religious grievances. They lack ties to larger groups and use non-traditional communication platforms which hinder interception of communications.
- **Racially or Ethnically Motivated Violent Extremism:** This threat encompasses the potentially unlawful use or threat of force or violence in furtherance of ideological agendas derived from bias, often related to race or ethnicity, held by the actor against others or a given population group. Racially or Ethnically Motivated Violent Extremists purport to use both political and religious justifications to support their racially- or ethnically-based ideological objectives and criminal activities.
- **Anti-Government or Anti-Authority Violent Extremism:** This threat encompasses the potentially unlawful use or threat of force or violence in furtherance of ideological agendas, derived from anti-government or anti-authority sentiment, including opposition to perceived economic, social, or racial hierarchies, or perceived government overreach, negligence, or illegitimacy. This classification can include Militia Violent Extremists, Anarchist Violent Extremists, and Sovereign Citizens Violent Extremists.
- **Animal Rights/Environmental Violent Extremism:** This threat encompasses the potentially unlawful use or threat of force or violence in furtherance of ideological agendas by those seeking to end or mitigate perceived cruelty, harm, or exploitation of animals and/or the perceived exploitation or destruction of natural resources and the environment.

- **Abortion-Related Violent Extremism:** This threat encompasses the potentially unlawful use or threat of force or violence in furtherance of ideological agendas relating to abortion, including individuals who advocate for violence in support of either pro-life or pro-choice beliefs.
- **All Other Domestic Terrorism Threats:** This category encompasses threats involving the potentially unlawful use or threat of force or violence in furtherance of ideological agendas which are not otherwise defined under or primarily motivated by one of the other Domestic Terrorism threat categories. Such agendas could flow from, but are not limited to, a combination of personal grievances and beliefs, including those described in the other Domestic Terrorism threat categories. Some actors in this category may also carry bias related to religion, gender, or sexual orientation.
- **Drug Trafficking Organizations:** This threat encompasses potential trafficking of illegal narcotics, especially fentanyl and its derivatives, with increasing detriment to the public safety of citizens and first responders through the illegal narcotics they traffic and the related violence of their criminal organizations. This can also include Street Gangs and Outlaw Motorcycle Gangs.
- **Foreign Terrorist Organizations and Homegrown Violent Extremists:** This threat encompasses Foreign Terrorist Organizations that conduct propaganda campaigns and encourage Homegrown Violent Extremists to conduct attacks in the United States. Homegrown Violent Extremists can be inspired by Foreign Terrorist Organizations such as al-Qa'ida and the Islamic State in Iraq and Syria.
- **Cyber Threats:** This threat encompasses foreign adversaries and threat actors conducting foreign influence operations, disinformation campaigns, and malicious attacks against infrastructure and government networks. Local governments can be targeted for criminal exploitation of out-of-date security, misconfigured or vulnerable systems, and supply chain vulnerabilities.

Terrorist tactics continue to evolve. Terrorists seek sophisticated means of attack including chemical, biological, radiological, nuclear, explosive weapons, and cyber attacks. Threats may come from abroad or be homegrown.

Concept of Operations

Biological Incidents

- Biological agents can be adapted and used as terrorist weapons. These agents include anthrax, tularemia, cholera, encephalitis, plague and botulism.
- Due to their fairly accessible nature and potential spread, biological agents pose a serious threat.
- Biological incidents can create a high potential for devastating casualties.
- Biological agents are disseminated by the use of aerosols (spray devices), oral (contaminated food or water supplies), dermal (substance contacts direct skin) exposure, or injection.
- The primary routes of exposure for biological agents are inhalation and ingestion. Skin adsorption and injection are less likely routes of entry.
- The four common types of biological agents are:
 - Bacteria - single-celled organism that multiply by cell division and can cause disease in humans, plants, or animals. Examples of bacteria include anthrax (bacillus

anthracis), cholera (*Vibrio cholerae*), plague (*Yersinia pestis*), and tularemia (*Francisella tularensis*.) A common means to spread bacteria is through purposeful aerial dissemination of spores in an aerosol.

