

# WASHINGTON COUNTY



## EMERGENCY OPERATIONS PLAN

# CONTENTS

CONTENTS .....	2
EXECUTIVE SUMMARY .....	4
<b>BASIC PLAN</b>	
I. Introduction .....	5
II. Planning Situation and Assumptions .....	7
III. Roles and Responsibilities .....	12
IV. Concept of Operations .....	17
V. Finance and Administration.....	27
VI. Plan Maintenance.....	28
VII. Exercise and Training.....	28
Appendix 1: Glossary of Key Terms.....	30
Appendix 2: List of Acronyms.....	35
Appendix 3: Authorities and References .....	37
Appendix 4: Matrix of Responsibilities .....	38
Appendix 5: Succession of Authority.....	40
Appendix 6: EOP Distribution List.....	41
Appendix 7: Essential Records.....	42
Appendix 8: NIMS Resolution .....	43
Appendix 9: Resolution of Adoption of EOP .....	45
Appendix 10: Local Declaration of Emergency .....	46
Appendix 11: Record of Changes .....	47
<b>EMERGENCY SUPPORT FUNCTIONS (ESFs)</b>	
ESF # 1 - Transportation.....	ESF # 1-1
ESF # 2 - Communications .....	ESF # 2-1
ESF # 3 – Public Works.....	ESF # 3-1
ESF # 4 – Fire.....	ESF # 4-1
ESF # 5 – Emergency Management.....	ESF # 5-1
ESF # 6 – Mass Care, Housing, and Human Services .....	ESF # 6-1
ESF # 7 – Resource Management.....	ESF # 7-1
ESF # 8 – EMS and Public Health .....	ESF # 8-1
ESF # 9 – Search and Rescue .....	ESF # 9-1
ESF # 10 – Oil and Hazardous Materials .....	ESF # 10-1
ESF # 11 – Agriculture and Natural Resources.....	ESF # 11-1
ESF # 12 – Energy .....	ESF # 12-1
ESF # 13 – Public Safety.....	ESF # 13-1
ESF # 14 – Long Term Recovery .....	ESF # 14-1
ESF # 15 – External Affairs.....	ESF # 15-1
ESF # 16 – Military Support.....	ESF # 16-1
ESF # 17 – Volunteers and Donations.....	ESF # 17-1

# CONTENTS

## SUPPORT ANNEXES

Animal Care and Control .....	Annex 1-1
Damage Assessment .....	Annex 2-1
Debris Management .....	Annex 3-1
Evacuation .....	Annex 4-1
Information Technology .....	Annex 5-1

## EXECUTIVE SUMMARY

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

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

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

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

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

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

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

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

# BASIC PLAN

## I. Introduction

---

Washington County is vulnerable to a variety of hazards such as flash flooding, major river flooding, winter storms and ice, high winds, wildfires, hazardous materials transportation incidents, drought, and an undetermined risk for impacts from landslides and karst terrain (which occurs in 50% of the county's territory). To respond effectively to any emergency of a size or complexity beyond routine response systems, it is critical that all Washington County public officials, departments and agencies, non-governmental emergency organizations, and the public understand their roles and responsibilities. These non-routine responsibilities begin as the incident is recognized and response ensues, and become particularly important as command organizes beyond the initial reactive phase of first responders.

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

The Washington County Emergency Operations Plan (EOP) consists of a basic plan followed by the Emergency Support Functions

### Plan Preface

The following items are included in the Washington County EOP:

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

### Purpose and Scope

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

The EOP employs a multi-agency operational structure based upon the principles of the National Incident Management System (NIMS) / Incident Command System (ICS) to manage, coordinate, and direct resources committed to an incident. Washington County is a practitioner of NIMS and is committed to insuring that required trainings are provided to all persons with direct responsibility for implementing the plan and critical functions within the plan. Supporting plans for all-hazards disasters

set forth the concepts and procedures whereby Washington County can effectively apply available resources to insure that casualties and property damage will be minimized and those essential services will be restored as soon as possible following an emergency or disaster situation.

The EOP identifies a range of disasters that could possibly occur in or near this locality. The EOP works to anticipate the needs that the jurisdiction might experience during an incident and provides guidance across county departments, agencies, and response organizations by describing an overall emergency response system:

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

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

## II. Planning Situation and Assumptions

---

### Situation

The plan recognizes that Washington County is a rapidly developing area located on the west end of the Mount Rogers region with a population of approximately 54,876 based on 2010 U.S. Census population estimate, increasing almost 7.4% from the 2000 census data. Washington County is home to two colleges. Highlands Community College has a student enrollment of approximately 3,850 full-time and part-time students. Emory & Henry College, private liberal arts college, enrolls approximately 900 undergraduate and 50 graduate students each year. The following demographics are included in the population estimate:

<b>WASHINGTON COUNTY DEMOGRAPHIC DATA</b>	
<b>Demographic</b>	<b>Percentages/Numbers</b>
Number of Households (2009-2013 census data)	22,755
Persons per Household (2009-2013 census data)	2.34
Median Household Income, 2009-2013	\$41,897
Average Age of Resident (city-data.com, 2015)	43 years
Persons under 5 years old (2014)	4.9%
Persons under 18 years old (2014)	19.1%
Person 65 years old and over (2014)	20.3%
Persons with a disability, age 5 and older (2000 census data)	11,181
Persons below poverty, 2009-2013	12.1%
Persons of Caucasian Race (2014)	97.0%
Persons of African-American Race (2014)	1.5%
Persons of Hispanic or Latino Origin (2014)	1.4%
Persons of Other Race	.10%
Households with Pets	20%
Language other than English spoken at home (2009-2014)	2.3%

*Table No. 1 – Demographic Data per 2014 Census*

Washington County consists of approximately 362,280 acres and 561 square miles, including 5 square miles of aquatic surfaces. Washington County borders Scott County, Virginia to the west; Russell County, Virginia to the northwest; Smyth County, Virginia to the northeast; the City of Bristol, Virginia to the southwest; Grayson County, Virginia; Johnson County, Tennessee; and Sullivan County, Tennessee to the southeast. Interstate 81 bisects the county in an east-west direction. Washington County is ranked 11<sup>th</sup> largest of 95 Virginia counties in geographic area. Within the past decade the most change and growth has occurred along the I-81 corridor between the Town of Abingdon and the City of Bristol, Virginia, with much housing development, as well as burgeoning commercial development at the Exit 7 area. Former communities consisting largely of open space and farming have been converted into residential subdivisions to accommodate the growing population of the county. The Holston River Basin flows in a southwesterly direction to join with the Tennessee River system.<sup>1</sup> Washington County also includes the incorporated towns of Abingdon, Damascus, Glade Spring, and a portion of the Town of Saltville. Elevation within the county ranges from a high of 5,525 feet above Mean Sea Level (MSL) in the southeast to a low of 1,269 feet above MSL in the west.

---

<sup>1</sup> Mount Rogers Pre-Hazard Mitigation Plan, 2012

The Virginia Highlands Airport is located one mile west of Abingdon, and is accessible from Interstate 81, via U.S. Route 11—Lee Highway. The airport is operated by the Virginia Highlands Airport Authority and presently consists of approximately 260 acres. The airport has a published elevation of 2,087.4 feet above MSL. The National Plan of Integrated Airport Systems (NPIAS) and the Virginia Air Transportation System Plan (VATSP) currently classify Virginia Highlands Airport as a general aviation regional airport. The current reference code is BII-small.<sup>2</sup> Additional information on Virginia Highlands Airport is available at [www.virginiahighlandsairport.com](http://www.virginiahighlandsairport.com). A copy of the Virginia Highlands Airport Plan Update is also available by contacting the Department of Emergency Management or the County Administrator.

The plan takes into account the increasing risks related to man made hazards, identified through hazardous materials reporting required by the Superfund Amendments and Reauthorization Act of 1986 (SARA). The plan further takes into account, through a review of the *Pre-Hazard Mitigation Plan for Mount Rogers Region, Virginia*, the risk levels related to identified hazards and the past and on-going mitigations to address those risks. The chief natural hazards occurring in Washington County include flooding, severe snow and ice storms, high winds, risk of wildfire, and hazardous materials transportation incidents.

Washington County and the incorporated towns of Abingdon, Damascus, Glade Spring, and Saltville participate in the National Flood Insurance Program (NFIP). The Federal Emergency Management Agency (FEMA) floodplain maps available for communities participating in the NFIP depict 100-year floodplains for flood-prone areas. That means, in any given year, the floodplain area faces a 1% chance of having a flood.

FEMA records indicate repetitive loss properties in the communities of Damascus, Mendota, Abingdon, and near Bristol as a result of flooding.<sup>3</sup> Historically a flood-prone community due to development along Beaverdam and Laurel Creeks, along with obstructions in the creeks, Damascus suffered three major floods in 1977. Successful efforts by Damascus to mitigate its flooding problems over the years have included the following:

- A \$559,000 grant from the HUD in 1981 to install storm sewers along Mock, Surber, and Haney Hollows (finished in 1983).
- State and federal disaster assistance following another major flood in May 1984 helped make repairs to nearly \$86,000 worth of damage to the community.
- Grant funding in 1984 (\$700,000 from the state CDBG program and \$190,000 from the Tennessee Valley Authority) to relocate 34 families (88 people) and three local businesses<sup>4</sup> out of the floodplain (1985 through 1988).



*Bristol Herald Courier image of flooding in Damascus in November 2003*

Wildfire risks derive from being located in a rural, forested region and development of woodland home communities, encompassing more than 100,000 acres in the county.

Washington County also contains four dams rated for high or significant hazard in the event of failure. Beaver Creek Dam, Clear Creek Dam and Edmondson Dam (which has been breached), are located in Washington County. Two of these dams are flood control structures owned by the Tennessee

<sup>2</sup> Virginia Highlands Airport Plan Update, 2014

<sup>3</sup> Mount Rogers Pre-Hazard Mitigation Plan, 2012

Valley Authority. One is a hydroelectric dam that has been breached and is no longer active. The fourth dam, owned by the Virginia Department of Game and Inland Fisheries, is a recreational area regulated by the state. Additional information on regulated dams can be found in the *Dam Safety Support Annex* located within the Emergency Operations Plan.

Rail Service is provided by a Norfolk Southern mainline which runs through Washington County. The mainline runs parallel to Interstate 81. Bulk and mixed freight service, containerized piggyback, and team track services are available.

The table below indicates the probability of the incidents identified above. Both natural and man-made hazards identified below pose a potential for loss of life, property, agriculture, and infrastructure.

<b>Hazard</b>	<b>Probability</b>
<b>Flooding</b>	High
<b>Winter Storms/Ice</b>	High
<b>Dam Failure</b>	Moderate
<b>Drought</b>	Moderate
<b>High Winds/Windstorms</b>	Moderate
<b>Wildfire</b>	Moderate
<b>Biological</b>	Moderate
<b>Chemical</b>	Moderate
<b>Transportation Incident</b>	Moderate
<b>Karsts &amp; Sinkholes</b>	Moderate
<b>Earthquakes</b>	Low
<b>Thunderstorms /Lightning</b>	Low
<b>Tornadoes/Hurricanes</b>	Low
<b>Aircraft Incident</b>	Low
<b>Radiological</b>	Low
<b>Water Supply Contamination</b>	Low

*Table No. 2 – Hazard Probability*

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

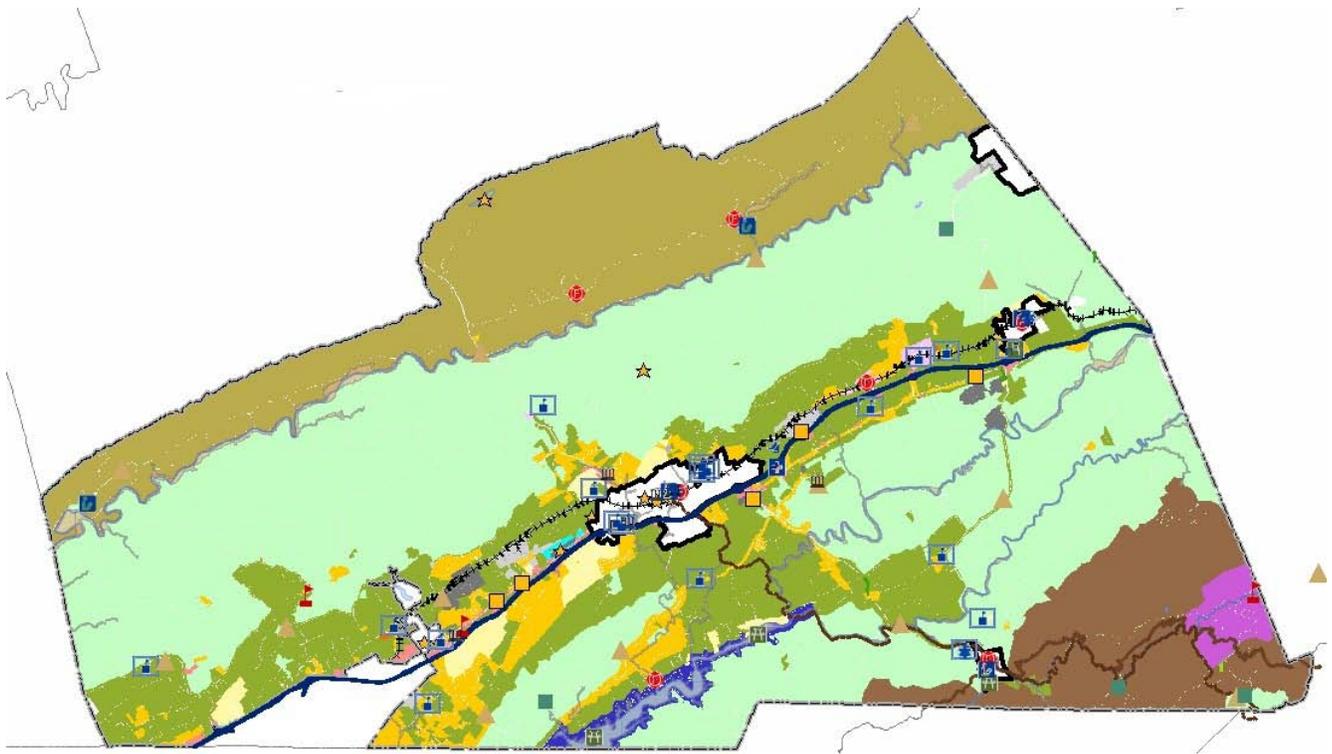
Capability Assessments indicate the strength and knowledge of the personnel in emergency procedures, the importance of the installed and tested emergency alert system throughout the County, and reinforce the need to continue efforts to integrate response with local and state response plans. The Local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

## Assumptions

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

- The Coordinator of Department of Emergency Management (DEM) will mobilize resources and personnel as required by the situation to save lives, protect property, restore critical infrastructure, ensure continuity of government, and facilitate recovery of individuals, families, businesses, and the environment.
- Incidents are managed at the local level.
- Washington County will have mutual aid agreements with neighboring jurisdictions.
- Washington County uses the National Incident Management System (NIMS) and the Incident Command Structure (ICS).
- Special facilities (schools, nursing homes, adult day care and childcare facilities) are required to develop emergency plans, and the Emergency Manager may request the facility to furnish a copy for review as applicable by the *Code of Virginia*.
- Regulated facilities (Superfund Amendments and Re-authorization Act sites, power plants, etc...) posing a specific hazard will develop, coordinate, and furnish emergency plans and procedures to local, county and state departments and agencies as applicable and required by codes, laws, regulations or requirements.
- Effective July 1, 2009, per code §44-146.18 of the *Virginia Emergency Services and Disaster Laws of 2000, as amended*, Washington County will immediately contact the Virginia Department of Criminal Justice Services and the Virginia Criminal Injury Compensation Fund to deploy assistance in the event of an emergency as defined in the EOP when there are victims as defined in §19-2-11.01 of the *Code of Virginia*. Contact information for these agencies is located in ESF # 6.

TAB 1 TO PLANNING SITUATION AND ASSUMPTIONS  
MAP OF WASHINGTON COUNTY, VIRGINIA



### **III. Roles and Responsibilities**

---

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

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

#### **Elected Officials**

Members of the Washington County Board of Supervisors are responsible for:

- Protecting the lives and property of citizens;
- Understanding and implementing laws and regulations that support emergency management and response;
- Establishing the local emergency management program;
- Appointing a Director of Emergency Management, who shall be either a member of the Board of Supervisors selected by the Board or the chief administrative officer for the County; and
- Adopting and promulgating the Emergency Operations Plan (EOP).

#### **Local Chief Administrative Officer**

The County Administrator, serving as the chief administrative officer, is responsible for the public safety and welfare of the people of Washington County, and for:

- If appointed as the Director of Emergency Management, then appointing a Coordinator of Emergency Management with the consent of the governing body;
- Declaring of a local emergency with the consent of the governing body, when circumstances necessitate such action;
- Coordinating local resources to address the incident;
- Directing evacuations;
- In coordination with the District Health Director, ordering a quarantine; and
- Provide leadership and communication to the public.

#### **Director of Emergency Management**

The Director of Emergency Management shall be a member of the Board of Supervisors or the County Administrator, who shall appoint a Coordinator of Emergency Management with consent of the governing body. For Washington County, the County Administrator serves as the Director of Emergency Management, and is responsible for:

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

## Coordinator of Emergency Management

The Coordinator of Emergency Management is appointed by the Director of Emergency Management, with consent of the Board of Supervisors. For Washington County, the Director of the Department of Emergency Management (DEM) serves as the Coordinator of Emergency Management, also referred to as Emergency Manager or Emergency Management. The Emergency Manager has the day-to-day responsibility for overseeing emergency management programs and activities, including:

- Assessing the availability and readiness of local resources most likely required during an incident;
- Developing mutual aid agreements for support in response to an incident;
- 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 nongovernmental organizations in planning, training, and exercises;
- Maintaining the local EOC in a constant state of readiness;
- Developing and maintaining the Emergency Operations Plan (EOP), ensuring the plan takes into account the needs of the jurisdiction, including persons, property, structures, individuals with special needs, and household pets;
- Assuming duties as designated and delegated by the Director of Emergency Management;
- Ensuring that the EOP is reviewed, revised, and adopted every four years; and
- Appointing the Deputy Coordinator of Emergency Management

## Local Government Agencies

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

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

Section 44-146.19 of the *Code* advises that a coordinator of emergency management shall be appointed by the council of any town to ensure integration of its organization into the county emergency management organization.

## Emergency Support Functions (ESFs)

An 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. Operating agencies and local departments participate in the ESF structure as coordinators, primary response agencies, and/or support agencies as required to support incident management activities. Washington County identifies the primary agencies on the basis of authorities, resources, and capabilities. Support agencies are assigned based on the resources and capabilities in a given functional area. (See Appendix 1 – Matrix of Responsibilities) Additional discussion on roles and responsibilities of ESF coordinators, primary agencies, and support agencies can be found in the introduction to the ESF Annexes. Note that not all incidents result in the activation of the ESFs. It is possible an incident may be addressed without activating the ESFs. The ESFs are responsible for:

- Developing and maintaining detailed plans and Standard Operating Procedures (SOPs) to support their functional requirements;
- Identifying sources of emergency supplies, equipment, and transportation;
- Maintaining accurate records of disaster-related expenditure and documentation;
- Protecting and preserving of records essential for continuity of government; and
- Establishing a line of successions for key emergency personnel.

## Nongovernmental and Volunteer Organizations

Nongovernmental organizations collaborate with first responders, governments at all levels, and other agencies and organizations providing relief services to sustain life, reduce physical and emotional distress, and promote recovery of disaster victims when assistance is not available from other sources. The Mountain Empire Chapter of the American Red Cross and Ecumenical Faith in Action provides relief at the local level and may also provide staffing of ESF # 6 – Mass Care. The Virginia Voluntary Organizations Active in Disaster (VAVOAD) is a group of recognized local, state, and national organizations that provide disaster relief. VAVOAD provides significant capabilities to incident management and response efforts, with the Southwestern Virginia Regional VOAD supporting Washington County. Southwestern VAVOAD representative located at the Council of Community Services, 502 Campbell Avenue, SW, Roanoke, VA. The Washington County Long Term Recovery Group (LTRG) has been established to assist individuals and families with unmet needs during the extended and recovery period of an event.

## Private Sector

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

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

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

*Table No. 3 – Private Sector Roles*

Private sector organizations support emergency management by sharing information with the local government, identifying risks, performing vulnerability assessments, developing emergency response and business continuity plans, enhancing their overall readiness, implementing appropriate prevention and protection programs, and donating or otherwise providing goods and services through contractual arrangement or government purchases to assist in response and recovery activities. Private sector organizations are encouraged to develop and maintain capabilities to respond and to manage a complete spectrum of incidents and emergencies. Washington County shall maintain 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.

## **Citizen Involvement**

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

Citizen groups and other voluntary organizations are referenced in ESF 17 – *Volunteer and Donations*

## **Individuals and Households**

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

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

## IV. Concept of Operations

---

### General

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

1. *The Commonwealth of Virginia Emergency Services and Disaster Law of 2000*, as amended, provides that emergency services organizations and operations will be structured around existing constitutional government. Washington County's organization for emergency operations consists of existing government departments, non-governmental, and private sector emergency response organizations.
2. The Director of Emergency Management is the County Administrator, appointed by the Board of Supervisors. The day-to-day activities of the emergency preparedness program have been delegated to the Director of DEM, who serves as the Coordinator of Emergency Management. The Coordinator via delegated authority of the Director will direct and control emergency operations in time of emergency and issue directives to other departments, services, and organizations concerning disaster preparedness. The Coordinator will be responsible for emergency public information or for delegating this function to the most appropriate individual for the specific incident or event.
3. The Coordinator of Emergency management, assisted by department heads, agency representatives, organization leaders, etc. will develop and maintain a primary Emergency Operations Center (EOC) from which to direct operations in time of emergency. The primary EOC is located in the Public Safety Building, 20281 Rustic Lane, Abingdon, Virginia. The alternate EOC is located at the Washington County Government Center located at 1 Government Center Place, Abingdon, VA 24210.
4. The day-to-day activities of the emergency management program, for which the Coordinator of Emergency Management is responsible, include developing and maintaining an Emergency Operations Plan, maintaining the County EOC in a constant state of readiness, and other responsibilities as outlined in local and state regulation.
5. The Coordinator of DEM in collaboration with the County Administrator will determine the need to evacuate large areas and will issue orders for evacuation or other protective action as needed. Local law enforcement will implement evacuation and provide security for the evacuated area. In the event of a hazardous materials incident, the local Fire Chief or his/her representative on the scene should implement immediate protective action to include evacuation as appropriate.
6. Successions to the County Administrator for purposes of emergency management will be the Deputy County Administrator, Chairperson of the Washington County Board of Supervisors, and the Coordinator of DEM, respectively.
7. The heads of operating departments, agencies, and organizations will maintain plans and procedures in order to be prepared to accomplish effectively their assigned responsibilities.
8. The Coordinator of Emergency Management and appointed Deputy Coordinator will assure compatibility between the locality's Emergency Operations Plan and the plans and procedures of key facilities and private organizations within the county as appropriate.