- Rickettsia - true cells which are smaller than (and can live inside of) bacteria. Rickettsia may or may not be able to survive outside of a host, and may be arthropod or aerosol vectored. An example of rickettsia is Q fever (*coxiella burnetii*.)
- Virus - simplest type of microorganisms that lack a metabolism system and must depend upon living cells to multiply. Many viruses are unable to live for long outside of a host. Types of viruses that could serve as biological agents include smallpox, Venezuelan equine encephalitis, and viral hemorrhagic fevers such as the Ebola and Marburg viruses, and Lassa fever.
- Toxins - toxic substances of natural origin produced by an animal, plant or microbe. Toxins differ from chemical agents, as they are manmade and typically are much more complex materials. Toxins may be easily extracted for use as a terrorist weapon, and by weight are usually more toxic than chemical agents. Four common toxins thought to be potentially biological weapons are botulism (botulinum), SEB (staphylococcal enterotoxin B), ricin, and mycotoxins.

Nuclear Incidents

- Two fundamental terrorist nuclear threats are the use, threatened use or threatened detonation of a nuclear bomb; and the detonation, or threatened detonation, of a conventional explosive incorporating nuclear materials Radiological Dispersal Devices (RDD);
- The ability of a terrorist organization acquiring or building a nuclear device, or acquiring and using a fully functional nuclear weapon is not unlikely;
- The greatest potential terrorist threat for a nuclear weapon would be to use a nuclear device as a means for extortion;
- The purpose of an attack where nuclear materials RDD are incorporated into a conventional explosive would be to spread radioactive materials around the bomb site. This would disrupt daily activities, would raise the level of concern among the first responders about health risks, and would be difficult to perform a complete environmental decontamination;
- The use of a large explosive device (such as a truck bomb) near a nuclear power plant or a radiological cargo in transport is another terrorist nuclear threat. This type of attack would have widespread effects, especially with the increase in frequency of shipments of radiological materials throughout the world;
- Three main types of nuclear radiation emitted from radioactive materials are:
 - Alpha particles - heaviest and most highly charged of the nuclear particles. Alpha particles travel only a few inches in air and are completely stopped by a sheet of paper. If ingested through eating, drinking or breathing contaminated materials, they can become an internal hazard;
 - Beta particles - smaller than and travel faster than alpha particles. Beta particles can penetrate several millimeters through tissue, but generally do not penetrate far enough to affect the vital inner organs. Like alpha particles, exposure of the body is normally thought of as a slight hazard. If exposed to large amounts of beta radiation for long periods of time, skin burns may result. Like alpha particles, beta may be ingested and can also enter the body through unprotected open wounds;
 - Gamma rays - are a type of electromagnetic radiation transmitted through space in the form of waves. Gamma rays are pure energy and they are the most penetrating form of radiation. They can travel great distances and can penetrate most materials, which

creates a problem for humans as they can attack all tissues and organs. Gamma radiation has very distinctive, short-term symptoms. Individuals exposed to a large amount of radiation within a short period of time will present with acute radiation sickness. Symptoms include skin irritation, nausea, vomiting, high fever, hair loss and dermal burns.

Incendiary Incidents

- An incendiary device is any mechanical, electrical, or chemical device used intentionally to initiate combustion and start a fire;
 - A delay mechanism consists of chemical, electrical, or mechanical elements.
 - These elements may be used singly or in combination with others;
 - Incendiary materials burn with a hot flame for a designated period of time, which are used to set fire to other materials or structure;
 - Foreign Terrorist Organizations encourage Homegrown Violent Extremists to use wildfires to cause casualties and to damage infrastructure;
- Incendiary devices range from simple to elaborate, and are found in a variety of shapes and sizes;
 - The device is limited only by a terrorist's ingenuity and imagination;
 - An incendiary device is a material or mixture of materials designed to produce sufficient heat and flame to cause combustible materials to burn when they reach their ignition temperatures;
- An incendiary device consists of three basic components: an igniter or fuse, a container or body, and an incendiary material or filler;
 - The container can be glass, metal, plastic, or paper, depending upon the intended use;
 - Metal or other non-breakable containers are normally used for devices containing chemical materials;
 - Devices that use a liquid accelerator usually will be found in a breakable container, e.g., glass;
- Specially trained personnel must handle devices discovered prior to ignition;
 - Inexperienced individuals handling a device may cause it to ignite, which may cause them to suffer possible injury or death;
 - Proper handling of devices is critical for crime scene preservation.

Chemical Incidents

- Chemical agents fall into five classes:
 - Nerve agents - disrupt nerve impulse transmissions.
 - Blister agents (vesicants) - cause severe burns to eyes, skin, and tissues of the respiratory tract.
 - Blood agents - interfere with the ability of blood to transport oxygen.
 - Choking agents - severely stress respiratory system tissues.
 - Irritating agents (Riot Control Agents) - cause respiratory distress and tearing designed to incapacitate. They may also cause intense pain to skin, especially moist areas of the body.
 - Primary routes of exposure of chemical agents are inhalation, ingestion and skin absorption contact. Injection is a potential source of entry, but is less likely. With exception of blister agents, inhalation is the primary route of exposure for chemical agents. Skin absorption contact with nerve and blister agents is also a highly possible route of exposure.
- Nerve agents are similar to organophosphate pesticides, but with a higher degree of toxicity.