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

## **Concurrent Implementation of Other Plans**

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

## **Organizational Structure**

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

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

Organizational charts for Washington County Incident Command Structure, Emergency Management Structure, Emergency Operations Center Structure, and Joint Field Office Structure are located on pages 19-22 of this EOP.

## **Emergency Operations Center (EOC)**

When the local Emergency Operations Center (EOC) is activated, Director of DEM will coordinate with the incident commander to ensure a consistent response:

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

The Incident Command System (ICS) ensures:

- Manageable span of control (3 to 7 staff; optimum is 5);

- Personnel accountability (each person reports to only one person in the chain of command); and
- Functional positions staffed only when needed (responsibilities for any positions that are not staffed remain with the next higher filled position)

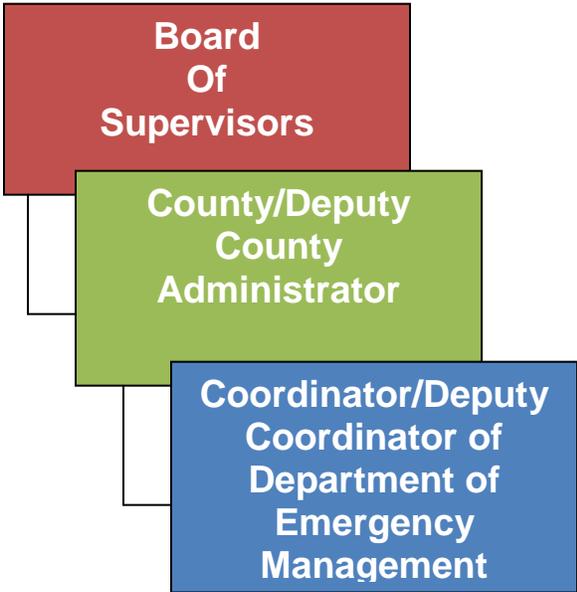
The chart on Page 21 represents the EOC Organizational Structure. Additional details on EOC operations are available in ESF # 5-Emergency Management.

### **Joint Field Office (JFO)**

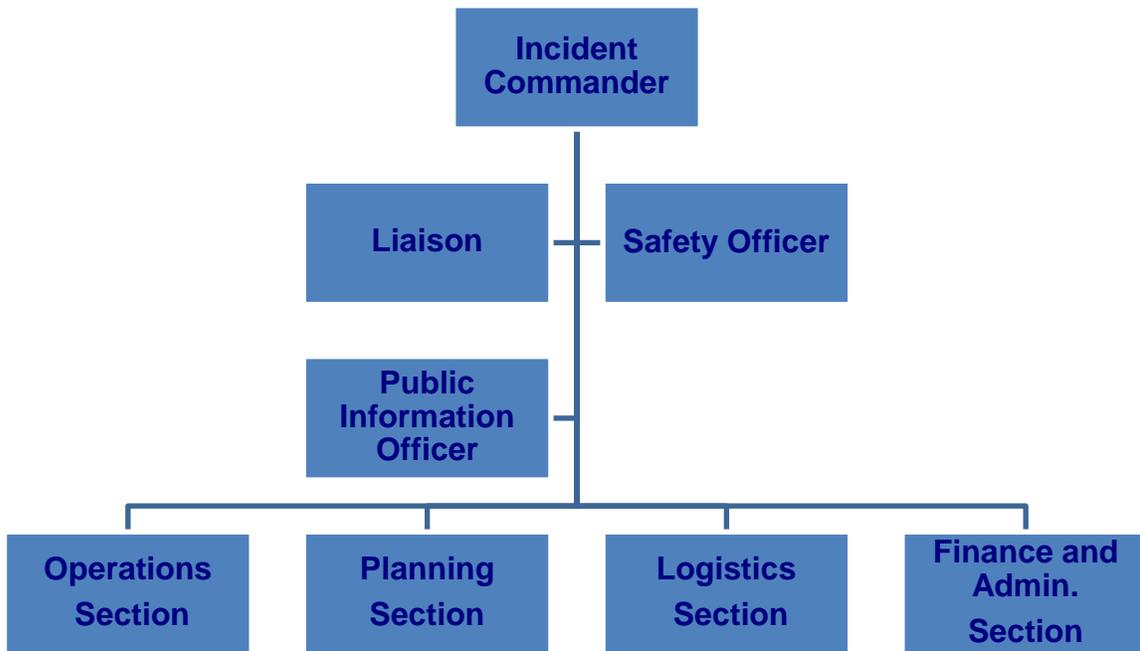
The Joint Field Office (JFO) is responsible for coordinating federal assistance supporting incident management activities locally. Activities at the JFO primarily focus on recovery operations; however, a JFO may be operating simultaneously with a local EOC during response operations.

The diagram on Page 22 represents the JFO Organizational Structure. Additional details on the programs and services coordinated from the JFO are available in Emergency Support Function # 14 Annex.

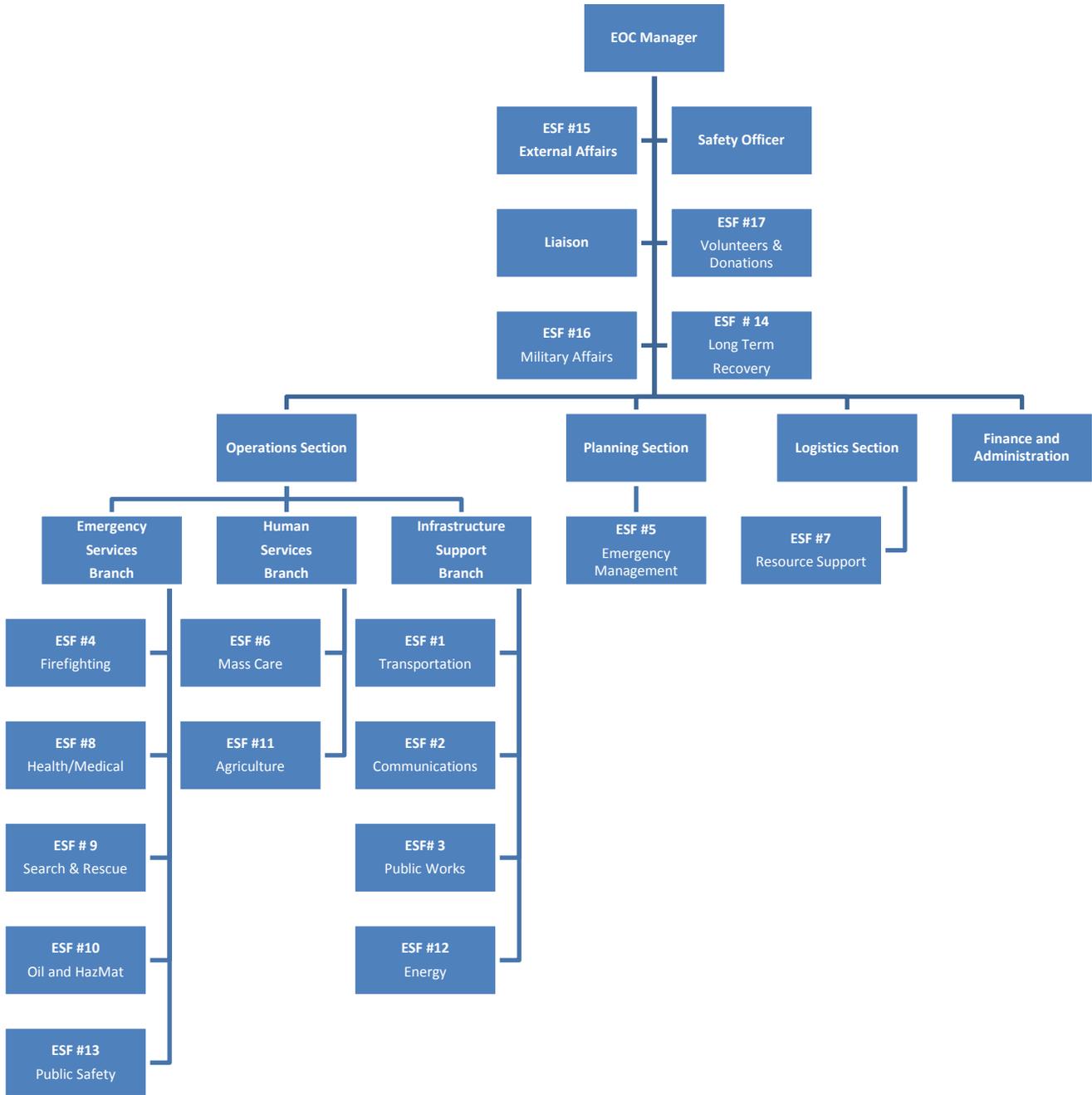
**WASHINGTON COUNTY EMERGENCY MANAGEMENT  
ORGANIZATIONAL STRUCTURE**



# WASHINGTON COUNTY INCIDENT COMMAND SYSTEM STRUCTURE

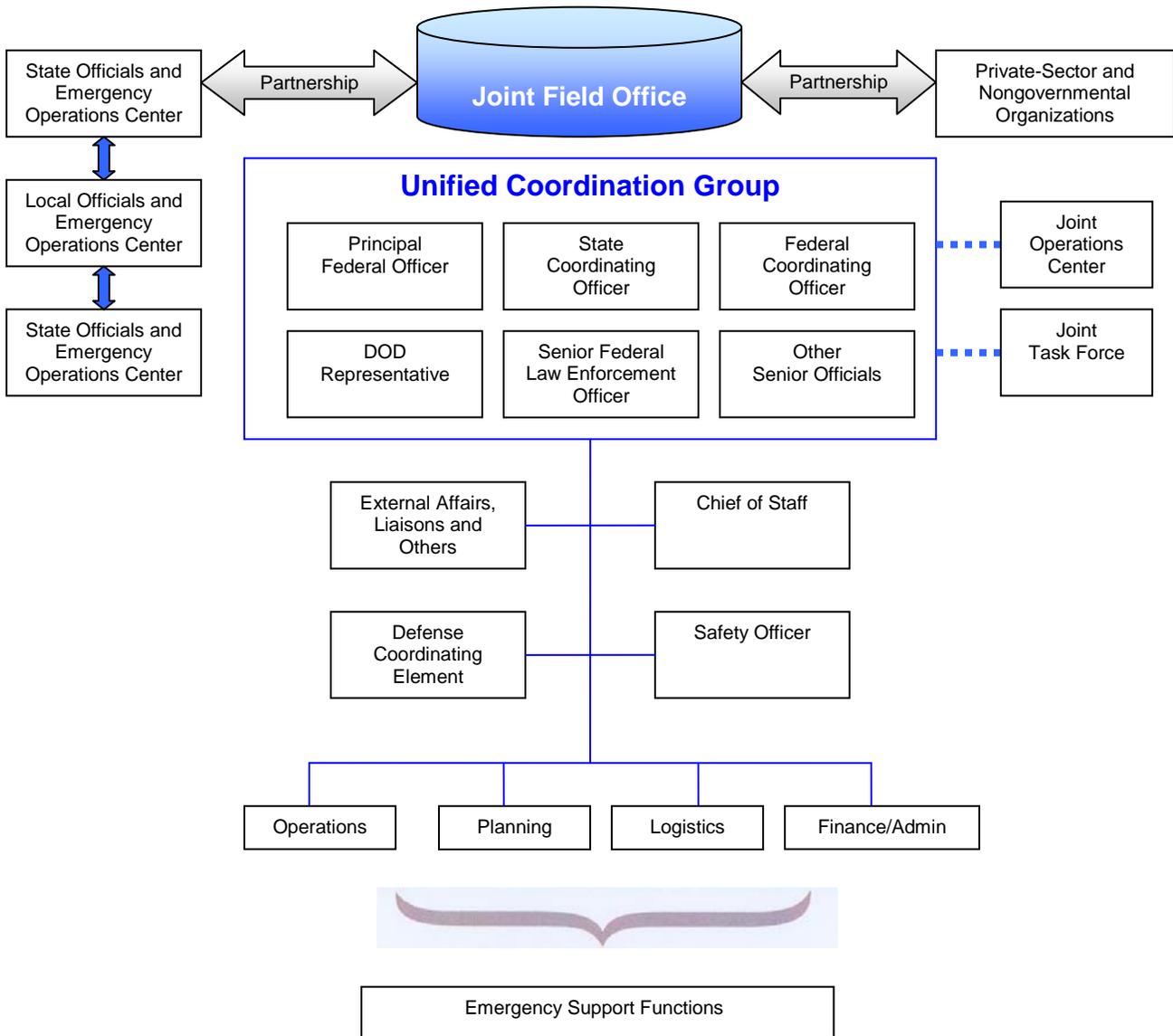


# WASHINGTON COUNTY EMERGENCY OPERATIONS CENTER STRUCTURE



## JOINT FIELD OFFICE

# ORGANIZATIONAL CHART



## Sequence of Action

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

## **Non-Emergency/Normal Operations**

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

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

## **Pre-Incident Actions**

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

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

- Communication of alert & warning;
- Public health and safety;
- Responder health and safety;
- Property protection;
- Possible partial activation of the EOC;
- Brief the local governing body of the impending situation;
- Alert emergency response personnel and develop a staffing pattern;
- Coordinate with external agencies (i.e. Health Department, American Red Cross, etc.); and
- Determine any protective action measures that need to be implemented in preparation for the situation.

## **Response Actions**

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

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

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

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

## Recovery Actions

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

- Initial Damage Assessment (IDA)--within 72 hours if impacted, complete and submit to the VEOC;
- Assess local infrastructure and determine viability for re-entry of residents;
- Begin immediate repairs to electric, water, and sewer lines and pumping stations;
- Assess long-term recovery needs, to include activation of Long Term Recovery Group (LTRG);
- Begin cleanup and restoration of public facilities, businesses, and residences;
- Re-establishment of habitats and prevention of subsequent damage to natural resources;
- Protection of cultural or archeological sites during other recovery operations; and
- Conduct joint Preliminary Damage Assessment (PDA) with State/FEMA partners.

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

## Mitigation Actions

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

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

- Implement mitigation measures in the rebuilding of infrastructure damaged in the event.

## **Declaration of a Local Emergency**

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

## **Activation of the Emergency Operations Center (EOC)**

The Coordinator of Emergency Management may activate the EOC if the following conditions exist:

- There is an imminent threat to public safety or health on a large scale;
- An extensive multiagency/jurisdiction response and coordination will be required to resolve or recover from the emergency or disaster event;
- The disaster affects multiple political subdivisions within counties or cities that rely on the same resources to resolve major emergency events; and/or
- The local emergency ordinances are implemented to control the major emergency or disaster event.

Availability of staff and operational needs may allow or require positions to be combined, or positions to not be filled (responsibilities held by the next higher position).

During an emergency, the primary EOC location has the capability to become operational in a short time, by bringing in laptop and/or desktop computers, status boards, communications equipment (i.e. portable radios, additional phone/fax lines, amateur radio communicators/equipment, cell phones, etc.) and general office equipment. Should primary communications through the Washington County EOC be disrupted, calls will be re-routed through the Washington County Emergency Communications Center (ECC)/PSAP.

Alert and Warning communication will be provided to the public via the Emergency Alert System (EAS). Other systems will be used as available.

## V. Finance and Administration

---

Washington County Department of Budget and Finance (DB&F) ensures the necessary management controls, budget authorities, and accounting procedures are in place to provide required funding in a timely manner to conduct emergency operations, document expenditures, and maximize state and federal assistance following the disaster.

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

### Concept of Operations

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

## **Actions**

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

## **VI. Plan Maintenance**

---

### **Coordination**

The Coordinator of Emergency Management has responsibility for annual update to the Emergency Operations Plan (EOP). The Director will coordinate with each emergency resource organization and assure the development and maintenance of an appropriate emergency response capability.

The planning team may include Coordinator of Emergency Management, county department Directors, and Board of Supervisor members, and other various internal group representatives. External group representatives may include emergency medical services (EMS), fire, law enforcement, hospitals, Red Cross, Health Department, and others as appropriate.

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

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

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

## **VII. Exercise and Training**

---

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

The Coordinator of Emergency Management is responsible for the development, administration, and maintenance of a comprehensive training and exercise program customized to the needs of Washington County. This program will be designed to attain an acceptable level of emergency preparedness for Washington County.

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

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

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

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

## **Appendix 1 – Glossary of Key Terms**

---

### **Amateur Radio Emergency Services**

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

### **American Red Cross**

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

### **Command Section**

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

### **Command Post**

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

### **Comprehensive Resource Management**

Maximizes the use of available resources, consolidates like resources and reduces the communications load on the Incident Command (IC) operation.

### **Coordination**

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

### **Emergency**

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

### **Decontamination**

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

### **Emergency/Disaster/Incident**

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

### **Emergency Alert System**

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

### **Emergency Operations Center (EOC)**

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 (EOP)**

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

### **Emergency Management (EM)**

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

### **Emergency Support Function (ESF)**

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

### **Exercise**

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

### **Evacuation**

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

### **Federal Disaster Assistance**

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

### **Geographic Information System (GIS)**

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

### **Hazardous Materials (HAZMAT)**

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

### **Hazardous Materials Emergency Response Plan**

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

## **Homeland Security Exercise and Evaluation Program (HSEEP)**

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

## **Incident Command System (ICS)**

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

## **Incident Commander (IC)**

The individual responsible for the management of all incident operations.

## **Initial Damage Assessment (IDA) Report**

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

## **Integrated Communications Plan**

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

## **Local Emergency**

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

## **Local Emergency Planning Committee (LEPC)**

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

## **Mitigation**

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

## **Mobile Crisis Unit (MCU)**

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

### **Mutual Aid Agreement (MAA)**

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

### **National Response Framework (NRF)**

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 (NWS)**

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

### **Preparedness**

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

### **Presidential Declaration**

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

### **Primary Agency**

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

### **Regional Information Coordination Center**

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

### **Situation Report (Sit Rep)**

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

### **Span of Control**

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

### **State of Emergency**

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

### **Superfund Amendments and Reauthorization Act of 1986**

Established federal regulations for the handling of hazardous materials.

### **Unified Command**

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

### **Weapons of Mass Destruction (WMD)**

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

## Appendix 2 – List of Acronyms

---

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

PIO	Public Information Officer
POC	Point of Contact
RACES	Radio Amateur Civil Emergency Services
SAR	Search and Rescue
SCC	State Corporation Commission
SOP	Standard Operating Procedures
USACE	U.S. Army Corps of Engineers
USCG	U.S. Coast Guard
USDA	U.S. Department of Agriculture
VAVOAD	Virginia Voluntary Organizations Active in Disaster
WAWAS	Washington Area Warning System
WMD	Weapons of Mass Destruction

## Appendix 3 – Authorities and References

---

### Federal

1. *The Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 100-707, as amended*
2. *Presidential Directive #5 and #8, The Homeland Security Act (2002)*
3. *Post Katrina Emergency Management Reform Act, Public Law 109-295 (2006)*
4. *National Response Framework*
5. *Local and Tribal NIMS Integration: Integrating the National Incident Management System into Local and Tribal Emergency Operations Plans and Standard Operating Procedures, V. 1, Department of Homeland Security*
6. *Comprehensive Preparedness Guide 101, March 2009*

### State

1. *Commonwealth of Virginia Emergency Services and Disaster Law (2008)*
2. *The Commonwealth of Virginia Emergency Operations Plan, December 2009*

### Local

1. *Mount Rogers Regional Pre-Hazard Mitigation Plan, 2012*
2. *Washington County Comprehensive Plan, 2014*
3. *Mount Rogers Health District Emergency Response Plan, 2007*
4. *Virginia Highlands Airport Plan Update, 2014*

## Appendix 4 – Matrix of Responsibilities

Department/Agency	ESF # 1 Transportation	ESF # 2 Communications	ESF # 3 Public Works	ESF # 4 Fire Fighting	ESF # 5 Emergency Management	ESF # 6 Mass Care	ESF # 7 Resource Support	ESF # 8 Health & Medical	ESF # 9 Search & Rescue	ESF # 10 Hazardous Materials	ESF # 11 Agriculture & Natural Resources	ESF # 12 Energy	ESF # 13 Public Safety	ESF # 14 Long-Term Recovery	ESF # 15 External Affairs	ESF # 16 – Military Affairs	ESF # 17 – Volunteers & Donations
Emergency Management	P	P	S	S	P	S	P	S	S	P	S	S	S	P	P	S	P
<b>Washington County Departments</b>																	
Attorney			S		S		S						S	S	S		S
Budget and Finance					S		S							S			S
Building and Development Services			P		S							S		S			S
Economic Development/Community Relations					S									S	S		S
EMS Agencies	S		S	S	S	S	S	P	S	S			S				
Fire Departments	S		S	P	S	S	S	S	S	P			S				
General Services	S		S		S		S					S		S			S
Health					S	S		P						S			S
Information Systems/GIS		P			S				S					S	S		S
Recreation					S									S			S
Schools	S				S	S	S							S	S		S
Sheriff's Office	S	S	S	S	S	S	S	S	P	S	S		P	S	S	S	S
Social Services					S	P	S	S			S			S	S		S
Solid Waste	S		P		S									S			S
Zoning			S		S						S	S		S			S
<b>State Agencies</b>																	
Extension Service					S						P			S			S
VANG					S		S							S		P	
VDACS					S			S			P			S			S
VDGIF					S						S						
VDFP	S			S	S												

VDEM					S		S	S	S	P				S	S	S	S
VDEQ			S		S			S		S	S			S			
VDH			S		S	S		P			S			S	S		S
VDOF	S	S		S	S												
VDOT	P		S		S					S			S	S			
VSP					S				S	S			P	S	S	S	S
VVMA					S						S						
<b>Partner Agencies and Organizations</b>																	
Amateur Radio		S			S												
American Red Cross			S		S	P		S	S		S			S			S
Civil Air Patrol					S				S					S			
EMS Council				S	S	S		S	S								
Faith Based					S	S	S				S			S			S
Medical Reserve Corp					S	S		S						S			S
Police Departments TOWNS	S	S	S	S	S	S	S	S	P	S	S		P	S	S	S	S
Public Works TOWNS			P		S									S			
Search and Rescue									P								
United Way					S	S								S	S		S
Utility Providers		S	P		S							P		S			S
VAVOAD					S	S					S			S	S		S
Water Authority			P	S	S			S						S			

**P = Primary**      **S=Support**

## Appendix 5 – Succession of Authority

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

Organization/Service Function	Authority in Line of Succession
<b>Direction and Control</b>	<ol style="list-style-type: none"> <li>1. Director of Emergency Management/County Administrator</li> <li>2. Coordinator of Emergency Management</li> <li>3. Deputy Coordinator of Emergency Management</li> </ol>
<b>Emergency Public Information</b>	<ol style="list-style-type: none"> <li>1. County Administrator</li> <li>2. Coordinator of Emergency Management</li> <li>3. Public Information Officer (PIO)</li> </ol>
<b>Sheriff's Office</b>	<ol style="list-style-type: none"> <li>1. Sheriff</li> <li>2. Major</li> <li>3. Captain or Lieutenant</li> </ol>
<b>Fire Department</b>	<ol style="list-style-type: none"> <li>1. Fire Chief</li> <li>2. Assistant Chief</li> <li>3. Deputy Chief</li> <li>4. Captain</li> </ol>
<b>Emergency Medical Services (EMS/Rescue)</b>	<ol style="list-style-type: none"> <li>1. Captain</li> <li>2. First Lieutenant</li> <li>3. Second Lieutenant</li> </ol>
<b>School Division</b>	<ol style="list-style-type: none"> <li>1. Superintendent</li> <li>2. Director of Facilities and Operations</li> <li>3. Director of Administration</li> <li>4. Supervisor of Maintenance</li> <li>5. Support Services Specialists</li> </ol>
<b>Building Inspections</b>	<ol style="list-style-type: none"> <li>1. Building Official</li> <li>2. Building Inspector</li> <li>3. Technical Specialist</li> </ol>
<b>Solid Waste/Public Works/Utilities</b>	<ol style="list-style-type: none"> <li>1. Director</li> <li>2. Assistant Director</li> </ol>
<b>Health Department</b>	<ol style="list-style-type: none"> <li>1. District Health Director</li> <li>2. Nursing Manager Senior</li> <li>3. Business Manager</li> </ol>
<b>VPI Extension Service</b>	<ol style="list-style-type: none"> <li>1. Unit Director</li> <li>2. Extension Agent</li> <li>3. Senior Secretary</li> </ol>
<b>Social Services</b>	<ol style="list-style-type: none"> <li>1. Director</li> <li>2. Social Work Supervisor</li> <li>3. Eligibility Supervisor</li> </ol>

Table 5 – Succession of Authority

## **Appendix 6 – Emergency Operations Plan Distribution List**

---

### **Local**

- Coordinator of Emergency Management
- Deputy Coordinator of Emergency Management
- Emergency Communications Center
- Fire Departments
- EMS Agencies
- SAR
- LTRG
- County Administration
- Board of Supervisors
- Department Directors
- County Attorney
- Town Managers
- Town Councils
- Town Police Departments
- Town Departments
- Sheriff's Office
- Hospital(s)
- Department of Social Services
- Health Department
- Utilities – Electric, Telephone, Water, Cable
- Constitutional Officers
- Public School System
- LEPC

### **Regional/State**

- SW MRC
- Virginia VOAD
- VDOT
- VDFP
- VDOF
- SW Virginia EMS Council
- DoC
- Cooperative Extension Service
- Red Cross

### **Other**

- United Way
- Damage Assessment Team(s)

## Appendix 7 – Essential Records

---

### 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 but are not limited to the following:

- Chancery Records
- Civil Records
- Criminal Records
- Marriage Licenses
- Minutes of the Meetings of the Board of Supervisors
- Real Estate Records\*
- Wills

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 Office.