- All nerve agents are toxic at small concentrations.
- Agents include Sarin (GB), Soman (GD), Tabun (GA), and V agent (VX).
- Nerve agents are liquids that are typically sprayed as an aerosol for dissemination.
- Generic symptoms are similar to organic phosphate poisoning, which include salivation, lacrimation, urination, and defecation without much control. Other body and system symptoms may include:
 - Eyes: pinpointed pupils, dimmed or blurred vision, pain aggravated by sunlight.
 - Skin: excessive sweating and fine muscle tremors.
 - Muscular: involuntary twitching and contractions.
 - Respiratory: runny nose and nasal congestion, chest pressure and congestion, coughing and difficulty breathing.
 - Digestive: excessive salivation, abdominal pain, nausea and vomiting.
 - Nervous: giddiness, anxiety, and difficulty in thinking and sleeping (nightmares).
- Nerve agents in pure form resemble water or light oil, and possess no odor.
- The most efficient form of distribution is as an aerosol, which may be performed with a small explosive device or spray device.
- Nerve agents kill insects, birds, and other animals as well as humans. Many dead animals at an incident scene may indicate the use of nerve agents.
- Blister agents are also referred to as mustard agents due to their characteristic smell.
 - They are similar in nature to other corrosive materials. They will readily penetrate layers of clothing and are quickly absorbed into the skin.
 - Mustard (H, HD) and lewisite (L) are common blister agents, which are very toxic. A few drops on the skin can cause severe injury, while three grams absorbed through the skin can be fatal.
 - Body and system symptoms include:
 - Eyes: reddening, congestion, tearing, burning, and a gritty feeling; in severe cases, swelling of the eyelids, severe pain, and spasm of the eyelids.
 - Skin: within 1 to 12 hours, initial mild itching followed by redness, tenderness, and burning pain, followed by burns and fluid-filled blisters. These effects are enhanced in the warm, moist areas of the groin and armpits.
 - Respiratory: within 2 to 12 hours, burning sensation in the nose and throat, hoarseness, profusely running nose, severe cough, and shortness of breath.
 - Digestive: within 2 to 3 hours, abdominal pain, nausea, bloodstained vomiting, and bloody diarrhea.
 - Blister agents are heavy, oily liquids, dispersed by aerosol or vaporization, in which may be performed with a small explosive device or spray devices.
 - In pure states, blister agents are nearly colorless and odorless, but slight impurities give them a dark color and garlic-like odor.
- Blood Agents - interfere with the ability of the blood to transport oxygen that results in asphyxiation.
 - Common blood agents include hydrogen cyanide and cyanogen chloride (CK). Cyanide and cyanide compounds are common industrial chemicals.
 - All blood agents are toxic at high concentrations and lead to rapid death. Affected persons require removal to fresh air and respiratory therapy.
 - CK can cause tearing of the eyes and irritate the lungs. Clinical symptoms of blood agents include:
 - Respiratory distress
 - Vomiting and diarrhea
 - Vertigo and headaches
 - Blood agents are liquids under pressure, but in pure form exist as gases.

- Precursor chemicals are typically cyanide salts and acids. All have the aroma of bitter almonds or peach blossoms.
- Choking Agents - cause stress on the respiratory tract.
 - Severe distress causes respiratory edema (fluid in the lungs) that can result in asphyxiation.
 - Chlorine, phosgene and common industrial chemicals are choking agents.
 - Clinical symptoms of choking agents include:
 - Severe eye irritation
 - Respiratory distress (coughing and choking)
 - Chlorine has a readily identifiable distinctive smell, but phosgene has the odor of newly cut hay.
 - Chlorine and phosgene are gases and must be stored and transported in bottles or cylinders.
- Irritating Agents - known as riot control agents or tear gas, are designed to incapacitate.
 - Irritating agents are generally nonlethal, but may cause asphyxiation under extreme conditions.
 - Common irritating agents include chloropicrin, Mace (CN), tear gas (CS), capsaicin/pepper spray, and dibenzoxazepine (CR).
 - Clinical symptoms include:
 - Eyes and throat: burning or irritation, tearing of the eyes
 - Respiratory: respiratory distress, coughing, choking, difficulty breathing
 - Digestive: high concentrations may lead to nausea and vomiting
 - Irritating agents can cause pain, sometimes severe, on the skin, especially in moist areas.