**\* 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 Washington County 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.

## **Appendix 8 – NIMS Resolution**

---



**COUNTY OF WASHINGTON, VIRGINIA**  
**BOARD OF SUPERVISORS**

JOHN B. ROBERTS, SR., Chairman  
PHILLIP B. MCCALL, Vice Chairman  
BOBBY D. INGLE  
KENNETH O. REYNOLDS  
ANTHONY S. RECTOR  
DULCIE M. MUMPOWER  
ODELL OWENS  
LUCY E. PHILLIPS, County Attorney

**VIRGINIA:**

At a meeting of the Washington County, Virginia Board of Supervisors held Tuesday, June 28, 2005, at 7:00 PM, at the County Administration Building in Abingdon, Virginia, the following were present:

**PRESENT**

John B. Roberts, Sr., Chairman  
Phillip B. McCall, Vice-Chairman  
Bobby D. Ingle  
Dulcie M. Mumpower  
Odell Owens  
Anthony S. Rector  
Kenneth O. Reynolds

Mark K. Reeter, County Administrator  
Mark W. Seamon, Accounting Manager  
Naoma Mullins, Recording Clerk

**ABSENT**

Lucy E. Phillips, County Attorney

On motion of Mr. Owens, second by Mr. Rector, it was resolved to adopt the following Resolution:

[Space intentionally left blank. Resolution 2005-021 printed on following page.]

**DECLARATION OF ADOPTION  
NATIONAL INCIDENT MANAGEMENT SYSTEM**

BE IT RESOLVED by the Washington County Department of Emergency Management (DEM) as follows:

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

WHEREAS, the Department of Homeland Security has directed all Federal, State, Territorial, Tribal, and local entities involved in emergency response to adopt NIMS; and  
Whereas the Governor of the State of Virginia has similarly endorsed NIMS by proclaiming it the official basis for management of incident response in Virginia; and

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

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

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

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

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

\_\_\_\_\_  
Chairman, Board of Supervisors

ATTEST:

\_\_\_\_\_  
Clerk, Washington County Board of Supervisors

Adopted this \_\_\_ day of \_\_\_\_\_ 20\_\_

## Appendix 9 – Resolution and Adoption of EOP

	<b>COUNTY OF WASHINGTON, VIRGINIA</b>	
<b>BOARD OF SUPERVISORS</b>	<b>RESOLUTION 2015-26</b>	<b>COUNTY ADMINISTRATION</b>
PHILLIP B. MCCALL Chair A-11 "Taylor" Election District	<b>ADOPTION OF WASHINGTON COUNTY, VIRGINIA EMERGENCY OPERATIONS PLAN</b>	JASON N. BERRY County Administrator
RANDY L. PENNINGTON Vice-Chair B-11 "Sheridan" Election District		LUCY E. PHILLIPS County Attorney
WILLIAM B. GIBSON C-11 "Baker" Election District		GOVERNMENT CENTER BUILDING
C. WAYNE STEVENS, JR. D-11 "Hinson" Election District		1 GOVERNMENT CENTER PLACE SUITE A
DR. JAMES E. BAKER E-11 "Taylor" Election District		ABINGDON, VIRGINIA 24210
OBELL OWENS F-11 "Tylan" Election District		276-525-1300 TELEPHONE
VERNON L. SMITH G-11 "Wason" Election District		276-525-1309 TELEFACSIMILE
		WWW.WASHCOVA.COM
<p><b>WHEREAS</b>, THE BOARD OF SUPERVISORS OF WASHINGTON COUNTY, VIRGINIA RECOGNIZES THE NEED TO PREPARE FOR, RESPOND TO, AND RECOVER FROM NATURAL AND MANMADE DISASTERS; AND</p> <p><b>WHEREAS</b>, WASHINGTON COUNTY HAS A RESPONSIBILITY TO PROVIDE FOR THE SAFETY AND WELL BEING OF ITS CITIZENS AND VISITORS; AND</p> <p><b>WHEREAS</b>, WASHINGTON COUNTY HAS ESTABLISHED AND APPOINTED A COORDINATOR AND DEPUTY COORDINATOR OF EMERGENCY MANAGEMENT.</p> <p><b>NOW, THEREFORE, BE IT RESOLVED</b> BY THE BOARD OF SUPERVISORS OF WASHINGTON COUNTY, VIRGINIA, THIS EMERGENCY OPERATIONS PLAN AS REVISED IS OFFICIALLY ADOPTED.</p> <p><b>BE IT FURTHER RESOLVED</b> THAT THE WASHINGTON COUNTY COORDINATOR OF EMERGENCY MANAGEMENT, OR HIS/HER DESIGNEE, ARE TASKED AND AUTHORIZED TO MAINTAIN AND REVISE AS NECESSARY THIS DOCUMENT OVER THE NEXT FOUR (4) YEAR PERIOD OR UNTIL SUCH TIME BE ORDERED TO COME BEFORE THIS BOARD.</p> <p><b>THE FOREGOING RESOLUTION</b> WAS DULY ADOPTED BY THE FOLLOWING VOTE:</p> <p><b>DONE</b> THIS THE 27<sup>TH</sup> DAY OF OCTOBER, 2015.</p> <p>MR. MCCALL: AYE MR. PENNINGTON: AYE MR. GIBSON: AYE MR. STEVENS: AYE DR. BAKER: AYE MR. OWENS: AYE MR. SMITH: AYE</p> <p> JASON N. BERRY COUNTY ADMINISTRATOR</p>		

## **Appendix 10 – Local Declaration of Emergency**

---

### **SAMPLE CONSENT TO DIRECTOR OF EMERGENCY MANAGEMENT’S DECLARATION OF EMERGENCY**

**WHEREAS**, the Washington County Board of Supervisors does hereby find:

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

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

**IT IS FURTHER PROCLAIMED AND ORDERED** that the Washington County Emergency Operations Plan, 2011, as amended, is now in effect.

#### **Washington County Board of Supervisors**

---

---

---

---

---

---

---

ATTEST:

\_\_\_\_\_  
Clerk, Washington County Board of Supervisors

Adopted this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_



# *EMERGENCY SUPPORT FUNCTION #1*

## *TRANSPORTATION*

### **ESF Coordinator**

Virginia Department of Transportation (VDOT) representative

### **Primary Agencies**

Virginia Department of Transportation (VDOT)  
Washington County Department of Emergency Management

### **Secondary/Support Agencies**

Washington County EMS Agencies  
Washington County Fire Departments  
Washington County Department of General Services  
Washington County Department of Solid Waste  
Washington County Public Schools  
Washington County Sheriff's Office  
Virginia Department of Fire Programs (VDFFP)  
Virginia Department of Forestry (VDOP)  
Town Police Departments  
District Three Government Cooperative  
People, Inc.  
Private Contractors  
United Way

### **Introduction**

#### **Purpose**

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

#### **Scope**

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

## Policies

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

- Use of available transportation resources to respond to an incident;
- Provide traffic control;
- Facilitate the prompt deployment of resources;
- Recognize state and federal policies, regulations, and priorities used to control movement of relief personnel, equipment, and supplies;
- Develop and maintain priorities for various incidents through an interagency process led by Washington County and the Virginia Department of Transportation; and
- Request additional resources.

## Concept of Operations

### General

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

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

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

### Organization

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

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

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

VDOT maintains an Emergency Action Plan for its Washington County facilities. A copy of this plan is on file in the Office of Emergency Management and VDOT Office. VDOT employees receive training in emergency response, hazard communications, first aid, etc...

## Responsibilities

- Develop, maintain, and update plans and procedures for use during an emergency or disaster;
- Personnel will stay up to date with education and training that is required for a safe and efficient response to an incident;
- Alert the Washington County and local primary agency representative of possible incident, and begin preparations for mobilization of resources;

- Keep record of all expenses through the duration of the emergency;
- Follow emergency procedures and policies for conducting evacuations;
- Include procedures for traffic control;
- Identify pre-designated Pick-Up Sites, if any; and
- Identify viable transportation routes, to, from, and within the emergency or disaster area.

## TAB 1 TO EMERGENCY SUPPORT FUNCTION #1 TRANSPORTATION RESOURCES

The resources list is maintain be the Emergency Coordinator and the list can be accessed through the Department of Emergency Management or through the Washington County Emergency Communications Center (ECC)

# *EMERGENCY SUPPORT FUNCTION #2*

## *COMMUNICATIONS*

### **ESF Coordinator**

Washington County Department of Emergency Management Deputy Coordinator or designee

### **Primary Agencies**

Washington County Department of Emergency Management  
Washington County Department of Information Systems/GIS

### **Secondary/Support Agencies**

Washington County Sheriff's Office  
Virginia Department of Forestry (VDOP)  
Amateur Radio  
Town Police Departments  
Bristol Virginia Utilities  
CenturyLink Telephone Company  
Wireless Service Providers  
Virginia State Police  
Two Way Radio, Inc.

## **Introduction**

### **Purpose**

ESF #2-Communications will support emergency management, emergency response, and public safety and other county agencies by maintaining continuity of information and telecommunication equipment and other technical resources. Will use available communication resources to respond to an incident by:

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

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

### **Scope**

- Accurately and efficiently transfer information during an incident.
- Inform the community of a threatened or actual emergency;
- Ensure Washington County has the ability to notify the community of a disaster or emergency;

- Provide for the technology associated with the representation, transfer, interpretation, and processing of data among people, places, and machine; and
- Support Washington County with the restoration, emission or reception of signs, signals, writing images, and sounds or intelligence of any nature by wire, radio, optical, or other electromagnetic systems.

## Policies

The following policies will be reviewed and revised as necessary:

- The Emergency Communications Center (ECC) operates 24 hours a day, 7 days a week and serves as the 911 center and one of the locality's warning point;
- The ECC is accessible to authorized personnel only;
- Support personnel to assist with communications, logistics, and administration will also be designated. The Director of Department of Emergency Management will be available for decision making as required, and
- The ECC will initiate notification and warning of appropriate personnel.

## Concept of Operations

### General

The Emergency Operations Plan (EOP) provides guidance for managing the use emergency communications during an event along with the request for relief and recovery resources.

Washington County's Emergency Communication Center (ECC) is the point of contact for receipt of warnings and notifications of actual or impending emergencies or disasters. The dispatcher on duty will notify the Coordinator of Department of Emergency Management per Standard Operating Procedures (SOP).

Current ECC staffing includes two dispatchers on duty at all time, two fill-in dispatchers as needed or available, with more office personnel certified as backup. The ECC operates on a T1 data link with VHF backup radios for repeaters. The ECC is an Emergency Medical Dispatch (EMD) for all fire, rescue, and police.

The ECC is accessible to authorized personnel only. The ECC is most often the first point of contact for the general public.

The ECC has the capability to access the Washington County Citizen Emergency Alerting System (CEAS) for local emergencies and the national public Emergency Alert System (EAS) for national emergencies to deliver warnings to the public. Use of all available forms of warning and notification will not provide sufficient warning to the general public and special needs population.

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

Amateur radio operators may provide emergency backup radio communications between the county's Emergency Operations Center (EOC) and the Virginia Emergency Operations Center (VEOC), should normal communications be disrupted. They may also provide communications with in-field operators.

It is important that while communicating, standard or common terminology is used so multiple agencies are better able to interact and understand each other.

Should an evacuation become necessary, warning and evacuation instructions will be disseminated via radio, television, use of mobile public address systems, and, if necessary, door-to-door within the affected community. The Public Information Officer will develop and provide public information announcements and publications regarding evacuation procedures to include recommended primary and alternate evacuation routes, designated assembly points for those without transportation, rest areas, and service facilities along evacuation routes, if appropriate, as well as potential health hazards associated with the risk.

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

## Organization

The Coordinator of Emergency Management will assure the development and maintenance of SOPs on the part of each major emergency support function. Generally, each designated agency should:

- Maintain current notification rosters;
- Designate and staff an official emergency control center;
- Designate a Washington County EOC representative;
- Establish procedures for reporting 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 emergency support function annex to this plan. The Coordinator of Emergency Management will assure that all actions are completed as scheduled.

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

Washington County emergency communications are heavily dependent of the commercial telephone network. The telephone system is vulnerable to the effects of emergencies and disasters and to possible system overload due to increased usage. Technical failure or damage loss of telecommunications equipment could hamper communications or the ability to communicate with emergency personnel and the public throughout the locality. Mutual aid repeaters in contiguous jurisdictions may not be available or may not be able to provide sufficient coverage or channel loading to compensate for technical failure or damage to telecommunications resources in the locality during an emergency.

Amateur radio operators and other non-governmental volunteer groups used to assist with emergency radio communications support will be under the authority of the Coordinator of Emergency Management or designee. The amateur radio and other non-governmental volunteer operators will be required to actively participate in regular training and exercises established by the Department of Emergency Management.

## Actions/Responsibilities

- Initiate notification and warning of appropriate personnel, utilizing landline telephones, voice or data—2 way radio, and wireless telecommunications devices, as required;

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

## TAB 1 TO EMERGENCY SUPPORT FUNCTION #2 EMERGENCY NOTIFICATION PROCEDURES

The Emergency Communications Center (ECC) of Washington County Virginia will notify the following officials upon receipt of a severe weather warning, other impending emergency, or when directed by an on-scene incident commander:

Official	Home Phone	Work Phone
Director of Emergency Management /County Administrator	On File	276-525-1300
Coordinator of Emergency Management	On File	276-525-1330
Deputy Coordinator of Emergency Management	On File	276-525-1331
Sheriff	On File	276-676-6000

*Table 2.1 – Emergency Notification Procedures*

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

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

**TAB 2 TO EMERGENCY SUPPORT FUNCTION #2  
EMERGENCY NOTIFICATION PROCEDURES  
MEDIA CONTACT  
(PARTIAL LISTING)**

<b>Newspaper</b>	<b>Contact</b>	<b>Phone Number</b>	<b>Fax</b>
<b>Bristol Herald Courier</b>	Newsroom	276-669-2181	276-645-2537
<b>Washington County News</b>	Editor	276-628-7101	276-628-1195
<b>Roanoke Times</b>	Editor	800-346-1234 540-981-3211	
<b>Radio Stations</b>	<b>Contact</b>	<b>Phone Number</b>	<b>Fax</b>
WXBQ FM – Bristol	News Staff	276-466-0098	276-669-0541
WABN AM/FM – Abingdon	News Staff	276-628-2147	276-628-9847
WMEV AM/FM – Marion	News Staff	276-783-3151	276-783-3152
WOPI AM – Bristol	News Staff	276-764-5131	
<b>Television Stations</b>	<b>Contact</b>	<b>Phone Number</b>	<b>Fax</b>
WCYB – Bristol	News Room	276-645-1555	276-645-1554
WKPT – Kingsport, TN	News Room	423-968-9000	423-247-6397
WHJL – Johnson City, TN	News Room	423-968-7972	423-926-9080
Comcast Communications – Glade Spring	800-COMCAST 276-429-5149	276-429-5400	Comcast Communications – Glade Spring

*Table 2.2 – Media Contacts*

**TAB 3 TO EMERGENCY SUPPORT FUNCTION #2  
AVAILABLE METHODS OF COMMUNICATIONS**

<b>Equipment</b>	<b>Organization and Address</b>	<b>Contact</b>	<b>E-Mail</b>	<b>Phone</b>
Dispatching Center	Washington County	Deputy Coordinator	On file with the ECC	w-276-525-1330
Amateur Radios	Washington County ARES <b>1st Contact</b>	Bob Jones	bjones@electro-mechanical.com	h-276-623-0516 c-276-614-4947
	<b>2nd Contact</b>	Bernie Leonard	w4lgy@bvunet.net	h-276-669-4387

*Table 2.3 – Methods of Communication*

# *EMERGENCY SUPPORT FUNCTION #3*

## *PUBLIC WORKS*

### **ESF Coordinator**

Washington County Department of Building and Development Services, or  
Washington County Department of Solid Waste, or  
Washington County Service Authority, or  
Town Public Works

### **Primary Agencies**

Washington County Department of Building and Development Services  
Washington County Department of Solid Waste  
Washington County Service Authority  
Town Public Works  
Appalachian Power Company  
Bristol Virginia Utilities  
CenturyLink Telephone  
East Tennessee Natural Gas  
Spectra Energy

### **Secondary/Support Agencies**

Washington County Department of Emergency Management  
Washington County Attorney  
Washington County EMS Agencies  
Washington County Fire Departments  
Washington County Department of General Services  
Washington County Sheriff's Office  
Washington County Department of Planning and Zoning  
Virginia Department of Environmental Quality (VDEQ)  
Virginia Department of Health (VDH)  
Virginia Department of Transportation (VDOT)  
American Red Cross  
Town Police Departments

### **Introduction**

#### **Purpose**

ESF #3-Public Works will address and identify public works and utility related infrastructure within Washington County following an emergency or disaster. Functions such as maintenance, inspections, buildings and grounds, debris removal, and facilities management will be addressed in this ESF.

## Scope

- Pre-incident assessment and mitigation, if necessary;
- Assess extent of damage;
- Coordinate with any damage assessment team(s).
- Repair and maintenance;
- Debris removal;
- Provide maintenance of the buildings and grounds and engineering-related support; and clear roadways; and
- Assist with recovery.

## Policies

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

## Concept of Operations

### General

Following a disaster, Washington County Officials will:

- Determine if buildings are safe or need to be closed;
- Coordinate with other ESFs if there is damage to utilities or water or plumbing system;
- Coordinate for debris removal; (Reference Debris Management Support Annex);
- Coordinate with law enforcement to secure damaged buildings adjacent areas that may be unsafe;
- Coordinate with state and federal preliminary damage assessment teams; and
- Coordinate with insurance companies.

### Organization

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

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

## Actions/Responsibilities

- Alert personnel to report to the Emergency Operations Center (EOC);
- Review plans;
- Begin keeping record of expenses and continue for the duration of the emergency;
- Prepare to make an initial damage assessment (IDA);

- Activate the necessary equipment and resources to address the emergency;
- Assist in assessing the degree of damage of the community
- Assist in coordinating response and recovery;
- Identify private contractors and procurement procedures;
- Prioritize debris removal;
- Inspect buildings for structural damage;
- Post appropriate signage to close buildings; and
- Ensure all repairs comply with current building codes, land-use regulations, and the county's comprehensive plan, unless exempted.

## TAB 1 TO EMERGENCY SUPPORT FUNCTION #3

**LOCAL UTILITY PROVIDERS**  
(WATER, ELECTRIC, NATURAL GAS, SEWER, SANITATION)

<b>Provider</b>	<b>Phone Number</b>	<b>Contact Person</b>	<b>Service</b>
Washington County Department of Building and Development Services	276-525-1340	Director	Building Official
Washington County Department of Solid Waste	276-623-1044	Director*	Solid Waste
Washington County Service Authority	276-628-7151	Manager*	Water, Sewer
Town of Abingdon	276-628-3167	Director/Engineer*	Water, Sewer, Solid Waste Disposal
Town of Damascus	276-475-3831	Manager*	General Services
Town of Saltville	276-783-7204	Manager*	Water, Sewer
Appalachian Electric Power	800-956-4237		Electricity
Bristol Virginia Utilities	276-821-6169		Electricity
CenturyLink Telephone	Escalation List on File		
East Tennessee Natural Gas/ Spectra Energy	Escalation List on File		
Army Corps of Engineers	276-623-5259		Waterways
Tennessee Valley Authority	423-751-4005 800-824-3861		Electricity

*Table 3.1 – Utility Providers*

*\*Each maintain a list of available resources*

# *EMERGENCY SUPPORT FUNCTION #4*

## *FIREFIGHTING*

### **ESF Coordinator**

Washington County Emergency Services Committee Fire representative

### **Primary Agencies**

Washington County Fire Departments

### **Secondary/Support Agencies**

Washington County Department of Emergency Management  
Washington County EMS Agencies  
Washington County Sheriff's Office  
Virginia Department of Fire Programs (VDFP)  
Virginia Department of Forestry (VDOP)  
Southwest Virginia EMS Council  
Town Police Departments  
Washington County Service Authority

### **Introduction**

#### **Purpose**

ESF #4-Firefighting will direct and control operations regarding fire prevention, fire detection, fire suppression, rescue, and hazardous materials incidents; as well as to assist with warning and alerting, communications, evacuation, and other operations as required during an emergency.

#### **Scope**

Manage and coordinate firefighting activities including the detection and suppression of fires, and provides personnel, equipment, and supplies to support the agencies involved in the firefighting operations.

#### **Policies**

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

# Concept of Operations

## General

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

When this ESF is activated, requests for firefighting support will be processed through the EOC in coordination with the ECC.

The Coordinator of Department of Emergency Management and/or designee will determine the need to evacuate and issue orders for evacuation or other protective action as needed. The incident commander may order an immediate evacuation prior to requesting or obtaining approval, if in his/her judgment this action is necessary in order to safeguard lives and property. Warning and instructions will be communicated through the appropriate means.

## Organization

A fire representative will be assigned to the EOC in order to coordinate the fire service response. The fire representative will be a part of the EOC staff and will assist with the overall direction and control of emergency operations. The Washington County volunteer fire departments have approximately 180 volunteer fire fighters. Each fire department maintains their equipment and supplies.

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

## Actions

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

## Responsibilities

- Fire prevention and suppression;
- Emergency medical treatment;
- Hazardous materials incident response and training;
- Radiological monitoring and decontamination;
- Assist with evacuation;

- Search and rescue;
- Temporary shelter for evacuees at each fire station;
- Assist in initial warning and alerting;
- Provide qualified representative to assist in the State EOC;
- Requests assistance from supporting agencies when needed;
- Arrange direct liaison with fire chiefs in the area;
- Implement Mutual Aid;
- Assist with clean-up operations; and
- Assist with inspection of damaged facilities, if applicable.

**TAB 1 TO EMERGENCY SUPPORT FUNCTION #4  
FIRE DEPARTMENT RESOURCES**

<b>Department</b>	<b>Address</b>	<b>Phone Number(s)</b>	<b>Contact Person</b>	<b>Number Firefighters</b>	<b>Equipment</b>
Abingdon Fire Department	316 Park Street Abingdon, Va 24210	628-5563	Fire Chief*	**	**
Brumley Gap Fire Department	19297 Brumley Gap Road Abingdon, VA 24210	628-9341	Fire Chief*	**	**
Clinch Mountain Fire Department	7350 Fire Department Road Abingdon, VA 24210	944-3735	Fire Chief*	**	**
Damascus Fire Department	208 W. Laurel Avenue Damascus, VA 24236	475-5131	Fire Chief*	**	**
Glade Spring Fire Department	PO Box 668 Glade Spring, VA 24340	429-2421	Fire Chief*	**	**
Goodson-Kinderhook Fire Department	19864 Benhams Road Bristol, VA 24202	669-1251	Fire Chief*	**	**
Green Spring Fire Department	22632 Green Springs Church Road Abingdon, VA 24211	628-5567	Fire Chief*	**	**
Meadowview Fire Department	13165 Town Square PO Box 84 Meadowview, VA 24361	944-3834	Fire Chief*	**	**
Mount Rogers Fire Department	51 Firehouse Road (PO Box 47) Whitetop, VA 24292 (main station- Grayson County)	388-3422	Fire Chief*	**	**
Washington County Fire Rescue	15222 Lee Highway Bristol, VA 24202	669-1411	Fire Chief*	**	**

*Table 4.1 – Fire Department Resources*

*\*List of Fire Chief's maintained and located at the Emergency Communications Center*

*\*\* List of Department members and equipment is maintained and located at the Emergency Communications Center*

# *EMERGENCY SUPPORT FUNCTION #5*

## *EMERGENCY MANAGEMENT*

### **ESF Coordinator**

Washington County Department of Emergency Management

### **Primary Agency**

Washington County Department of Emergency Management

### **Secondary/Support Agencies**

All Departments, Agencies, and Organizations as Appropriate to Support Event  
*Reference Appendix 4 – Matrix of Responsibilities*

### **Introduction**

#### **Purpose**

ESF #5-Emergency Management will direct, control, and coordinate emergency operations from the Emergency Operation Center (EOC) utilizing the Incident Command System (ICS).

#### **Scope**

- Coordinate the response of all the departments within the community and the use of community resources to provide emergency response;
- Facilitate information flow in the pre-incident prevention phase in order to:
  - Place assets on alert or pre-position assets for quick response;
  - Provide alerting and notification; and
  - Coordinate with agencies, organizations, and outside organizations when capabilities are anticipated to exceed local resources.
- Support and facilitate planning and coordination post incident:
  - Alert and notification;
  - Deployment and staffing of emergency response teams;
  - Incident action planning;
  - Coordination of operations with local government for logistics and material;
  - Direction and control;
  - Information management;
  - Facilitation of requests for assistance;
  - Resource acquisition and management (to include allocation and tracking);
  - Worker safety and health;
  - Facilities management;
  - Financial management; and
  - Other support as required.

## Policies

- Provide a multi-departmental command system;
- Manage operations at the county level;
- Incident Command System can be used in any size or type of disaster to control response personnel, facilities, and equipment;
- The Incident Command System principles include use of common terminology, modular organization, integrated communications, unified command structure, coordinated action planning, manageable span of control, pre-designated facilities, and comprehensive resource management;
- ESF #5 staff support the implementation of mutual aid agreements to ensure seamless resource response;
- Provide representatives to staff key positions on Emergency Response Teams; and
- Departments and agencies participate in the incident action planning process which is coordinated by ESF #5.

## Concept of Operations

### General

The Coordinator of Department of Emergency Management (DEM):

- Assure development and maintenance of SOPs on the part of each major emergency support function;
- Each function should maintain current notification rosters;
- Designate staff to the Emergency Operations Center;
- Establish procedures for reporting appropriate emergency information;
- Coordinate emergency response plan with the local government;
- Develop mutual aid agreements with the local government in adjacent localities;
- Designate a representative to the local EOC if the local plan is implemented and a representative is needed; and
- Develop threat levels.

The Coordinator of DEM or designee will assume all responsibilities and assure that all actions are completed as scheduled.

Procedures for these support operations should be established and maintained.

Washington County has standing mutual aid agreements with surrounding jurisdictions. The County also participates in the Statewide Mutual Aid Agreement (SMA). Emergency Management staff has already been trained on WebEOC and it will be utilized when there is a need to request state-wide mutual aid.

### Organization

- Emergency operations may be directed and controlled from the Emergency Operations Center (EOC);
- Identify the responsibilities of the emergency manager;
- Identify the role of the EOC;
- Identify the EOC staff;
- Identify the departments that have a role in the emergency management organization;
- Identify succession of authority within these key departments and positions;
- Develop and scale the Incident Command System (ICS) to the particular incident; and

- Exercise the plan annually as pursuant to the *Code of Virginia*.

The Coordinator of Emergency Management will assure the development and maintenance of established procedures on the part of each major emergency support function (ESF). Generally, each ESF should identify:

- Staffing responsible for implementing the Crisis Management Plan;
- Procedures for reporting emergency information; and
- Provide ongoing training to maintain emergency response capabilities.

Coordinator of Emergency Management will assure that all actions are completed as scheduled.

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

## Responsibilities

- Maintain a notification roster of EOC personnel and their alternates;
- Establish a system and procedure for notifying EOC personnel;
- Coordinate emergency management mutual aid agreements dealing with adjunct jurisdictions and applicable relief organizations;
- Maintain plans and procedures for providing timely information and guidance to the public in time of emergency through ESF #2-Communications;
  - Identify and maintain a list of essential services and facilities, which must continue to operate and may need to be protected;
  - Test and exercise plans and procedures;
  - Conduct outreach/mitigation programs for the community;
- Ensure compatibility between this plan and the emergency plans and procedures of key facilities and private organizations within the community;
- Develop accounting and record keeping procedures for expenses incurred during an emergency;
- Define and encourage hazard mitigation activities, which will reduce the probability of the occurrence of disaster and/or reduce its effects;
- Prepare to provide emergency information to the community in coordination with ESF #2;
- Provide logistical support to on scene emergency response personnel;
- Maintain essential emergency communications through the established communications network;
- Provide reports and requests for assistance to the local and Virginia EOC;
- Ensure that the Washington County crisis and emergency plan is developed and coordinated with the local EOP pursuant to *Code of Virginia 3.2 §44-146*; and
- Activate and convene county emergency assets and capabilities.



## TAB 2 TO EMERGENCY SUPPORT FUNCTION #5 EMERGENCY OPERATIONS CENTER (EOC)

### **Mission**

To provide centralized direction and control of any or all of the following functions: direction of all emergency operations; communications and warning, consolidation, analysis and dissemination of damage assessment data; collection and analysis of radiological monitoring readings; forwarding consolidated reports to state government; and, issuing emergency information and instructions.

### **Organization**

1. See EOC Organizational Chart.
2. The EOC staff will be organized using the Incident Command System. A partial listing of job responsibilities for the command and general staff are described below:
  - A. Incident Commander/EOC Manager:**
    - Manage overall operations
    - Coordinate activities for all Command and General Staff
    - Development and implementation of strategy
    - Approve and authorize the implementation of an Incident Action Plan (IAP)
    - Approve requests for additional resources or for the release of resources
    - Authorize release of information to the news media
    - Order the demobilization of the incident, when appropriate
    - Ensure establishment and oversight of a Joint Information Center (JIC)
  - B. Safety Officer:**
    - Safety Officer is a member of the Command Staff and reports to the Incident Commander
    - Monitoring and assessing hazardous and unsafe situations
    - Developing measures for assuring personnel safety
    - Correct unsafe acts or conditions through the regular line of authority
    - Maintain an awareness of active and developing situations
    - Investigate or Coordinate the Investigation of accidents that occur within the EOC
    - Includes safety messages in each IAP
  - C. Liaison Officer:**
    - Liaison Officer is a member of the Command Staff and reports to the Incident Commander
    - Interacting with the ESFs, state and federal agencies
    - Identifying current or potential interagency problems
    - Keeping the Incident Commander and Command Staff informed of current or potential problems
  - D. External Affairs:**
    - Public Information Officer is a member of the Command Staff and reports to the Incident Commander
    - Initiates and maintains contact with the media throughout the incident
    - Arranges for press briefings with Incident Commander and other EOC staff, as appropriate
    - Coordinates with state and federal public information officers
    - Coordinates VIP visits to EOC and affected areas
    - Prepares fact sheet
    - Coordinates Community Relations with local community leaders
    - Keeps the public informed of the situation

**E. Operations Section Chief:**

- Operations Section Chief is a member of the general staff and reports to the Incident Commander
- Manage all operations directly applicable to the primary mission
- Activate and supervise operations, organizational elements, and staging areas in accordance with the IAP
- Assist in the formulation of the IAP and directs its execution
- Direct the formulation and execution of subordinate unit operational plans and requests or releases of resources
- Make expedient changes to the IAP, as necessary, and reports changes to Incident Commander
- Activate and supervise the Emergency Support Functions (ESF) Branch Chiefs assigned to the Operations Section

**F. Planning Section Chief:**

- Planning Section Chief is a member of the general staff and reports to the Incident Commander
- Collect and process situation information about the incident
- Identify the need for specialized resources
- Perform operational planning
- Activate Planning Section Units
- Supervise preparation of IAP
- Analyze data and emerging trends
- Supervise Planning Section Units
- Prepare situation reports for the operational period
- Activates and Supervises the ESF Branch Chiefs assigned to the Planning Section

**G. Logistics Section Chief:**

- Logistics Section Chief is a member of the general staff and reports to the Incident Commander
- Provide facilities, services, and materials in support of the incident
- Participate in the development of the IAP
- Advise on current service and support capabilities
- Activate Logistics Section Units
- Recommend the release of resources/supplies
- Activate and supervise the ESF Branch Chiefs assigned to the Logistics Section

**H. Finance and Administration Section Chief:**

- Finance and Administration Section Chief is a member of the general staff and reports to the Incident Commander
- Manage all financial aspects of an incident
- Activate Finance/Administration Section Units
- Organize and operate within the guidelines, policy, and constraints
- Participate in the development of the IAP
- Extensive use of agency provided forms
- Meet with assisting and cooperating agency representatives, as required
- Identify and order supply and support needs for Finance Section
- Activate and supervise the ESF Branch Chiefs assigned to the Logistics Section

## Concept of Operations

The EOC will be activated and operated as follows:

1. The activation of the EOC will be ordered by the Coordinator of Emergency Management based upon the best available information. Depending on the situation, a partial or full activation will be ordered.

2. Partial activation will be ordered when the emergency requires relatively few personnel to accomplish the necessary tasks. Such situations might vary from weather warnings or operations resulting from minor storm damage, fire, and vehicular accidents with multiple casualties, etc.
3. Full activation will be ordered when widespread destruction has occurred or there is an imminent threat of such destruction. An incident of such magnitude would require commitment of a large number of personnel and equipment resources to properly respond to and recover from an incident.
4. Prior to activation, laptops and/or desktop computers, phone lines, fax, copier, status boards, and other general office equipment will be set-up in the EOC. The EOC may remain functional during the mobilization, response, and recovery operational phases.
5. Initial situation briefings will be provided by the Coordinator of Emergency Management.
6. Direction and control of county personnel and resources employed in support of disaster operations is exercised by the department or agency furnishing support.
7. When the Virginia EOC is operational, all requests for state or federal resources are made via the Virginia Department of Emergency Management, through use of WebEOC, if available, or by phone at (804) 674-2400 or 1-800-468-8892.
8. Depending upon the severity and magnitude of the incident, the EOC may have to operate for an extended period of time. Therefore, each department or agency assigning personnel to the EOC should allow for additional relief personnel on a shift basis.

## **Location**

The Emergency Operations Center (EOC) is located inside the Washington County Public Safety Building, 20281 Rustic Lane, Abingdon, VA. The alternate EOC is located at the Government Center Building located at 1 Government Center Place, Abingdon, VA. The primary EOC has a back-up power supply. The alternate location has limited back-up power available.

## **ACTIONS – EMERGENCY OPERATIONS CENTER**

- Direct overall emergency operations
- Initiate activation of EOC
- Determine operational course of action
- Coordinate requests for resources
- Develop and maintain accurate status of the situation
- Develop, implement, and execute IAP
- Procure support services
- Establish and maintain emergency communications
- Use of WebEOC to request and track resources

**TAB 3 TO EMERGENCY SUPPORT FUNCTION #5**  
**PRIMARY EOC STAFFING**  
(EXAMPLE)

**Skeletal Staffing**

Coordinator of DEM  
Deputy Coordinator of DEM  
Law Enforcement  
Message Clerk  
Phone Operator

**Full Staffing**

Coordinator of DEM  
Deputy Coordinator of DEM  
Law Enforcement  
Fire representative  
EMS representative  
Health Department Representative  
Social Services Representative  
Red Cross  
Message Clerks (2)  
PIO Officer  
Utility Director or Designated Person  
County Attorney Representative

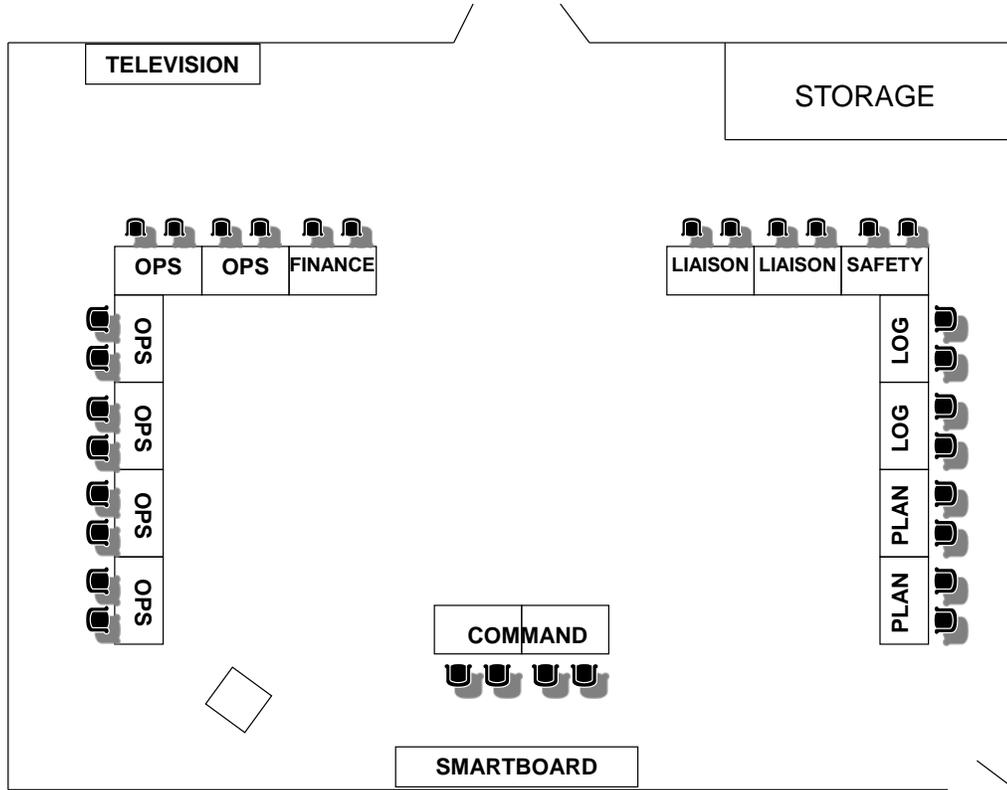
**Messengers (2)**

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

**Public Information/Rumor Control**

Public Information Officer  
Phone Operators  
Message Clerk  
Messenger  
Security

**TAB 4 TO EMERGENCY SUPPORT FUNCTION #5  
EOC FLOOR PLAN  
(EXAMPLE)**



## **TAB 5 TO EMERGENCY SUPPORT FUNCTION #5 SUGGESTED EOC MESSAGE FLOW**

(TO BE USED WHEN WEBOC OR OTHER ELECTRONIC TRACKING SYSTEM IS NOT AVAILABLE)

### Dispatcher/Phone Operator

Receive incoming messages. Record, making 2 copies of the message. Enter in personal log and make a photocopy if desired. Deliver message to the Coordinator. Balance received messages (copy 2) with completed actions at the completion of shift. Any actions withstanding will be passed to oncoming personnel.

### Director/Deputy Director

Direct and control all emergency operations. Delegate action to service chiefs as needed by giving them an action copy of the message. Assure the routing of all official messages through the Coordinator to the Message Clerk for filing.

### Message Clerk

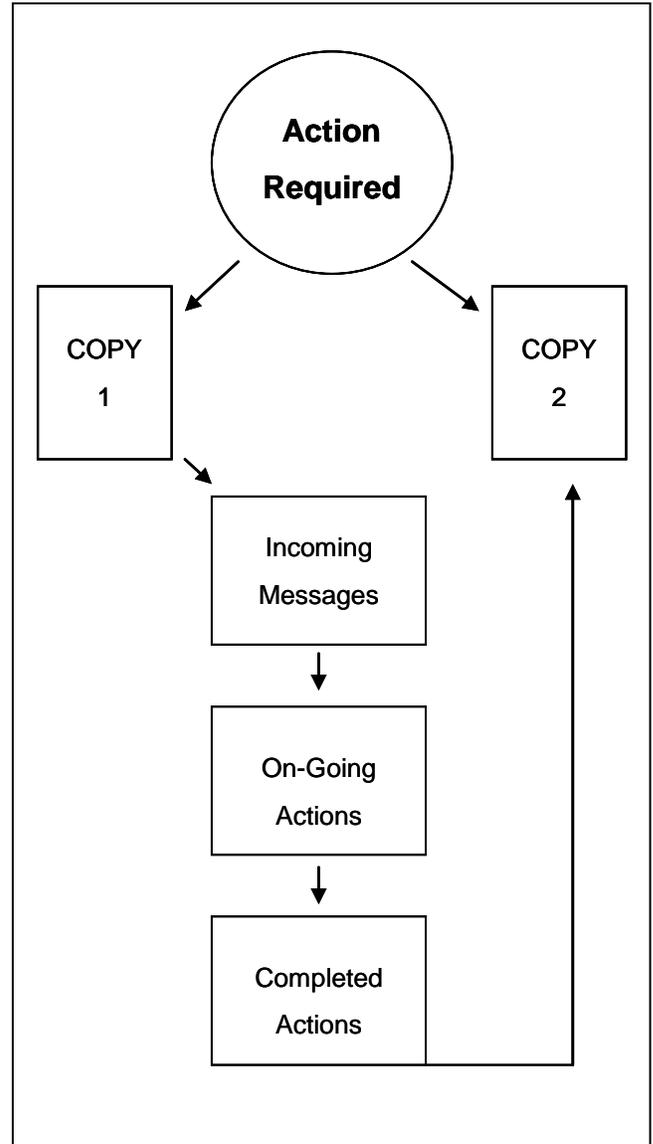
Maintain the official files for the Coordinator—"Incoming Messages," "On-going Actions," and "Completed Actions." Maintain a log of all messages. Assist the Coordinator in keeping abreast of the status of all actions.

### Service Chiefs

Receive task with copy from Coordinator. Complete action. Make a record of all action and attach to "action copy" of message. Return to Coordinator. Retain a photocopy of message plus attachments.

### Messengers

Make photocopies of messages and supporting documentation and return them with the original to the individual making the request. Deliver messages and perform other support duties as required.