Explosive Incidents

- Improvised explosive devices (IEDs) remain the terrorist weapon of choice due to their relative ease of construction, availability, and destructive capacity.
- Department of Transportation defines an explosive as a substance that fits one of two categories.
 - A substance or article, including a device, designed to function by explosion (e.g., extremely rapid release of gas and heat)
 - A substance or article, including a device, which by chemical reaction within itself, can function in a similar manner even if not designed to function by explosion (unless the substance or article is otherwise classified)
- An estimated 70% of terrorist attacks worldwide involve explosives.
 - Bombs are the apparent choice of weapons among terrorists.
 - Vehicle-borne improvised explosive devices (VBIED) are utilized by terrorists worldwide. An explosive device within a vehicle is located near a target or vulnerable location.
 - FBI statistics show:
 - When public safety agencies know of the presence of a device, they have a 20% chance of finding it.
 - Hundreds of hoax bomb incidents are reported each year.
 - Residential properties are the most common targets for bombers.
 - Bombs nearly always work as designed.

Active Shooter/Hostile Event

- An active shooter is an individual actively engaged in killing or attempting to kill people in a confined or populated area; in most cases, active shooters use firearms and there is no pattern or method to their selection of victims.
- Active shooter situations are unpredictable and evolve quickly; those responding to these incidents may have little or unreliable information and must be prepared to make split second tactical or operational decisions to resolve situations.
- Active shooter/hostile events require a Unified Command Structure for incident management and coordination of resources.

Vehicle Borne Attacks

- Terrorists use vehicles to target pedestrians, breach physical security barriers, and deliver explosive devices.
- Vehicle rammings are scalable, require minimal preparation and are encouraged in terrorist messaging.
- Vehicle ramming attacks are the most common type of vehicle-borne attack used in the United States.
- These attacks garner widespread media coverage.

Unmanned Aerial Systems (UAS)

- Commercial UAS technology has improved substantially in the last decade while becoming increasingly affordable and easy to operate, with many models costing under \$1,000.
- UAS devices may be utilized to disrupt critical infrastructure systems and pose a threat to commercial and military aircraft.
- Greater payloads and more advanced cameras—some including infrared modes—may incentivize the use of UAS for illicit operations because these options probably can limit detection.

Cyber Attacks

- Cybersecurity is an evolving threat
- FEMA estimates that 85% of infrastructure is privately owned
- Aging infrastructure poses a risk, and new infrastructure is more technology enabled

Tab 2 to Terrorism Incident Annex – Incident Indications and First Responder Concerns

Concept of Operations

Biological

- Indications – effects from a WMD incident involving biological agents may take days or weeks to manifest themselves, depending on the biological toxin or pathogen involved. The Centers for Disease Control and Prevention developed the following list of epidemiologic clues that may signal a bioterrorist event:
 - Large number of ill persons with a similar disease or syndrome;
 - Large numbers of unexplained disease, syndrome, or deaths;
 - Unusual illness in a population;
 - Higher morbidity and mortality than expected with a common disease or syndrome;
 - Failure of a common disease to respond to usual therapy;
 - Single case of disease caused by an uncommon agent;
 - Multiple unusual or unexplained disease entities coexisting in the same patient without other explanation;
 - Disease with an unusual geographic or seasonal distribution;
 - Multiple atypical presentations of disease agents;
 - Similar genetic type among agents isolated from temporally or spatially distinct sources;
 - Unusual, atypical, genetically engineered, or antiquated strain of agent.
 - Endemic disease with unexplained increase in incidence;
 - Simultaneous clusters of similar illness in noncontiguous areas, domestic or foreign;
 - Atypical aerosol, food, or water transmission;
 - Ill people presenting near the same time;
 - Deaths or illness among animals that precedes or accompanies illness or death in humans;
 - No illness in people not exposed to common ventilation systems, but illness among those people in proximity to the systems.
- First Responder Concerns
 - The most practical method of initiating widespread infection using biological agents is through aerosolization, where fine particles are sprayed over or upwind of a target where the particles may be inhaled. An aerosol may be effective for some time after delivery, since it will be deposited on clothing, equipment, and soil. When the clothing is used later, or dust is stirred up, responding personnel may be subject to “secondary” contamination;
 - Biological agents may be able to use portals of entry into the body other than the respiratory tract. Individuals may be infected by ingestion of contaminated food and water, or even by direct contact with the skin or mucous membranes through abraded or broken skin. Use protective clothing. Protect the respiratory tract through the use of a mask with biological High-Efficiency Particulate Air (HEPA) filters;
 - Exposure to biological agents, as noted above, may not be immediately apparent. Casualties may occur minutes, hours, days, or weeks after an exposure has occurred. The time required before signs and symptoms are observed is dependent on the agent used. While symptoms will be evident, often the first confirmation will come from blood tests or by other diagnostic means used by medical personnel.