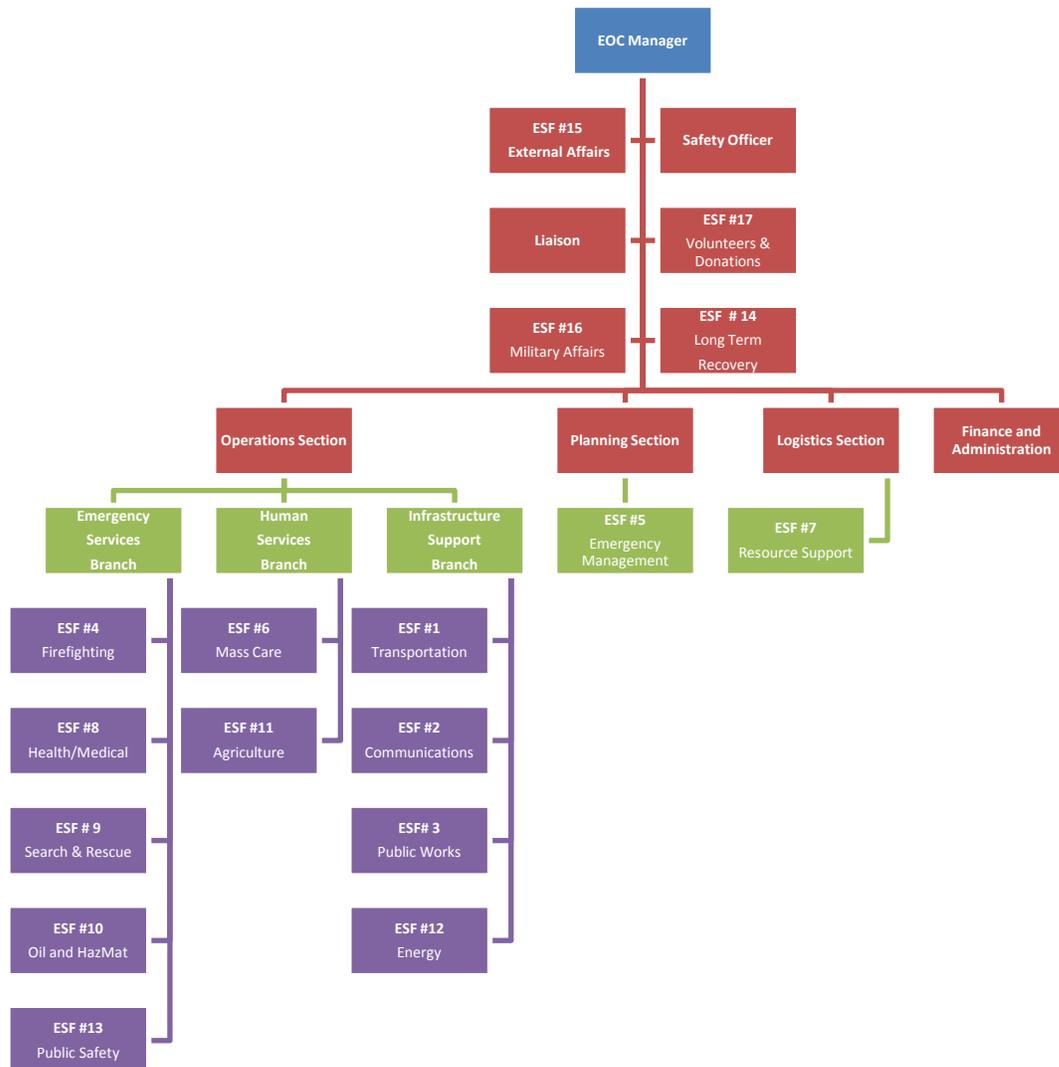
## TAB 9 TO EMERGENCY SUPPORT FUNCTION #5 INCIDENT COMMAND SYSTEM

### Emergency Operations Center (EOC) Structure

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

The Incident Command System ensures:

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



*EMERGENCY SUPPORT FUNCTION #6*  
*MASS CARE, HOUSING, AND HUMAN SERVICES*

**ESF Coordinator**

Washington County Department of Social Services representative

**Primary Agencies**

Washington County Department of Social Services  
American Red Cross

**Secondary/Support Agencies**

Washington County Department of Emergency Management  
Washington County EMS Agencies  
Washington County Fire Departments  
Washington County Health Department  
Washington County Public Schools  
Washington County Sheriff's Office  
Virginia Department of Health – Mount Rogers Health District(VDH)  
Southwest Virginia EMS Council  
Southwest Medical Reserve Corp (MRC)  
Washington County Extension Service  
Faith Based Organizations  
Town Police Departments  
United Way  
Virginia Voluntary Organizations Active in Disaster (VAVOAD)

**Introduction**

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

**Purpose**

- The Coordinator of Department of Emergency Management or designee, in consultation with the Director of Social Services, will determine the need to open a shelter and identify the shelter(s) location. This information will be communicated internally and externally through various ESFs;
- Support to ESF 6 may vary depending on an assessment of incident impact(s), the magnitude and type of event, and the stage of the response and recovery efforts;
- Support mass care activities and provide services without regard to economic status or racial, religious, political, ethnic, or other affiliation;
- Coordinate with appropriate ESFs and others regarding recovery and mitigation assistance, as appropriate;

- Assign personnel to support ESF-6 functions in accordance with the rules and regulations of their respective parent agencies; and
- Reduce duplication of effort and benefits, to the extent possible. This includes streamlining assistance as appropriate and identifying recovery and mitigation measures to support local planning efforts.

## Scope

The services and programs may include the following:

- Sheltering
- Food service
- Emergency First Aid
- Counseling
- Reunification Services
- Virginia Criminal Injuries Compensation Fund

## Concept of Operations

### General

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

Washington County has pre-determined shelter locations in the event of a large disaster requiring an evacuation. Shelter locations have, at best, a limited supply of cots, blankets, personal hygiene supplies, etc. Additional supplies will be requested through ESF # 7 – Resource Management, if needed. The following services may be offered at these locations:

### Sheltering

- An emergency shelter is an immediate short-term accommodation designated by local officials for persons threatened by or displaced by an incident.
- Public emergency shelters will provide accommodations for all population groups. Appropriate provisions must be made within the shelter facilities to accommodate people with special medical needs that do not require hospital admission, people without their own transportation, and registered sex offenders.

- Additionally, sheltering for pets and service animals must be included in planning and coordinated with ESF-11. *Refer to the Animal Care and Control Support Annex for details regarding pet and animal sheltering.*
- For mass evacuations directed by state officials, the Virginia Department of Social Services will coordinate the designation of shelter facilities and the operation of shelters for people who evacuate out of their home jurisdiction.

### **Feeding**

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

### **Emergency First Aid**

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

### **Counseling**

- Highlands Community Service Board has the responsibility to coordinate counseling services for the local government.
- Provide counseling through local government services if it appropriate based on the scale of the emergency and the capabilities of the counseling services.
- Events in which there are mass casualties and injuries that exceed local governments resources and capabilities can contact designated agencies for assistance.
- Outside counseling can be provided via the Department of Criminal Justice's Victims' Services Section, and the Department of Mental Health, Mental Retardation, and Substance Abuse Services, Emergency Mental Health Section, and activated via the local government.

### **Security**

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

### **Transportation**

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

### **Reunification Services**

- This service collects information regarding individuals residing within the affected area and makes the information available to immediate family members outside the affected area. The system also aids in reunification of family members within the affected area.

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

**Effective July 1, 2009, per code §44-146.18 of the *Virginia Emergency Services and Disaster Laws of 2000, as amended*, Washington County will immediately contact the Virginia Department of Criminal Justice Services and the Virginia Criminal Injury Compensation Fund**

**to deploy assistance in the event of an emergency as defined in the EOP when there are victims as defined in §19-2-11.01 of the *Code of Virginia*.**

The current\* contact information for the program is: **CICF, P.O. Box 26927, Richmond, Virginia 23261  
PHONE: (804) 367-1018 Toll Free: (800) 552-4007**

\*This information should be maintained by the local government.

**TAB 1 TO EMERGENCY SUPPORT FUNCTION #6  
AMERICAN RED CROSS CHAPTERS**

Chapter	Contact Person(s)	Phone	Address
Mountain Empire	Patty Tauscher	276-645-6650	14298 Lee Highway Bristol, VA 24202

*Table 6.1 – American Red Cross Chapters*

## TAB 2 TO EMERGENCY SUPPORT FUNCTION #6 DESIGNATED SHELTER

Shelter list is maintained and located with Department of Emergency management and the Emergency Communications Center.

\*Sheltering of pets can be arranged through partner agencies and organizations. ESF #6 will coordinate the need for pet sheltering assistance through the EOC. *Refer to the Animal Care and Control Support Annex for details regarding pet and animal sheltering.*

**TAB 3 TO EMERGENCY SUPPORT FUNCTION #6  
SPECIAL NEEDS POPULATION  
REQUIRING SPECIAL CARE IN TIMES OF EMERGENCY**

**General**

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

**Special Transportation Resources**

- Washington County Public Schools
- District Three Governmental Cooperative
- Additional transportation resources are identified in ESF # 1

# *EMERGENCY SUPPORT FUNCTION #7*

## *RESOURCE SUPPORT*

### **ESF Coordinator:**

Washington County Department of Emergency Management, or  
Logistics Section Chief

### **Primary Agencies**

Washington County Department of Emergency Management

### **Secondary/Support Agencies**

Washington County Attorney  
Washington County Department of Budget and Finance  
Washington County EMS Agencies  
Washington County Fire Departments  
Washington County Department of General Services  
Washington County Public Schools  
Washington County Sheriff's Office  
Washington County Department of Social Services  
Virginia National Guard (VANG)  
Virginia Department of Emergency Management (VDEM)  
Faith Based Organizations  
Town Police Departments  
Surrounding Counties through SMA

## **Introduction**

### **Purpose**

ESF #7-Resource Support will identify, procure, inventory, and distribute critical resources for locality during an emergency.

### **Scope**

- Washington County will determine what resources are available and identify potential sites for receiving, storing, and distributing resources if outside assistance is needed;
- Resource support may continue until the disposition of excess and surplus property is completed; and
- During an incident if demand for resources exceeds the locality's capabilities, then outside requests will be made based on mutual aid agreements and local/state policy.

### **Policies**

- Washington County 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;

- Individuals involved in distributing and/or obtaining resources will be aware of emergency procurement policies and have the authority to do so in an emergency situation;
- Each department with an emergency management role will be responsible for identifying its resources that could be used in an emergency; and
- The Emergency Operations Plan (EOP) reflects state policy, regarding requesting resources based when that policy is determined.

## Concept of Operations

### General

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

### Organization

- Departments, with an emergency function, will be responsible for identifying resources, including human resources;
- Convey available resources to emergency manager;
- Identify potential distributions sites for emergency response; and
- Identify policies and personnel responsible for obtaining resources.

## Actions/Responsibilities

- Designate local department(s) within the community responsible for resource management;
- Develop resource lists that detail type, location, contact arrangements, and acquisition procedures for critical resources;
- Develop SOPs to manage the processing, use, inspection, and return of resources coming to the locality;
- Identify actual or potential facilities and ensure they are ready and available to receive, store, and distribute resources (government, private, donated);
- Develop training/exercises to test plan, and to ensure maximum use of available resources and understanding of policies to obtain resources from outside the locality;
- Develop and maintain a detailed list of available community resources; and
- Ensure the community is aware of available resources.

**TAB 1 TO EMERGENCY SUPPORT FUNCTION #7  
STAGING AREAS/POINTS OF DISTRIBUTION**

<b>Facility Information</b>	<b>Contact Person(s)</b>	<b>Phone Number(s)</b>	<b>Square Footage (sq ft)</b>
Highlands Airport	Micky Hines	276-628-2909	Outdoor storage only
Warehousing/Storage as Identified for Event			

*Table 7.1 – Staging Areas*

*EMERGENCY SUPPORT FUNCTION # 8*

*PUBLIC HEALTH AND MEDICAL SERVICES*

**ESF Coordinator**

Virginia Department of Health - Mount Rogers Health District, and  
Washington County Health Department, and  
Washington County EMS Agencies

**Primary Agencies**

Washington County EMS Agencies  
Virginia Department of Health - Mount Rogers Health District  
Washington County Health Department  
Hospitals

**Secondary/Support Agencies**

Washington County Department of Emergency Management  
Washington County Fire Departments  
Washington County Department of Social Services  
Washington County Sheriff's Office  
Virginia Department of Agriculture and Consumer Services (VDACS)  
Virginia Department of Emergency Management (VDEM)  
Virginia Department of Environmental Quality (DEQ)  
American Red Cross  
Southwest Virginia EMS Council  
Southwest Medical Reserve Corp (MRC)  
Town Police Departments  
Washington County Water Authority

**Introduction**

**Purpose**

ESF #8-Public Health and Medical Services will provide health and medical services to the residents of Washington County during and/or after an emergency situation. It will guide a public health and medical response using local resources and to coordinate with the local and/or state agencies when the incident exceeds the local capabilities.

**Scope**

- An all hazards approach based on Washington County's ability to provide medical and behavioral health resources;
- When an incident exceeds the local capabilities, outside assistance will be requested through Mutual Aid Agreements, including Statewide Mutual Aid and the coordination of this plan with the Mount Rogers Health District Emergency Response Plan, Southwest Virginia Emergency

Medical Services Response Plan, and the Highlands Community Service Board's Disaster Response Plan;

- VDH—Mount Rogers Health District will monitor, survey, and evaluate the situation to determine if there is a public health issue/emergency;
- DBHDS and HCSB will identify and develop specific interventions required to address people with an intellectual disability or preexisting mental health or substance use disorders;
- Hospitals may request resources through Hospital WebEOC, which is maintained by the Virginia Hospital and Healthcare Association (VHHA); and
- The Far Southwest Disaster Preparedness Commission maintains disaster relief trailers that are stationed at four hospitals in Southwest Virginia. These trailers are stocked with emergency medical supplies and equipment.

## Policies

- Internal policies and procedures and regulations;
- Privacy policies and laws with regard to provision of medical care and behavioral health care; and
- Policies regarding provision of first aid and emergency medical services.

## Concept of Operations

### General

- Washington County will respond with available resources as designated in the plan;
- Support and assistance from neighboring local governments and state agencies will be requested based on mutual aid agreements and coordination with other agency's plans;
- VDH—Mount Rogers Health District in conjunction with the Office of Drinking Water Programs, may conduct environmental sampling of water sources (i.e. wells and water treatment facilities) to ensure safe drinking water supplies;
- VDH—Mount Rogers Health District may also conduct infectious disease surveillance (i.e. measles, chickenpox, influenza like illness, bacterial infections, etc.) in accordance with VDH policies and procedures, to determine the potential for a public health issue/emergency;
- HCSB and DBHDS will coordinate the provision of crisis counseling and emergency mental health services following a major disaster in accordance with the Stafford Act;
- Public Health Advisories will be coordinated with VDH, Washington County Department of Emergency Management, Virginia Department of Emergency Management, and disseminated through the Joint Information Center;
- EMS vehicles are dispatched primarily through the County Communication Center, but each provider may also be dispatched out through their squad station; and
- If the EOC is activated during the response, representatives of this ESF will be assigned to the EOC.

## Responsibilities/Actions

- Provide personnel, equipment, supplies and other resources necessary to coordinate plans and programs for a medical response during an incident;
- Designate an individual to coordinate medical, health, and rescue services;
- Coordinate and develop SOPs for personnel in this ESF;
- Develop and maintain agency Continuity of Operations Plans (COOP), if appropriate;
- Develop and maintain procedures for providing a coordinated response with local government and private organizations;

- Maintain a roster of key officials in each medical support area;
- Review emergency plans with local governments; and
- Implement mutual aid agreements as necessary.

**TAB 1 TO EMERGENCY SUPPORT FUNCTION #8  
EMERGENCY MEDICAL SERVICES PROVIDERS**

<b>Provider</b>	<b>Location</b>	<b>Phone Number</b>	<b>Contact</b>	<b>Resources</b>	<b>Personnel</b>
Bristol Lifesaving Crew	1601 Euclid Avenue Bristol, VA 24201	276-669-5441	*	*	*
Brumley Gap Volunteer Fire Department	9297 Brumley Gap Rd. Abingdon, VA 24210	276-628-9341	*	*	*
Damascus Police Department	208 West Laurel Ave. Damascus, VA 24236	276-475-3341	*	*	*
Damascus Volunteer Rescue Squad	32094 Government Rd. Damascus, VA 24236	276-475-5509 276-475-3026 276-475-3829	*	*	*
Glade Spring Life Saving Crew	412 East Glade St. Glade Spring, VA 24340	276-429-5522	*	*	*
Goodson/Kinderhook Volunteer Fire Department, Inc.	19864 Benham's Road Bristol, VA 24202	276-669-1251 276-669-6008	*	*	*
Green Spring Volunteer Fire/Rescue	22632 Green Springs Church Road Abingdon, VA 24211	276-628-5567 276-608-3848	*	*	*
Valley Rescue Squad	7712 Hyters Gap Road Saltville, VA 24370	276-944-5875	*	*	*
Washington County Fire/Rescue, Inc. # 1	15222 Lee Highway Bristol, VA 24202	276-669-1411	*	*	*
Washington County Lifesaving Crew, Inc.	237 Park Street, SE Abingdon, VA 24210	276-676-2401 276-628-8119	*	*	*

*Table 8.1 – EMS Providers \* Contact, Resources and personnel listing are maintain and located at the Emergency Communications Center*

**TAB 2 TO EMERGENCY SUPPORT FUNCTION #8**  
**HOSPITALS, CLINICS, MEDICAL FACILITIES AND PERSONNEL**  
*(INCLUDES URGENT CARE, CLINICS, FAMILY PRACTICE AND INTERNAL MEDICINE PHYSICIANS)*

Facility	Address	Phone Number(s)	Contact Person	Personnel
Johnston Memorial Hospital	16000 Johnston Memorial Dr. Abingdon, VA 24211	276-676-7000	Chief Executive Officer	Physicians – 75 RNs – 40 LPNs – 60 CNAs – 100
Smyth County Community Hospital	245 Medical Park Dr. Marion, VA 24354	276-782-1234	Operations Director	Physicians – 50 RNs – 125 LPNs – 50 CNAs - 15
Bristol Regional Medical Center	1 Medical Park Blvd. Bristol, TN 37620	423-844-1121	Chief Operating Officer	Physicians – 270 RNs, LPNs, CNAs, Technicians, Support Staff - 1,615
Russell County Medical Center	58 Carroll Street Lebanon, VA 24266	276-883-8000	Emergency Preparedness Coordinator	Physicians – 23 RNs – 76 LPNs-47 CNAs - 15
Johnson County Community Hospital	1901 South Shady St. Mountain City, TN 37683	423-727-1100	Administrator	Physicians – 9 RNs – 15 LPNs- 3
Glade Spring Community Clinic	636 S. Monte Vista Dr. Glade Spring, VA 24340	276-429-5163	Office Manager	Physicians – 1 FNPs - 1 LPNs – 3 Medical Asst. – 1 Office Mgr. – 1 PSR - 1
Meadowview Health Clinic	13168 Meadowview Square Meadowview, VA	276-944-3999	Office Manager	Physicians – 1 FNP – 2 PAs - 1 LPNs - 4 LCSWs - 2
Abingdon Family Healthcare	445 Porterfield Highway Abingdon, VA 24210	276-628-3144	Office Manager	Physicians – 1 FNPs - 1 RNs – 1 LPNs - 2 Support Staff - 6
Abingdon Family Practice	617 Campus Dr. Abingdon, VA 24211	276-628-1186	Office Manager	Physicians – 2 FNP - 1 RNs – 1 LPNs – 2
Abingdon Internal Medicine	322 E. Valley St. Abingdon, VA 24210	276-628-1106	Office Manager	Physicians – 4 RNs – 3 LPNs- 1 Med Tech – 1

Facility	Address	Phone Number(s)	Contact Person	Personnel
HMG Primary care at Abingdon	227 W. Main St. Abingdon, VA 24210	276-676-3870	Office Manager	Physicians – 2 NPs - 1 RNAs – 0 LPNs – 2 MAs – 2 Lab Techs – 1 Phlebotomist - 1
Highlands Internal Medicine	601 Campus Drive Abingdon, VA 24210	276-623-1332	Office Manager	Physicians – 1 NPs - 1 LPNs – 1
Highlands Pediatrics	26210 Lee Hwy Abingdon, VA 24211	276-623-8100	Office Manager	Physicians – 2 Pediatricians- 4 LPNs – 8 Med. Records – 2 Referrals – 1 Medical Billing – 5 Receptionist - 3
Wesley Free Clinic Pleasant View UMC	18370 Lee Hwy, Abingdon, VA 24210	276-623-1960 276 628-6323 (church)	Barbara Farmer	Physicians – 4 Rotating Nursing Staff
JMH Urgent Care	603 Campus Drive Abingdon, VA 24211	276-739-8010	Charge Nurse	Physicians – 2 RNAs – 6 LPNs – 3 Clerks – 3

Table 8.2 – Hospitals & Clinics

**TAB 3 TO EMERGENCY SUPPORT FUNCTION #8  
EMERGENCY MEDEVAC SERVICES**

<b>Provider</b>	<b>Address</b>	<b>Phone Number</b>	<b>Point of Contact</b>
Wings 4	Marion, VA 24354	800-946-4701	Manager
Med-Flight 2	18377 Lee Highway Abingdon, VA 24211	276-676-5622 423-844-2104 (Flight Tracking)	Sergeant Virginia State Police
Wellmont One	151 Speedway Blvd. Bristol, TN 37620	866-884-3117	Manager

*Table 8.3 - Medevacs*

**TAB 4 TO EMERGENCY SUPPORT FUNCTION #8  
VIRGINIA FUNERAL DIRECTORS ASSOCIATIONS 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.

**Organization**

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

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

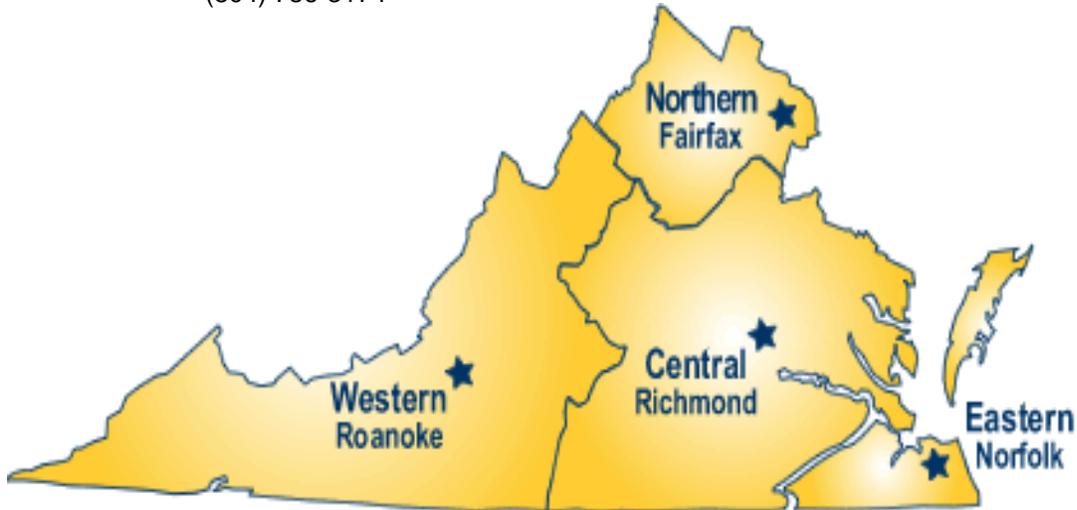
**Concept of Operations**

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

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

**TAB 5 TO EMERGENCY SUPPORT FUNCTION #8  
VIRGINIA MEDICAL EXAMINER DISTRICTS**

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



OFFICES OF THE MEDICAL EXAMINER

**Central District (Richmond)**

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

**Eastern District (Norfolk)**

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

**Northern District (Fairfax)**

9797 Braddock Road  
  
Fairfax, VA 22032-1700  
(703) 764-4640

**Western District (Roanoke)**

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

**TAB 6 TO EMERGENCY SUPPORT FUNCTION #8  
FUNERAL HOMES/MORTUARIES**

<b>Provider</b>	<b>Address</b>	<b>Phone Number</b>	<b>Point of Contact</b>
Farris Funeral Service	427 E. Main Street Abingdon, VA 24210	276-623-2700	David Farris, Owner
Farris Cremation and Funeral Center	19415 Lee Highway Abingdon, VA 24211	276-623-2727	David Farris, Owner
Frost Funeral Home	250 E. Main Street Abingdon, VA 24210	276-628-2131	Jack Frost, Owner
Garrett Funeral Home	203 North Shady Ave. Damascus, VA	276-475-3631	Todd Garrett, Owner

*Table 8.6 – Funeral Homes*

# *EMERGENCY SUPPORT FUNCTION #9*

## *SEARCH AND RESCUE*

### **ESF Coordinator:**

Washington County Sheriff's Office, or  
Town Police Department(s), or  
State/Volunteer Search and Rescue Groups

### **Primary Agencies**

Washington County Sheriff's Office, or  
Town Police Department(s)  
Volunteer Search and Rescue Groups

### **Secondary/Support Agencies**

Washington County Department of Emergency Management  
Washington County EMS Agencies  
Washington County Fire Departments  
Washington County Department of Information Systems/GIS  
Southwest EMS Council  
Virginia Department of Emergency Management (VDEM)  
Virginia State Police (VSP)  
American Red Cross  
Civil Air Patrol

## **Introduction**

### **Purpose**

ESF #9-Search and Rescue will provide for the coordination and effective use of available resources for search and rescue activities to assist people in potential or actual distress.

### **Scope**

Prepare to respond to emergency events and provide special life saving assistance. Operational activities include locating, extricating, and providing on site medical treatment to victims trapped in collapsed structures. People may be lost, missing, disoriented, traumatized, or injured in which case the search and rescue agency must be prepared to respond to these incidents and implement search and rescue tactics to assist those who are, or believed to be, in distress or imminent danger. Predominately, these search operations occur in "open field" situations, such as parks, neighborhoods, or other open terrain.

### **Policies**

- Provide the guidance for managing the acquisition of Search and Rescue resources;

- Separate function from that of Project Lifesaver;
- EOC will coordinate, validate, and take action on requests for Search and Rescue resources.
- Establish and maintain communications with ESF #5-Emergency Management to report and receive assessments and status information;
- Coordinate with state and federal agencies when necessary;
- Stay up to date with procedures through training and education; and
- Search and rescue task forces are considered federal assets under the Robert T. Stafford Act only when requested for a search and rescue for a collapsed structure.

## Concept of Operations

### General

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

### Organization

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

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

Prior to initiating any search and rescue operation, Washington County Sheriff's Office will verify that any missing individuals are not clients of Project Lifesaver. When missing person(s) are Project Lifesaver clients, General Orders 2-64 will be followed prior to initiation of Search and Rescue procedures.

### Actions

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

## Responsibilities

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

**TAB 1 TO EMERGENCY SUPPORT FUNCTION #9  
SEARCH AND RESCUE RESOURCES AND PERSONNEL**

<b>Resource Provider</b>	<b>Address</b>	<b>Phone Number(s)</b>	<b>Contact Person</b>	<b>Personnel</b>	<b>Capability</b>
Black Diamond Council	Damascus, VA/Marion, VA	Through VDEM via VEOC	Through VDEM via VEOC		Ground SAR Team (Wilderness/Urban)

# *EMERGENCY SUPPORT FUNCTION #10*

## *OIL AND HAZARDOUS MATERIALS*

### **ESF Coordinator**

Washington County Fire Departments

### **Primary Agencies**

Washington County Department of Emergency Management  
Washington County Fire Departments  
Virginia Department of Emergency Management (VDEM)

### **Secondary/Support Agencies**

Washington County EMS Agencies  
Washington County Sheriff's Office  
Virginia Department of Environmental Quality (VDEQ)  
Virginia Department of Transportation (VDOT)  
Virginia State Police (VSP)  
Town Police Departments

### **Introduction**

#### **Purpose**

ESF #10-Oil and Hazardous Materials will provide a coordinated response to actual or potential oil and hazardous materials incidents.

#### **Scope**

- The initial response will be handled by the local fire department;
- Local fire departments have some capability to support a hazard material response; and
- State agencies may be called upon depending on the nature of the incident.

#### **Policies**

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

- Local fire department will be contacted immediately and the Fire Chief will assume primary operational control of all hazardous materials incidents;
- Mutual Aid Agreements with neighboring jurisdictions may provide support to the fire department, depending on their capabilities;
- Fixed facilities will report annually under SARA Title III;
- Notify the community of the need to evacuate or shelter in place;
- Mutual aid agreements may be implemented; and

- Establish communications with ESF #5-Emergency Management and ESF #15-External Affairs.

## Concept of Operations

### Organization

- The local Fire Chief or designee will assume primary operational control of all hazardous materials incidents;
- Mutual aid agreements between the community and the local government will be implemented;
- The local Fire Chief may request such additional resources as the Virginia Department of Emergency Management's (VDEM) Regional Hazardous Materials Officer and Hazardous Materials Response Team by contacting the Coordinator of Emergency Management. The Coordinator of Emergency Management will request appropriate resources through the VEOC and/or other sources;
- The Fire Chief may determine the need to evacuate or shelter in place;
- Law enforcement may coordinate the evacuation of the area; and
- ESF #2-Communications and ESF #15-External Affairs will coordinate the dissemination of public information.

### Actions/Responsibilities

- Review procedures for hazard material incident;
- 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; and
- Record expenses.

*EMERGENCY SUPPORT FUNCTION #11*  
*AGRICULTURE AND NATURAL RESOURCES*

**ESF Coordinator**

Virginia Cooperative Extension - Washington County

**Primary Agency**

Virginia Cooperative Extension - Washington County  
Virginia Department of Agriculture and Consumer Services (VDACS)

**Secondary/Support Agencies**

Washington County Department of Emergency Management  
Washington County Sheriff's Office – Animal Control  
Washington County Department of Social Services  
Washington County Department of Planning and Zoning  
Virginia Department of Game and Inland Fisheries (VDGIF)  
Virginia Department of Environmental Quality (VDEQ)  
Virginia Department of Health- Mount Rogers Health District (VDH)  
Virginia Veterinary Medical Association (VVMA)  
American Red Cross  
Faith Based Organizations  
Town Police Departments  
Virginia Voluntary Organizations Active in Disaster (VVOAD)  
Virginia Department of Conservation and Recreation (VDCCR)  
Virginia Department of Social Services  
USDA - FSA  
USDA - NRCS  
Holston River Soil and Water Conservation District  
Local/Regional Food Banks  
Local Veterinarians

**Introduction**

**Purpose**

ESF #11-Agriculture and Natural Resources will address agricultural related problems in the event of a natural disaster, the control and eradication of an outbreak of a highly contagious or economically devastating animal disease, highly infective plant disease, or economically devastating plant pest infestation; assurance of food safety and security; the provision of nutrition assistance and protection of cultural resources and historic property resources during an incident. For a local community, the focus should be structured to identify key agencies that would help perform similar tasks and functions.

## Scope

Determine based on the communities capabilities and may include:

- Coordinate necessary services and supplies to maintain reasonable operation of farms and agriculture businesses;
- Implement an integrated response to an outbreak of highly contagious or economically devastating animal disease, infective exotic plant disease or an economically devastating plant pest infestation;
- Coordinate with Public Health and Medical Services to ensure that animal/veterinary/and wildlife issues are supported;
- Assist appropriate agencies with food supplies;
- Assist with transportation of food supplies to the designated area;
- Inspect and verify food safety in distribution and retail sites; and
- Coordinate appropriate response actions to conserve, rehabilitate, recover, and restore natural, cultural, and historic properties resources.

## Policies

- Responsible for managing its assets and resources after receiving direction from Virginia Cooperative Extension;
- Coordinate actions with agencies responsible for agricultural resource distribution;
- Centralize as much as possible the distribution of necessary supplies;
- Use mass media and local networking to disseminate necessary information;
- Conduct animal depopulation activities and disposal as humanely as possible;
- Encourage the use of mass feeding as the primary outlet for disaster food supplies;
- Feed affected population for several days;
- Secure and deliver food supplies for household distribution or congregate meal service;
- Arrange transportation and distribution through volunteer organizations;
- Move supplies into areas of critical need and then to areas of moderate need; and
- Ensure food safety.

## Concept of Operations

### General

Provide 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.

Ensure the safety and security of the commercial supply of food (meat, poultry and egg products) following an incident.

Identify, secure, and arrange for the transportation of supplies to disaster areas.

Protect cultural resources and historic property resources during an incident.

### Organization

The Coordinator of Emergency Management or other local official will determine what tasks are to be completed and designate the appropriate agency and individuals by title that are responsible for:

- Assess damage to facilities and infrastructure;
- Assess livestock status and possible mitigation measures;
- Assess sensitive areas on community, such as plant and animal laboratories, to ensure secure;

- Conduct inventory of sensitive items, in regard to agriculture and horticulture; and
- Assist with assessment of current food supply of community and determine if safe for human consumption.

## **Actions**

These items should be based on the community's capabilities and the type and magnitude of the emergency event.

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

## **Responsibilities**

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

**TAB 1 TO EMERGENCY SUPPORT FUNCTION #11  
EMERGENCY FOOD CONSUMPTION STANDARDS  
(Per Person, food Groups, and Food Items Per Week)**

Meat and meat alternatives, .....	3
(red meat, poultry pounds, fish, shellfish, cheese, dry beans, peas, and nuts)	
Eggs.....	6
Milk (pints) .....	7
Cereals and cereal products,.....	4
(flour including mixes pounds fresh bakery products, corn meal, rice, macaroni, and breakfast cereals)	
Fruits and vegetables (fresh and frozen) (pounds).....	4
Food fats and oils,.....	0.5
(butter, margarine, lard, shortening pound and salad and cooking oils)	
Potatoes (white and sweet) .....	2
Sugars, syrups, honey, and other sweets.....	.0.5
_____	
Total (equivalent pounds per week): .....	27.0

# *EMERGENCY SUPPORT FUNCTION # 12*

## *ENERGY*

### **ESF Coordinator**

Washington County Department of Emergency Management, or  
Appropriate Utility Provider Designee

### **Primary Agencies**

Appalachian Power Company  
Bristol Virginia Utilities

### **Secondary/Support Agencies**

Washington County Department of Emergency Management  
Washington County Building and Development Services  
Washington County Department of General Services  
Washington County Department of Planning and Zoning  
State Corporation Commission (SCC)  
Virginia Department of Mines, Minerals, and Energy (DMME)

### **Introduction**

#### **Purpose**

ESF #12-Energy will collect, evaluate, and share information on energy system damages and impacts, monitor restoration, and provide assistance to expedite restoration services. It will help to prioritize facilities and infrastructure so that power may be restored or other energy supplies may be provided in such a way to enable life to be restored to full capacity as soon as possible.

Decisions will be based on:

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

#### **Scope**

- Collect, evaluate, and share information on energy system damage;
- Estimate the impact of energy system outages in the community;
- Provide information concerning the energy restoration process such as:
  - Projected schedules;
  - Percent completion of restoration; and
  - Determine schedule for reopening facilities.

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

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

## Policies

- Provide fuel, power, and other essential resources;
- Locality will contact utility providers;
- Work with utility providers to set priorities for allocating commodities;
- Personnel will stay up to date with procedures through education and training;
- Restoration of normal operations at critical facilities will be a priority;
- Maintain a list of critical facilities and continuously monitor those to identify vulnerabilities
- Make decisions concerning closures; and
- Locality will manage independently, until it needs additional resources.

## Concept of Operations

### General

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

Generation capacity shortfalls are a result of:

- Extreme weather conditions; disruptions to generation facilities.

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

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

Impacts:

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

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

## Organization

Washington County may activate its EOC in order to:

- Provide for the health and safety of individuals affected by the event;
- Comply with local and state actions to conserve fuel, if needed;
- Coordinate with local governments and utility providers to provide emergency information, education, and conservation guidance to the citizens;
- Coordinate information with local, state, and federal officials and energy;

- Coordinate with suppliers about available energy supply recovery assistance; and
- Submit requests to the Virginia Emergency Operations Center (VEOC) for fuel and power assistance, based on current policy.

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

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

## Actions

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

## Responsibilities

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

**TAB 1 TO EMERGENCY SUPPORT FUNCTION #12  
UTILITY PROVIDERS**

<b>Utility Provide</b>	<b>Address</b>	<b>Phone Number(s) &amp; 24-Hour Contact</b>	<b>Contact Person</b>
Appalachian Power Company	13563 Owens Drive Glade Spring VA 24340	800-956-4237	
Bristol Virginia Utilities	15022 Lee Highway Bristol, Va 24202	276-821-6169	
Comcast		800-266-2278	

*Table 12.1 – Utility Providers*

**TAB 2 TO EMERGENCY SUPPORT FUNCTION #12  
LOCAL PETROLEUM PROVIDERS**

<b>Provider</b>	<b>Phone Number(s)</b>	<b>Contact Person</b>
Abingdon Gas	276-628-7262	
ATMOS Energy	888-286-6700 866-322-8667	
Ferrellgas	866-960-5605	
Heritage Propane	276-646-0351	
Marsh L P Gas Inc	276-619-2400	
Rush Oil Company (Lebanon)	276-889-4633	
Suburban Propane	800-776-7263	

*Table 12.2 – Local Petroleum Providers*

# *EMERGENCY SUPPORT FUNCTION # 13*

## *PUBLIC SAFETY AND SECURITY*

### **ESF Coordinator**

Washington County Sheriff Office, or  
Town Police Departments, or  
Virginia State Police

### **Primary Agencies**

Washington County Sheriff's Office  
Town Police Departments  
Virginia State Police

### **Support Agencies**

Washington County Department of Emergency Management  
Washington County Attorney  
Washington County EMS Agencies  
Washington County Fire Departments  
Washington County Office of Commonwealth's Attorney  
Virginia Department of Transportation

## **Introduction**

### **Purpose**

ESF #13-Public Safety will provide for the protection of life and property and the maintenance of law and order through the coordination of law enforcement activities in anticipation of and following a major emergency or disaster.

Primary focus is to:

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

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

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

## Scope

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

## Policies

- Appropriate law enforcement agency will retain operational control;
- The operational plan will be coordinated with the local government's plan pursuant to Code of Virginia;
- Law enforcement will coordinate the response with the Emergency Operations Center, Department of Emergency Management, other ESFs on the details of the events;
- All law enforcement agencies will have in place appropriate MOUs and Mutual Aid agreements; and
- The plan and the incident command staff may become subordinate if other organizations are called upon.

## Concept of Operations

### General

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

### Organization

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

## Actions/Responsibilities

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

**TAB 1 TO EMERGENCY SUPPORT FUNCTION #13  
ENTRY PERMIT TO ENTER RESTRICTED AREAS  
(EXAMPLE)**

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

\_\_\_\_\_

\_\_\_\_\_

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

\_\_\_\_\_

\_\_\_\_\_

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

Method of Travel (vehicle, aircraft) \_\_\_\_\_

Description of Vehicle/Aircraft Registration \_\_\_\_\_

Route of Travel if by Vehicle \_\_\_\_\_

Destination by legal location or landmark/E911 address \_\_\_\_\_

\_\_\_\_\_

Alternate escape route if different from above \_\_\_\_\_

\_\_\_\_\_

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

\_\_\_\_\_

Entry granted into hazard area.

Authorizing Signature \_\_\_\_\_ Date \_\_\_\_\_

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

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

**TAB 2 TO EMERGENCY SUPPORT FUNCTION #13  
WAIVER OF LIABILITY  
(TO BE SIGNED AND RETURNED WITH APPLICATION FORM)  
(EXAMPLE)**

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

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

**Signatures of applicant and members of his field party**

**Date**

Print full name first, then sign.

\_\_\_\_\_

I have read and understand the above waiver of liability.

\_\_\_\_\_

\_\_\_\_\_

I have read and understand the above waiver of liability.

\_\_\_\_\_

\_\_\_\_\_

I have read and understand the above waiver of liability.

\_\_\_\_\_

\_\_\_\_\_

I have read and understand the above waiver of liability.

\_\_\_\_\_

\_\_\_\_\_

I have read and understand the above waiver of liability.

\_\_\_\_\_

\_\_\_\_\_

I have read and understand the above waiver of liability.

\_\_\_\_\_

\_\_\_\_\_

I have read and understand the above waiver of liability.

\_\_\_\_\_

\_\_\_\_\_

I have read and understand the above waiver of liability.

\_\_\_\_\_

\_\_\_\_\_

I have read and understand the above waiver of liability.

\_\_\_\_\_

**TAB 3 TO EMERGENCY SUPPORT FUNCTION #13  
LAW ENFORCEMENT RESOURCES  
(MAINTAIN A LIST OF AVAILABLE LAW ENFORCEMENT RESOURCES AND PERSONNEL)**

Department	Phone Number	Contact	Resource
Washington County Sheriff's Office	276-676-6000	*	*
Abingdon Police Department	276-676-6000	*	*
Damascus Police Department	276-676-6000	*	*
Glade Spring Police Department	276-676-6000 276-429-2333 276-623-3900	*	*
Virginia State Police	800-542-8716 276-228-3131	*	*

**\*Contact and resource list maintained and housed at the Emergency Communications Center**

# *EMERGENCY SUPPORT FUNCTION #14*

## *LONG TERM RECOVERY*

### **ESF Coordinator**

Washington County Department of Emergency Management, via the efforts of the Washington County Long Term Recovery Group (LTRG)

### **Primary Agencies**

Washington County Department of Emergency Management, via the efforts of the Washington County Long Term Recovery Group (LTRG)

### **Secondary/Support Agencies**

All Departments, Agencies, Organizations, and Volunteers as Appropriate to Support Long Term Recovery Efforts

*Reference Appendix 4 – Matrix of Responsibilities*

### **Introduction**

#### **Purpose**

ESF #14-Long Term Recovery will facilitate both short term and long term recovery following a disaster by providing the framework to coordinate local, state, and federal programs and resources. The recovery process begins with an impact analysis of the incident and support for available programs and resources to coordinate programs to assist in the comprehensive economic, social, and physical recovery and reconstruction of the community impacted by the emergency.

#### **Scope**

Support will vary depending on the magnitude and type of incident and the potential for long term and severe consequences. Long-term recovery includes any activity designed to return life to a normal or improved state. Significant long-term impacts in the affected area such as housing, business and employment, community infrastructure, and social services will be assessed.

#### **Policies**

- There is no clear line of delineation between the response phase and the recovery phase. Recovery efforts are often concurrent with response operations, and will continue well beyond the termination of the local emergency declarations and deactivation of the EOC.
- Begin the recovery process for any disaster with the implementation of short term disaster relief programs by non-governmental organizations, state, and federal programs authorized by a presidential declaration of major disaster.
- Long-term 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.

- Initiatives of the Governor and the Economic Crisis Strike Force will be tailored for the needs of the impacted communities and will utilize new and existing programs.
- Federal agencies may be requested to continue to provide recovery assistance under independent authorities to the state and local governments; the private sector; and individuals, while coordinating activities and assessments of need for additional assistance.

## Concept of Operations

### General

The recovery phase addresses broad recovery and reconstruction that deals with more permanent and long-term redevelopment issues. The Damage Assessment Support Annex provides information for implementing the process to assess the needs and damage resulting from the event.

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

The 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 (VDEM) will be the coordinating state agency in the recovery process, and FEMA will be the coordinating federal agency. Utilizing the preliminary damage assessment information collected, short-term and long-term priorities are established, and recovery strategies developed in coordination with other state agencies, local governments, the federal government, and private industry.

Long-term strategies strive to restore and reconstruct the post-disaster environment to pre-existing conditions. State and federal agencies will provide technical assistance to localities in the long-term planning and redevelopment process. Regional cooperation and coordination will be stressed and promoted at all levels of government in order to achieve the priorities established and facilitate recovery efforts. The Department of Emergency Management will maintain a close liaison with agencies and departments engaged in recovery efforts and coordinate the roles and responsibilities as appropriate for the event. State and federal catastrophic disaster plans will support this effort.

Areas of focus include:

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

### Organization

- Washington County Department of Emergency Management will manage long term recovery efforts through the established Washington County Long Term Recovery Group to plan strategies and oversee the efforts to accomplish the mission.
- Agencies and departments with significant recovery roles will be designated as support agencies. Other agencies and departments will be added based upon the needs of the event and the long term recovery process.
- The strategy for long-term recovery should encompass, but *not* be limited to, land use, public safety, housing, public services, transportation services, education,.

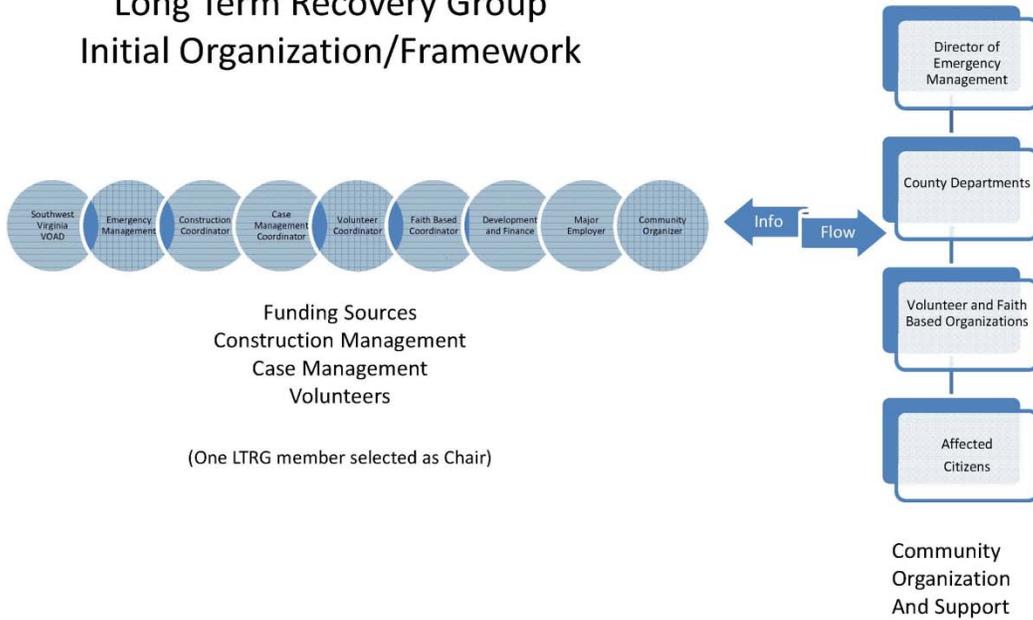
- The Governor will determine the need for high-level oversight of the process of reconstruction and redevelopment of the impacted area.
- The Governor may activate the Economic Crisis Strike Force (ECSF), led by the Secretary of Commerce and Trade, to organize and direct redevelopment activities.
- The Governor and the Secretary of Commerce and Trade will determine the mission and scope of the Economic Crisis Strike Force based on the sectors of the community that need redevelopment or reconstruction – such as infrastructure, economic structure, human services or special accountability issues.