Chemical

- Indications - The following may indicate a potential chemical WMD has been released:

- An unusually large or noticeable number of sick or dead wildlife. These may range from pigeons in parks to rodents near trash containers.
- Lack of insect life. Shorelines, puddles, and any standing water should be checked for the presence of dead insects.
- Large numbers of persons experiencing water-like blisters, welts, or rashes.
- Numbers of individuals exhibiting serious health problems, ranging from nausea, excessive secretions (saliva, diarrhea, vomiting), disorientation, and difficulty breathing to convulsions and death.
- Discernable pattern to the casualties. This may be “aligned” with the wind direction or related to where the weapon was released (indoors/outdoors).
- Presence of unusual liquid droplets, e.g., surfaces exhibit oily droplets or film, water surfaces have an oily film (with no recent rain).
- Unscheduled spraying or unusual application of spray.
- Spray devices, such as chemical sprayers used by landscaping crews.
- Presence of unexplained or unusual odors (where that particular scent or smell is not normally noted).
- Low-lying clouds or fog-like condition not compatible with the weather.
- Presence of unusual metal debris - unexplained bomb/munitions material, particularly if it contains a liquid.
- Explosions that disperse or dispense liquids, mists, vapors, or gas.
- Explosions that seem to destroy only a package or bomb device.
- Civilian panic in potential high-profile target areas (e.g., government buildings, mass transit systems, sports arenas, etc.).
- Mass casualties without obvious trauma.
- First Responder Concerns - The first concern must be to recognize a chemical event and protect the first responders. Unless first responders recognize the danger, they will very possibly become casualties in a chemical environment. It may not be possible to determine from the symptoms experienced by affected personnel which chemical agent has been used. Chemical agents may be combined and therefore recognition of agents involved becomes more difficult.

Nuclear/Radiological

- Radiation is an invisible hazard. There are no initial characteristics or properties of radiation itself that are noticeable. Unless the nuclear/radiological material is marked to identify it as such, it may be some time before the hazard has been identified as radiological.
- The Hazmat Officer is responsible for inventory and maintenance of radiological detection equipment and determining appropriate level of protection gear for the circumstances.
- Refer to the Radiological Incident Response Incident Annex to the EOP for additional information on radiological incident response.

Active Shooter/Hostile Event

- Indications – The following may indicate a potential active shooter/hostile event incident:
 - The Emergency Communications Center call-taker gathers information that suggests an active shooter/hostile incident in progress such as multiple shooting victims and will notify responding units of a potential mass casualty incident.
 - Responders may encounter building occupants and/or victims fleeing the scene.
- First Responder Concerns – Command decisions will be based on the following priorities:

- Stop the killing and secure an area for treatment.
- Stop the dying.
- Evacuate the injured.
- Prepare for additional resources from other agencies.
- Establish Unified Command as soon as practical.
- Establish hot, warm, and cold zones for incident management.
- Establish Casualty Collection Points (CCP) for staging area(s) for patients before movement to triage and treatment areas.
- Form Rescue Task Forces (RTF) to enter the warm zone to effect stabilization and rescue of victims inside the warm zone.
- Establish treatment area for victims.

Cyber Attacks

- Growing Attack Surface
 - Wearables – vital sensors, GPS, body cameras, communications systems, Bluetooth
 - NextGen 911 – voice, location, SMS, video, photo, sensor, telematics, medical
 - Cloud Services – enhanced incident data, information sharing, 3rd party services,
 - Cascading Failures – communications interference, 911 outages, cloud service compromises
- Capable Threat Actors
 - Terrorists
 - Hacktivists
 - State Actors
 - Organized Crime
 - Malicious Insiders
- Sophisticated Attack Techniques
 - XSS – Cross Site Scripting
 - Phishing
 - Malware
 - Ransomware
 - Denial of Service
 - Zero Days

Tab 3 to Terrorism Incident Annex - Incident Indications and First Responder Concerns

Hampton Police will maintain the listing of Potential Target areas.

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