## **Actions/Responsibilities**

- Partner with disaster recovery agencies and departments to implement recovery programs;
- Coordinate the state's participation in recovery operations with FEMA, SBA and other federal agencies co-located in the Joint Field Office or other command center;
- Obtain maps of the impacted areas;
- Develop a recovery strategy that addresses, but is not limited to, infrastructure (land-use, transportation, housing, public services), economic development, and human services (public health, medical care, behavioral health services);
- Advise on the recovery implications of response activities and coordinate the transition from response to recovery in field operations;
- Identify appropriate federal programs and agencies to support implementation of the long-term community recovery plan, ensure coordination, and identify gaps in resources available;
- Avoid duplication of assistance, coordinate to the extent possible program application processes and planning requirements to streamline assistance, and identify and coordinate resolution of policy and program issues, and;
- Determine and identify responsibilities for recovery activities.

**TAB 1 TO EMERGENCY SUPPORT FUNCTION #14  
LONG TERM RECOVERY ORGANIZATIONAL STRUCTURE**

**Washington County  
Long Term Recovery Group  
Initial Organization/Framework**



# *EMERGENCY SUPPORT FUNCTION # 15*

## *EXTERNAL AFFAIRS*

### **ESF Coordinator**

Public Information/Affairs Officer as Designated by Washington County Department of Emergency Management

### **Primary Agencies**

Washington County Department of Emergency Management

### **Secondary/Support Agencies**

Washington County Attorney  
Washington County Department of Economic Development and Community Relations  
Washington County Health Department  
Washington County Department of Information Systems/GIS  
Washington County Public Schools  
Washington County Sheriff's Office  
Washington County Department of Social Services  
Virginia Department of Emergency Management (VDEM)  
Virginia Department of Health – Mount Rogers Health District (VDH)  
Virginia State Police (VSP)  
Town Police Departments  
United Way  
Virginia Voluntary Organizations Active in Disaster (VAVOARD)  
Local Television/Radio Stations  
Local Newspapers

### **Introduction**

#### **Purpose**

ESF #15-External Affairs will provide for efficient and coordinated continuous flow of timely information and instructions to the public using all available communications media prior to, during, and following an emergency or disaster.

#### **Scope**

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

# Concept of Operations

## General

The Public Information/Affairs Officer is responsible for providing the community with information on impending or existing emergencies, to include immediate protective actions they should take such as sheltering or evacuation.

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

Washington County has approximately 1.5% of the population whose primary language is not English. That percentage is likely to increase during the months of November and December, due to the increase in migrant laborers assisting with harvesting Christmas trees from local producers. Translators are available through the Department of Social Services, the Migrant Health Network, and the Health Department. Disaster preparedness, response, and recovery information is available in Spanish through the Virginia Department of Emergency Management (VDEM). Public Health information is also available in Spanish.

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

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

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

## Organization

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

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

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

## Responsibilities/Actions

- Develop standard operations procedures (SOPs) to carry out the public information function;
- Develop and conduct public information programs for community/citizen awareness of potential disasters, as well as personal protection measures for each hazards present;
- Develop rumor control procedures;
- Prepare advance copies of emergency information packages for release through the news media during actual emergencies;
- Brief local news media personnel, community officials, local, state, and federal agencies on external affairs policies, plans, and procedures;
- Maintain current lists of radio stations, televisions stations, cable companies, websites, and newspapers to be utilized for public information releases;
- Maintain support agreements and liaison arrangements with other agencies and the news media, if needed;
- Maintain arrangements to provide a briefing room for the media in the vicinity of the EOC or at the location of the disaster;
- Coordinate with VDEM PIO, Governor's Press Secretary and the Secretary of Public Safety to prepare initial press releases;
- Assist with the preparation/transmission of EAS messages, if needed;
- Disseminate news releases and daily Situation Reports (Sit Reps) to the State EOC via the agency's website;
- Disseminate information to elected officials through the legislative liaison function;
- Establish, with assistance from VDEM and other agencies, the Virginia Public Inquiry Center for the general public to call for information;
- Monitor the media to insure accuracy of information and correct inaccurate as quickly as possible;
- Plan and organize news conferences with the Governors staff, if necessary;
- Provide information to the public about available community disaster relief assistance and mitigation programs;
- Coordinate efforts to provide information to public officials, and;
- Facilitate communications between the public and other agency officials to ensure that affected people have access and knowledge about benefits for which they may be eligible.

**TAB 1 TO EMERGENCY SUPPORT FUNCTION #15  
EMERGENCY PUBLIC INFORMATION RESOURCES**

<b>Newspaper</b>	<b>Contact</b>	<b>Phone Number</b>	<b>Fax</b>
<b>Bristol Herald Courier</b>	Newsroom	276-669-2181	276-645-2537
<b>Washington County News</b>	Editor	276-628-7101	276-628-1195
<b>Roanoke Times</b>	Editor	800-346-1234 540-981-3211	
<b>Radio Stations</b>	<b>Contact</b>	<b>Phone Number</b>	<b>Fax</b>
WXBQ FM – Bristol	News Staff	276-466-0098	276-669-0541
WABN AM/FM – Abingdon	News Staff	276-628-2147	276-628-9847
WMEV AM/FM – Marion	News Staff	276-783-3151	276-783-3152
WOPI AM – Bristol	News Staff	276-764-5131	
<b>Television Stations</b>	<b>Contact</b>	<b>Phone Number</b>	<b>Fax</b>
WCYB – Bristol	News Room	276-645-1555	276-645-1554
WKPT – Kingsport, TN	News Room	423-968-9000	423-247-6397
WHJL – Johnson City, TN	News Room	423-968-7972	423-926-9080
ComCast Communications – Glade Spring	800-COMCAST 276-429-5149	276-429-5400	ComCast Communications – Glade Spring

*Tab 1 – Media Contacts*

**TAB 2 TO EMERGENCY SUPPORT FUNCTION #15  
EMERGENCY PUBLIC INFORMATION  
SAMPLE PIO PREARRANGED MESSAGES**

**LOCAL PUBLIC INFORMATION NOTIFICATION OF AN INCIDENT  
RELEASE OR SPILL  
(NO EXPLOSION OR FIRE)**

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

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

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

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

*Table 15-2 – PIO Message # 1*

**TAB 3 TO EMERGENCY SUPPORT FUNCTION #15  
EMERGENCY PUBLIC INFORMATION  
SAMPLE PIO PREARRANGED MESSAGES**

**LOCAL PUBLIC INFORMATION NOTIFICATION OF AN INCIDENT  
RELEASE OR SPILL  
(FIRE AND/OR EXPLOSION IMMINENT)**

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

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

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

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

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

*Table 15-3 – PIO Message # 2*

**TAB 4 TO EMERGENCY SUPPORT FUNCTION #15  
EMERGENCY PUBLIC INFORMATION  
SAMPLE HEALTH ADVISORY FOR SHELTER CENTERS**

Date:	_____
To:	_____
From:	_____
Subject:	Health Risks Resulting from _____ (event, site, and date)
<p>The _____(event) at _____(site) in Washington County on _____(date) released chemical particles into the environment in concentrations sufficient to cause health problems in some persons. Individuals suffering from chronic respiratory conditions, the elderly, infants, and young children, and other individuals highly sensitive to air pollutants are at increased risk. Although residents were evacuated, it is possible that some evacuees may experience symptoms which are characteristic of over exposure to these chemicals.</p> <p>Shelter residents should be monitored for symptoms which are characteristic of exposure to the chemicals which necessitated the evacuation. These symptoms are (enter symptoms from MSDS or other sources):</p> <ol style="list-style-type: none"><li>1. _____</li><li>2. _____</li><li>3. _____</li></ol> <p>In addition to specific information on patient's medical condition and treatment, record specific information related to the incident such as patient's location when exposed to contaminants, estimated distance of that location from site of incident, and estimated time of onset of symptoms. Report information to the Washington County Health Department, 276-733-2961.</p>	

*Table 15-4 – PIO Message # 3*

**TAB 5 TO EMERGENCY SUPPORT FUNCTION #15  
EMERGENCY PUBLIC INFORMATION  
SAMPLE HEALTH ADVISORY FOR CHEMICAL/BIOLOGICAL EVENT**

Date: \_\_\_\_\_

To: \_\_\_\_\_

From: \_\_\_\_\_

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

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

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

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

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

For additional information, contact Washington County Health Department, 276-7332961.

*Table 15.5 – PIO Message # 4*

**TAB 6 TO EMERGENCY SUPPORT FUNCTION #15  
EMERGENCY PUBLIC INFORMATION  
SAMPLE HEALTH ADVISORY FOR PHYSICIANS**

Date: \_\_\_\_\_  
To: Primary Care Physicians  
From: \_\_\_\_\_  
Subject: Health Risks Resulting from \_\_\_\_\_  
(event, site, and date)

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

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

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

In addition to specific information on patient's medical condition and treatment, record specific information related to the incident such as patient's location when exposed to contaminants, estimated distance of that location from the incident site and estimated time of onset of symptoms. Report incidents to the Washington County Health Department, 276-733-2961.

*Table 15.5 – PIO Message # 5*

**TAB 7 TO EMERGENCY SUPPORT FUNCTION #15  
EMERGENCY PUBLIC INFORMATION  
SAMPLE HEALTH ADVISORY FOR PRIMARY HEALTH CARE  
FACILITIES**

Date: \_\_\_\_\_

To: Primary Health Care Facilities

From: \_\_\_\_\_

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

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

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

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

In addition to specific information on patient's medical condition and treatment, record specific information related to the incident such as patient's location when exposed to contaminants, estimated distance of that location from the incident site and estimated time of onset of symptoms. Report incidents to the Washington County Health Department, 276-733-2961.

*Table 15.6 – PIO Message # 6*

# *EMERGENCY SUPPORT FUNCTION #16*

## *MILITARY SUPPORT*

### **ESF Coordinator**

Virginia National Guard (VANG)

### **Primary Agency**

Department of Military Affairs – Virginia National Guard (VANG)

### **Secondary/Support Agencies**

Washington County Department of Emergency Management  
Washington County Sherriff's Office  
Virginia Department of Emergency Management (VDEM)  
Virginia State Police (VSP)  
Town Police Departments

### **Introduction**

#### **Purpose**

ESF #16-Military Support will assist and provide military support in times of a major or catastrophic disaster, and/or civil unrest.

### **Concept of Operations**

#### **General**

The Virginia National Guard (VANG), when directed by the Governor of the Commonwealth of Virginia, can employ Virginia National Guard personnel, equipment, and resources, through appropriate commanders, to assist civil authorities.

The Virginia National Guard will provide military support to civil authorities in accordance with the existing Virginia National Guard Operation Plan for Military Support to Civil Authorities.

#### **Organization**

The Virginia National Guard is a support agency for the other Emergency Support Functions (ESFs) located in the Emergency Operations Center (EOC).

#### **Policies**

In accordance with existing National Guard Bureau Regulations, it is understood that the primary responsibility for disaster relief shall be with the locality.

## **Responsibilities**

- Provide Military Support to civil authorities on a mission request basis, within the Virginia National Guard's capability, and within the limitations of existing state law, military regulations, and the applicable Governor's Executive Order.

# *EMERGENCY SUPPORT FUNCTION #17*

## *VOLUNTEER AND DONATIONS MANAGEMENT*

### **ESF Coordinator(s)**

Washington County Department of Emergency Management, via the efforts of the Washington County Long Term Recovery Group (LTRG)

### **Primary Agencies**

Washington County Department of Emergency Management, via the efforts of the Washington County Long Term Recovery Group (LTRG)

### **Secondary/Support Agencies**

All Departments, Agencies, Organizations, and Volunteers as Appropriate to Support Volunteer and Donations Management Efforts

*Reference Appendix 4 – Matrix of Responsibilities*

### **Introduction**

#### **Purpose**

ESF #17-Volunteer and Donations Management will coordinate processes used to ensure the most efficient and effective utilization of both solicited and unsolicited volunteers and donated goods to support disaster relief operations.

#### **Scope**

Coordinate the provision of donated resources (goods and volunteers) to meet the needs of the affected population, and to effectively manage and control unsolicited donations and unaffiliated volunteers. Donated resources will be matched with unmet needs while serving as a clearinghouse for the delivery and distribution of donated goods. Every effort will be made to coordinate with existing and known volunteers and agencies serving the county in an attempt to avoid duplication of services and exhausting resources.

#### **Policies**

Washington County Department of Emergency Management via the efforts of the Washington County Long Term Recovery Group (LTRG) in coordination with all appropriate agencies and organizations will have the primary responsibility for the management of volunteer services and donated goods.

Processes must be organized and coordinated to ensure the citizenry is able to take advantage of the appropriate types and amounts of donated goods and services in a manner that precludes interference with or hampering of emergency operations.

Primary focus of the LTRG will be to:

- Coordinate with departments, agencies, and organizations, including government, civic, community and faith based, to ensure goods and resources are used effectively;
- Look principally to those organizations with established volunteer and donation management structures;
- Encourage cash donations to recognized non-profit voluntary organizations supporting the relief effort;
- Encourage individuals to participate through local recognized organizations;
- Encourages the use of existing nongovernmental organizational volunteer and donations resources before seeking governmental assistance;
- Use established networks and partnerships to deliver resources and services to target populations; and
- Identify at risk populations for the specific situation.

## Concept of Operations

### General

Management of unsolicited donated goods involves a cooperative effort by local and voluntary and community based organizations, the business sector, and the media to develop a volunteer and donations management plan during disaster response and recovery.

Volunteer and donations management operations may include:

- Volunteer and donations coordinator;
- Recognized official volunteer reception center and official county warehouse and distribution center(s);
- Coordinated media relations efforts;
- Effective liaison with other emergency support functions, state and federal government officials; and
- Facility management plan.

### Organization

Washington County Department of Emergency Management via the efforts of the Washington County Long Term Recovery Group (LTRG) will identify sites and facilities to be used to receive, process, and distribute the solicited and unsolicited donated goods that will be sent to the disaster area. The necessary equipment, staff, communications, and security to support these facilities and sites will be provided by Washington County and volunteer organizations, as required. It will be necessary to continually coordinate with agencies, organizations, and the private sector to keep abreast of available facilities for the receipt and distribution of goods. Assessment of available facilities should be done on a regular basis, at a minimum, quarterly.

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

Media releases and public service announcements will be used to notify and update the public about volunteering and donating. All releases and announcements will be vetted through the Coordinator of Emergency Management or the ESF Coordinator.

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

## **Responsibilities**

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

**TAB 1 TO EMERGENCY SUPPORT FUNCTION # 17  
SAMPLE VOLUNTEER REGISTRATION FORM**

1. Name: _____
2. Social Security Number: _____
3. Organization (if appropriate) _____
4. Skill or Specialized Service (i.e., carpenter, heavy equipment operator, medical technician, etc.) _____ _____
5. Estimated length of time services can be provided in the disaster area: _____ _____
6. Special tools or equipment required to provide service: _____ _____ _____
7. Billet or emergency shelter assignment in local area: _____ _____ _____
7. Are you or your group self-sufficient with regard to food and clothing: _____Yes           _____No
Explanation: _____ _____ _____

*Table 17.1 – Volunteer Registration Form*

## TAB 2 TO EMERGENCY SUPPORT FUNCTION # 17 SAMPLE AMERICAN RED CROSS REGISTRATION FORM

### American Red Cross

### DRO MEMBER REGISTRATION

**PLEASE PRINT**

*All information provided to the American Red Cross in this application is treated and maintained in a secure manner.*

<p><b>PERSONAL DATA</b> <span style="float: right;">Complete each space. Indicate N/A if not applicable.</span></p> <p>Legal, proper name <span style="margin-left: 100px;">(Last)</span> <span style="margin-left: 100px;">(First)</span> <span style="margin-left: 100px;">(MI)</span></p> <p>Address <span style="margin-left: 100px;">(Street/Mailing)</span> <span style="margin-left: 100px;">Home Phone (    )</span></p> <p style="margin-left: 100px;">(City) <span style="margin-left: 100px;">(State)</span> <span style="margin-left: 100px;">(Zip)</span> <span style="margin-left: 100px;">work Phone (    )</span></p> <p>Email <span style="margin-left: 100px;">Cell Phone (    )</span></p> <p>Driver's License Number and Expiration Date <span style="margin-left: 100px;">State</span> <span style="margin-left: 100px;">Driver's License Classification</span></p> <p>Employer: <span style="margin-left: 100px;">Occupation:</span></p>	
<p><b>TO BE NOTIFIED IN CASE OF EMERGENCY</b></p> <p>Name <span style="margin-left: 100px;">Relationship</span></p> <p>Address <span style="margin-left: 100px;">(Street/Mailing)</span> <span style="margin-left: 100px;">Home Phone (    )</span></p> <p style="margin-left: 100px;">(City) <span style="margin-left: 100px;">(State)</span> <span style="margin-left: 100px;">(Zip)</span> <span style="margin-left: 100px;">Work Phone (    )</span></p> <p style="margin-left: 100px;">Cell Phone (    )</p>	
<p><b>AVAILABILITY</b></p> <p><b>I am available for assignment from            to            .</b></p> <p><input type="checkbox"/> Sunday <input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday <input type="checkbox"/> Saturday</p> <p><input type="checkbox"/> Mornings <input type="checkbox"/> Afternoons <input type="checkbox"/> Evenings <input type="checkbox"/> Weekends    Hours: _____</p> <p><b>LIFE EXPERIENCE INFORMATION</b> (Check the box denoting any skills, knowledge, training and life experiences proficient in. <i>Check all that apply!</i>)</p> <p><input type="checkbox"/> Invoice review <input type="checkbox"/> Accounting <input type="checkbox"/> Bookkeeping <input type="checkbox"/> Data entry</p> <p><input type="checkbox"/> Purchasing <input type="checkbox"/> Ordering Product/Supplies <input type="checkbox"/> Inventory</p> <p><input type="checkbox"/> Management <input type="checkbox"/> Supervision    Number of people managing/supervising _____</p> <p><input type="checkbox"/> Networking programming <input type="checkbox"/> Systems administration <input type="checkbox"/> Radio systems</p> <p><input type="checkbox"/> Telephone systems <input type="checkbox"/> Communication equipment <input type="checkbox"/> Satellite equipment</p> <p><input type="checkbox"/> Transportation <input type="checkbox"/> Mechanic <input type="checkbox"/> Driving</p> <p><input type="checkbox"/> Warehouse <input type="checkbox"/> Fork Lift operator <input type="checkbox"/> Supply <input type="checkbox"/> Logistics</p> <p><input type="checkbox"/> Cooking <input type="checkbox"/> Food preparation <input type="checkbox"/> Serving food <input type="checkbox"/> Public speaking</p> <p><input type="checkbox"/> Interviewing skills <input type="checkbox"/> Assessment skills <input type="checkbox"/> Writing <input type="checkbox"/> Photography</p> <p><input type="checkbox"/> Licensed Health Professional* <input type="checkbox"/> Licensed Mental Health Professional*</p> <p><input type="checkbox"/> Human Resources/Personnel <input type="checkbox"/> Volunteer Management <input type="checkbox"/> Hotel Management</p> <p><input type="checkbox"/> Recreation <input type="checkbox"/> Teaching/Training</p> <p><input type="checkbox"/> Planning <input type="checkbox"/> Organizing (Meetings, conferences, projects, etc)</p> <p><input type="checkbox"/> Knowledge of community and voluntary agencies <input type="checkbox"/> Knowledge of government structure</p> <p>Other: _____</p> <p>Language(s) (List other than English, and proficiency rating) R=Read Only S=Speak Only F=Fluent B= Bi-lingual</p> <p><small>*List required license(s)/Certificate(s) Information: Type, License/Certification #, State and expiration date</small></p>	<p><b>Red Cross Chapter / Staff Services use Only</b> Complete based on the occupation and life experience noted:</p> <p><b>Placement:</b></p> <p style="text-align: center;">_____/_____/_____ G    /    A    /    P</p> <p>DRO Assignment: _____</p> <p>DRO ID # _____</p> <p>Work Site Location: _____</p> <p><b>Reviewed/Received:</b></p> <p><input type="checkbox"/> Background Check</p> <p><input type="checkbox"/> Fundamental Principles</p> <p><input type="checkbox"/> Code of Conduct</p> <p><input type="checkbox"/> Intellectual Prop. Agreement</p> <p><input type="checkbox"/> DRO Member Expectations</p> <p><input type="checkbox"/> DRO Member Pre-Assignment Health Questionnaire</p> <p><b>DROMIS Registration:</b></p> <p><input type="checkbox"/> Self Registration</p> <p><input type="checkbox"/> Data Entry</p>

**I understand there are certain conditions I must accept as a DRO Member.**

**1. Availability**

I am available and able to serve on this disaster assignment for this time period specified. I understand assignments vary in duration and are determined by the needs of the Red Cross and other considerations. I understand assignments take place within high pressure work situations in adverse conditions such as long and irregular hours, erratic and inappropriate food, eating and sleeping conditions; extreme heat, cold or dampness; crowds, noisy environments, and exposure to dust or other allergens. I understand my assignment may be extended or curtailed in accordance with applicable Red Cross policies, procedures and staffing requirements, determined at the discretion of Red Cross Disaster Services. I understand that I must keep my unit of affiliation/company/organization apprised of my specific dates of availability for assignment.

**2. Work Performance**

I am willing to comply with all directives issued by Red Cross Disaster Services. I will uphold and follow the policies of the Red Cross. I understand that I may be released from an assignment and/or removed from the relief operation for a violation of policy or a personnel/performance issue.

**3. Reimbursement for Official Assignment Expenses**

I understand that there are established policies and procedures of the Red Cross for reimbursement of expenses for food and lodging, and certain other related expenses, incurred in connection with official assignments on disaster relief operations. I understand that my company/organization may be assisting with some of the expenses. I understand that failure to comply with Red Cross and my company/organization regulations may result in my dismissal from the disaster relief operation.

**4. Information**

I have received and reviewed the Red Cross Expectations for DRO Members Assigned to a Disaster Relief Operation, the Fundamental Principles of the Red Cross, the Red Cross Code of Conduct, the Confidential Information and Intellectual Property Agreement, the Red Cross background check information and the DRO Member Pre-Assignment Health Questionnaire. I have completed the Red Cross background check and submitted the DRO Member Pre-Assignment Health Questionnaire, the Red Cross Code of Conduct, the Confidential Information and Intellectual Property Agreement and the DRO Member Registration.

I understand that I must notify my company/organization and/or Red Cross Staff Services if any information changes between now and my arrival at the disaster relief operation.

I verify that I have not received any court ordered penalty (e.g. conviction, probation, deferred adjudication, etc.) for a crime within the last seven (7) years. If any of the information contained in my application is incomplete or found to be untrue, I understand that I will be removed from the disaster relief operation.

I fully understand the requirements indicated above and certify that I am able to comply with them. If these statements are found to be incomplete or untrue, I understand that my Red Cross assignment may be terminated.

**IF SUBMITTING THIS FORM ELECTRONICALLY, CHECKING THE BOX BELOW WILL SERVE AS PROPER SIGNATURE.**

**By checking this box, I acknowledge, understand, and agree to the above statements and terms.**

**Date:**

**FOR NON-ELECTRONIC SUBMITTALS, PLEASE SIGN BELOW.**

**Signature** \_\_\_\_\_

# *SUPPORT ANNEX*

## *ANIMAL CARE, CONTROL, AND SHELTERING*

### **Coordinating Agency**

Washington County Department of Emergency Management, and/or  
Washington County Sheriff's Office - Animal Control

### **Cooperating Agencies**

All Departments, Agencies, Organizations, and Volunteers as Appropriate to Support Animal Care, Control and Sheltering Efforts (*Reference Appendix 4 – Matrix of Responsibilities*)

Virginia Veterinary Medical Association

Virginia Animal Control Association

Animal Welfare/Rescue Organizations

Local Veterinarians

### **Introduction**

#### **Purpose**

The Animal Care, Control, and Sheltering Annex provides the guidelines for the rapid response to disasters affecting the health, safety, and welfare of both domestic animals and livestock. This annex provides basic guidance for all participants in animal related emergency management activities. Animal care and control activities in emergency preparedness, response, and recovery include, but are not limited to, companion animals, livestock and wildlife care, facility usage, displaced pet/livestock assistance, animal owner reunification, and carcass disposal.

Public and private sector resources will be coordinated to meet the animal-service needs during an emergency that include:

- Evacuation/transportation;
- Sheltering;
- Veterinary care for the sick and injured;
- Quarantine of infectious or contaminated animals;
- Rescue and capture of animals that have escaped confinement;
- Disposal of dead animals; and
- Aid in providing services for agricultural animals (livestock).

#### **Scope**

This annex is applicable to departments and agencies that are participating and responding with assistance or relief to an animal emergency as coordinated by the Washington County Department of Emergency Management and/or the Washington County Sheriff's Office - Animal Control. The *Virginia State Comprehensive Animal Law* provides clear definitions and care requirements under *Virginia Code 3.1-796.66 Definitions*. Partial listings of these definitions are located in Tab 1 of this annex.

The *Hazard Analysis for Virginia* identifies natural disasters and hazardous material dumps/storage as the hazards posing the greatest threat to the county. All could create the need to evacuate people from their homes, which would also displace companion animals. These hazards could also cause injury or death to animals and allow animals to roam unattended.

The duration of these hazards is variable as is their affect on the county. Any one of the potential hazards could cause the separation of animals from their owners for several days, perhaps weeks. Secondary events, such as power outages, could prolong the situation.

Smaller scale events, such as a fire at an animal care facility or an animal transportation accident could also require emergency animal care.

## Definitions

### Exotic Animals

Any animal that is not normally domesticated in the United States and wild by nature, but not considered wildlife, livestock, or poultry due to status. This includes, but is not limited to, any of the following orders and families, whether bred in the wild or captivity, and also any of their hybrids with domestic species. Listed examples are not to be construed as an exhaustive list or limit the generality of each group of animals, unless otherwise specified.

- Non-human primates and prosimians – examples: monkeys, baboons, chimpanzees
- Felidae (excluding domesticated cats) – examples: lions, tigers, bobcats, lynx, cougars, jaguars
- Canidae (excluding domesticated dogs) – examples: wolves, coyotes, foxes, jackals
- Ursidae – examples: all bears
- Reptilia – examples: snakes, lizards, turtles
- Crocodilia – examples: alligators, crocodiles, caiman
- Proboscidae – examples: elephants
- Hyänenidae – examples: hyenas

### Feral/Stray Domesticated Animals

An animal that is typically known as a household pet that is either not with its owners by accident or otherwise or has reverted to a wild state.

### Household Pet

A domesticated animal, such as a dog, cat, rodent, or fish, that is traditionally recognized as a companion animal and is kept in the home for pleasure rather than commercial purposes. This does not include reptiles. (ASPCA Model Pet Policy Guidance)

### Livestock

Domesticated animals that may be kept or raised in pens, houses, pastures, or on farms as part of an agricultural or farming operation, whether for commerce or private use. Such animals may include goats, sheep, beef or dairy cattle, horses, hogs or pigs, donkeys or mules, bees, rabbits or 'exotic' animals (those raised outside their indigenous environs) such as camels, llamas, emus, ostriches, or any animal, including reptiles, kept in an inventory that may be used for food, fiber or pleasure.

### Poultry

The class of domesticated fowl (birds) used for food or for their eggs. These most typically are members of the orders Galliformes (such as chickens and turkeys), and Anseriformes (waterfowl such as ducks and geese).

## Wildlife

Any animal that is not normally domesticated in the United States and wild by nature, but not considered wildlife, livestock, or poultry due to status. This includes, but is not limited to, any of the following orders and families, whether bred in the wild or captivity, and also any of their hybrids with domestic species. Listed examples are not to be construed as an exhaustive list or limit the generality of each group of animals, unless otherwise specified.

- Artiodatyla (excluding livestock) – examples: hipopotamuses, giraffes, camels
- Canidae (excluding domesticated dogs) – examples: wolves, coyotes, foxes, jackals
- Crocodilia – examples: alligators, crocodiles, caiman
- Edentara – examples: anteaters, sloths, armadillos
- Felidae (excluding domesticated cats) – examples: lions, tigers, bobcats, lynx, cougars, jaguars
- Hyanenidae – examples: hyenas
- Marsupialia – examples: kangaroos, opossums
- Non-human primates and prosimians – examples: monkeys, baboons, chimpanzees
- Perissodactylea (excluding livestock) – examples: rhinoceroses, tapirs
- Proboscidae – examples: elephants
- Procyonidae – examples: raccoons, coatis
- Reptilia – examples: snakes, lizards, turtles
- Ursidae – examples: all bears
- Viverridae – examples: mongooses, civets, genets

## Assumptions

- A hazard analysis and vulnerability assessment has been completed which identifies the types of threats, the areas that they threaten, and types and numbers of animals most vulnerable in these areas.
- The Director of Emergency Manager or the County Administrator may issue an emergency proclamation or disaster declaration. The National Incident Management System (NIMS) will be used to establish the organizational structure.
- Washington County Emergency Operations Center may be activated to manage the emergency.
- Any disaster may potentially have adverse effects on the jurisdiction's animal population or the public health and welfare.
- The care and control of non-wildlife and non-feral animals (including household pets, livestock, and poultry) is primarily the responsibility of the owner of the animal(s). In times of emergency or disaster, owners may need assistance in the care and control of their animals.
- Washington County Department of Emergency Management is responsible for developing and implementing the necessary management policies and procedures that will facilitate and ensure a safe, sanitary, and effective animal care and control effort. These procedures will be designed to support and expedite emergency response operations, as well as maximize state and federal assistance.
- State or Federal Assistance to deal with animal emergencies may not be available. Local resources must be utilized before requesting outside assistance.
- Facilities to house evacuated animals have been identified, will be opened when situation warrants, and will remain open as long as deemed necessary.

## Policies

Following recent Congressional action on the Pets Evacuation and Transportation Standards (PETS) Act, S. 2548 and H.R. 3858, former President George W. Bush signed the historic legislation into law. The PETS Act requires state and local agencies to include animals in their disaster plans.

All local governments must develop and maintain an animal emergency response plan (SB 787, Animal Emergency Response Plan, 2007 Session) with the assistance of the Virginia Department of Emergency Management.

The Virginia Department of Agriculture and Consumer Services, Division of Animal and Food Industry Services has the responsibility of interpreting and enforcing the regulations pertaining to the health, humane care, and humane handling of livestock, poultry, and companion animals in the Commonwealth.

## Concept of Operations

### Organization

Washington County Department of Emergency Management and/or the Washington County Sheriff's Office - Animal Control will be designated as the coordinating agency for animal care and control for the management of operations, planning, and training for the animal care and control function.

Coordination will take place with ESF #5-Emergency Management, ESF # 11-Agriculture and Natural Resources, and all departments, government entities, and representatives from the private sector that support animal emergency operations. This may involve working with other local jurisdictions that provide mutual aid, state and federal governments, private contractors, local retailers, volunteer organizations, etc. and assuring that all involved have current Memorandums of Agreement with Washington County in respect to their agreed support.

### Risk Assessment

The *Hazard Analysis for Washington County* identifies flooding and winter storms as the primary disaster concerns. The threat of flooding may create the need for mass evacuation of people, pets, and livestock. The risk of flood also creates the potential for severe injury or death to animals and damage to property causing animals to roam at large complicating traffic and other emergency services.

Winter storms and other emergencies may arise in which the plan would in part or entirety be utilized to address situations such as livestock transportation accidents, fires, rabies epidemic, etc.

### Pet Demographics

The U.S. Pet Ownership and Demographics Sourcebook<sup>1</sup> provides an average animal per household chart that may be applied to Washington County for assessment purposes.

Nationwide Pet Ownership	
Type	Percent of Households

Dogs	36.1
Cats	31.6
Birds	4.6

Table SA1.1

Average Number of Animals Per Household	
Type	Average Number of Pets Per Pet Owning Household
Dogs	1.6
Cats	2.1
Birds	2.0

Table SA1.2

<sup>1</sup> Center for Information Management, American Veterinary Medical Association, Schaumburg, IL 2002.

## Responsibilities

- Develop and implement plans, policies, and procedures for overarching animal care and control activities, animal recovery, and household pet sheltering during disasters, including Mutual Aid Agreements;
- Maintain current listings of emergency contacts and resources necessary for response to an animal emergency;
- Provide a listing of the facilities that have been opened to house and care for companion animals;
- Coordinate preparedness actions that should be accomplished to feed, shelter, and secure veterinary treatment for animals during catastrophic emergencies;
- Develop procedures for public information and education on animal disaster preparedness;
- Oversee all activities (mitigation, planning, response and recovery) in regards to emergency animal care and control;
- Develop logistical support to carry out emergency response and recovery actions;
- Maintain an inventory of supplies on hand;
- Protect vital records, critical systems, and essential operations;
- Assist with maps/listings with locations of large livestock operations and other special animal facilities identified to include volume, contact information, etc;
- Coordinate plans, policies and procedures regarding animal disease control;
- Recommend methods of proper isolation of diseased animals and disposal of dead animals, and assist with prevention and control of epizootic and zoonotic diseases;
- Train staff and volunteers;
- Provide just-in-time training as necessary on task appropriate plans, policies, and procedures;
- Conduct or participate in emergency shelter drills and disaster response drills;
- Document costs to insure state or federal disaster assistance can be sought for reimbursement of disaster related expenditures;
- Encourage citizens to develop household emergency plans that would include their pets in all aspects of response including evacuation and sheltering; and
- Encourage large livestock operations to develop emergency procedures and evacuation plans for the animals in the care and custody and provide them to the Washington County Department of Emergency Management for review.

## Actions

### Increased Readiness

- Alert personnel (officers and volunteers) to be on call; and
- Monitor situation and prepare public service announcements.

## **Mobilization**

- Alert all personnel;
- Open support shelters;
- Activate other resources as needed; and
- Implement evacuation upon command.

## **Response**

- Maintain communication with the EOC, shelters, and related personnel;
- Receive, transport, and care for companion animals;
- Identify, control and/or destroy animals that pose a threat or hazard to citizens, property, and public safety;
- Maintain records;
- Rescue and provide care for sick/injured animals;
- Organize food, water, shelter and waste disposal for companion animals in shelters; and
- Coordinate with the Health Department in regards to zoonotic and epizootic disease.

## **Recovery**

- Identify and or dispose of dead animals;
- Reunite animals with owners;
  - Provide lists and locations of shelters and animals to public;
  - Transport any unclaimed animals to determined site /location;
  - Follow standard operations for any unclaimed animals;
- Provide ongoing shelter options for pets of homeless owners;
- Report disaster related expenses to EOC;
- Provide documentation of injuries, deaths, and rescue operations to EOC;
- Relieve volunteers and personnel as needed; and
- Deactivate emergency shelters per direction of EOC.

## **Evaluation**

- Assess strengths and areas for improvement and provide practical solutions;
- Evaluate staff and volunteer roles and performance; and
- Revise the plan as necessary.

# **TAB 1 TO ANIMAL CARE AND CONTROL SUPPORT ANNEX**

## RESOURCE LIST

A resource list is maintained and located at the Emergency Communication Center

TAB 2 TO ANIMAL CARE AND CONTROL SUPPORT ANNEX

## LOST ANIMAL REPORT

Today's Date	Information Received By		
<b>Owner Information</b>			
Name	Address		
Temporary Address	Phone Number		
<b>Date/Location Where Animal Was Last Seen</b>			
Date Last Seen	Location		
Do You Have A Picture Of The Animal?	Is The Animal Friendly?		
Does The Animal Have A History Of Running Away?			
<b>Animal Description</b>			
Type of Animal	If A Litter, Number In Litter		
Breed	Size (Small/Medium/Large)	Animal's Name	
Male/Female/Fixed	Tail (Short/Long/Curly/Straight)	Distinguishing Marks	
Fur Length/Coat Type	Colors	Ears (Floppy/Erect)	
Is Animal Wearing A Collar?	Does The Animal Have An ID Tag?	Info On Tag?	
Rabies License Number?	Indoor/Outdoor Animal	Cat – Declawed?	
<b>Veterinarian Used</b>			
Name	Phone		
Address	Are Shots Current?		
Animal On Any Medication?	Frequency		
When Was Medication Last Given?			
<b>Contacts</b>			
Who Else Have You Notified That The Animal Is Missing?			
Comments			
<b>Office Use Only</b>			
Lost Animal Matched With Animal ID #	Date Owner Contacted		
Date Animal Reclaimed	Released to Owner Print & Sign Name		
Owner's Drivers License #	State	Phone Number	
<b>Status Of Animal</b>			
Owner Located	Matched At Shelter	Deceased	Unknown After 30 Day

TAB 3 TO ANIMAL CARE AND CONTROL SUPPORT ANNEX  
CONTACTS AND OUTSIDE RESOURCES  
VETERINARY CLINICS

A list of veterinary clinics is maintained and located at the Emergency Communications center.

# *SUPPORT ANNEX*

## *DAMAGE ASSESSMENT*

### COORDINATING AGENCY

Washington County Department of Emergency Management, and/or  
Washington County Department of Building and Development Services

### Cooperating Agencies

All Departments, Agencies, Organizations, and Volunteers as Appropriate to Support Damage Assessment Efforts (*Reference Appendix 4 – Matrix of Responsibilities*)

### Introduction

#### Purpose

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

#### Scope

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

### Definitions

#### Initial Damage Assessment (IDA)

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

#### Preliminary Damage Assessment (PDA)

A joint venture between FEMA, state, and local government to document the impact and magnitude of the disaster on individuals, families, businesses, and public property. The Governor will use the information gathered during the PDA process to determine whether federal assistance should be requested.

#### Rapid Assessment (RA)

During the initial hours of an event, reports from field personnel and any windshield survey information gathered will be compiled to create a high-level assessment of damages and needs.

## Situation

Following any significant disaster/emergency, a multitude of independent damage assessment activities will be conducted by a variety of local, state, and federal government agencies and departments, volunteer organizations, and private contractors.

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

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

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

## Assumptions

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

## Policies

- The Initial Damage Assessment (IDA) results will be reported to the Virginia EOC within 72 hours of the incident (WebEOC –primary; Fax or Call – secondary);
- The first priority for damage assessment may to be to assess Washington County structural/infrastructure damage;
- A state/federal supported Preliminary Damage Assessment will be conducted in coordination with Washington County to verify IDA results and determine long-term needs. This data will be used to determine the need for a Presidential Disaster Declaration;
- An estimate of expenditures and obligated expenditures will be submitted to both Washington County and the VEOC before a Presidential Disaster Declaration is requested;
- Additional reports will be required when requested by the Coordinator of Emergency Management depending on the type and magnitude of the incident;
- Supplies, equipment and transportation organic to each organization will be utilized by that organization in the accomplishment of its assigned responsibility or mission;
- Additional supplies, equipment and transportation essential to the continued operation of each organization will be requested through ESF #7-Resource Management in the EOC or through the Department of Emergency Management if the EOC has been deactivated; and
- The approval to expend funds for response and recovery operations will be given by the department head from each agency or department involved in recovery operations. Each agency or department should designate a responsible person to ensure that actions taken and costs incurred are consistent with identified missions.

## Concept of Operations

### Organization

The ultimate responsibility of damage assessment lies with the local governing authority. The Coordinator of Emergency Management will be responsible for damage assessments, collection of the data and preparation of necessary reports through the functions of ESF #14-Long Term Community Recovery. Qualified and trained teams will conduct damage assessments. The damage assessment teams will be supported by multiple agencies from Washington County. If the nature of the incident is such that local resources are incapable of assessing the damage, state assistance will be requested through normal resource request procedures to the VEOC.

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

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

### Responsibilities

- Washington County Department of Budget and Finance

- Collect, report and maintain estimates of expenditures and obligations required for response and recovery activities;
  - Maintain accurate records of funds, materials and man-hours expended as a direct result of the incident; and
  - Prepare these estimates and obligations for inclusion into the appropriate Public Assistance IDA categories.
- Washington County Department of Building and Development Services
    - Assist with assembling damage assessment teams and develop damage assessment plans, policies and procedures;
    - Maintain a list of critical facilities that will require immediate repair if damaged;
    - Appoint a representative to be located within the EOC during time activation to assist with damage assessment operations to include operation of the teams, collecting data, and developing accurate and appropriate reports;
    - Solicit cooperation from companies and local representatives of support agencies to serve as member of damage assessment teams;
    - Conduct damage assessment training programs for the teams;
    - Coordinate disaster teams conducting field surveys;
    - Collect and compile incoming damage reports from teams in the field, from other operations directors, and outside agencies, systems and companies;
    - Using existing policies and procedures, determine the state of damaged buildings and place notification/placards as needed;
    - Using existing policies and procedures, facilitate the issuance of building permits and for the review and inspection of the site-related and construction plans submitted for the rebuilding/restoration of buildings;
    - Assist in the establishment of the sequence of repairs and priorities for the restoration of affected areas;
    - Correlate and consolidate all expenditures for damage assessment; and
    - Ensure that there will be an escort available for any state or federal damage assessments and prepare an area map with the damage sites prior to their arrival.
- Washington County Department of Emergency Management
    - Overall direction and control of damage assessment for Washington County;
    - Reporting of damages to the Virginia EOC within 72 of the incident in the appropriate Initial Damage Assessment format;
    - Ensuring appropriate and adequate public information and education regarding the damage assessment process;
    - Ensure prior coordination with appropriate damage assessment coordination ESFs to provide periodic spot announcements to the public on pertinent aspects of the assessments.
- Washington County Department of Solid Waste and Various Utility Providers
    - Designate representatives to serve as members of damage assessment teams;
    - Participate in damage assessment training;
    - Coordinate debris removal;
    - Collect and compile damage data regarding public and private utilities to create accurate and appropriate reports; and
    - Participate as requested in Initial Damage Assessment field reviews and escorting for state and local damage assessments.
- Washington County Sheriff's Office, Town Police Department, and Virginia State Police (VSP)
    - Provide security for ingress and egress of the damaged area(s) post-event; and
    - Provide access and security for damage assessment activities with Washington County.
- Virginia Cooperative Extension - Washington County Extension Office
    - Designate representatives to serve as members of damage assessment teams;

- Participate in damage assessment training;
  - Collect and compile damage data regarding public and private agricultural resources to create accurate and appropriate reports; and
  - Participate as requested in Initial Damage Assessment field reviews and escorting for State and Local damage assessments.
- Virginia Department of Transportation (VDOT)
    - Designate representatives to serve as members of damage assessment teams;
    - Participate in damage assessment training;
    - Coordinate debris removal;
    - Collect and compile damage data regarding public and private transportation to create accurate and appropriate reports; and
    - Participate as requested in Initial Damage Assessment field reviews and escorting for state and local damage assessments.

## **Actions**

### **Mitigation/Prevention**

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

### **Preparedness**

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

### **Response**

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

### **Recovery**

- Continue damage assessment surveys as needed;
- Advise on priority repairs and unsafe structures;
- Facilitate the issuance of building permits and for the review and inspection of the site-related and construction plans submitted for the rebuilding/restoration of buildings;
- Monitor restoration activities;

- Complete an event review with all responding parties;
- Review damage assessment plans, policies and procedures in respect to the recent emergency response. Update as necessary and disseminate;
- Review building codes and land use regulations for possible improvements;
- Review and update the necessary logistical support to carry out emergency tasking. Instruct all departments to replenish used on-hand inventory of supplies; and
- Assist the Department of Finance in the preparation and submission of disaster assistance applications to the appropriate state and/or federal agencies for reimbursement of disaster related expenditures.

## TAB 1 TO DAMAGE ASSESSMENT SUPPORT ANNEX SAMPLE DAMAGE ASSESSMENT TEAM ASSIGNMENTS

The appointed representative will report to the EOC when activated. Damage assessment teams will be assembled and instructions provided relative to the emergency. Team leaders will be designated to compile information for situation and damage assessment reports.

TEAM ASSIGNMENTS (based on categories in Damage Assessment Form)

### I. PRIVATE PROPERTY

#### Category A – Residential/Personal Property

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

Team: All Departments, Agencies, Organizations, and Volunteers as Appropriate to Support Damage Assessment Efforts

#### Category B – Business and Industry

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

Team: All Departments, Agencies, Organizations, and Volunteers as Appropriate to Support Damage Assessment Efforts

#### Category C – Agriculture

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

Team: All Departments, Agencies, Organizations, and Volunteers as Appropriate to Support Damage Assessment Efforts

### II. PUBLIC PROPERTY

#### Category A – Debris Clearance

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

Team: All Departments, Agencies, Organizations, and Volunteers as Appropriate to Support Damage Assessment Efforts

#### Category B – Protective Measures

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

Team: All Departments, Agencies, Organizations, and Volunteers as Appropriate to Support Damage Assessment Efforts

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

Team: All Departments, Agencies, Organizations, and Volunteers as Appropriate to Support Damage Assessment Efforts

Category C – Road Systems

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

Team: All Departments, Agencies, Organizations, and Volunteers as  
Appropriate to Support Damage Assessment Efforts

Category D – Water Control Facilities

Damage to dams and drainage systems.

Team: All Departments, Agencies, Organizations, and Volunteers as  
Appropriate to Support Damage Assessment Efforts

Category E – Public Buildings and Equipment

Damage to buildings, inventory, vehicles and equipment.

Team: All Departments, Agencies, Organizations, and Volunteers as  
Appropriate to Support Damage Assessment Efforts

Category F – Public Utility Systems

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

Team: All Departments, Agencies, Organizations, and Volunteers as  
Appropriate to Support Damage Assessment Efforts

Category G – Recreational Facilities

Damage to parks, shelters, lighting and equipment.

Team: All Departments, Agencies, Organizations, and Volunteers as  
Appropriate to Support Damage Assessment Efforts

**TAB 2 TO DAMAGE ASSESSMENT SUPPORT ANNEX  
SAMPLE TELEPHONE REPORT**

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

**TAB 3 TO DAMAGE ASSESSMENT SUPPORT ANNEX  
SAMPLE CUMULATIVE INITIAL DAMAGE ASSESSMENT REPORT**

**PRIMARY:** Input into WebEOC  
**SECONDARY:** VDEM VEOC Phone Number (804) 674-2400 Fax Number (804) 674-2419

<b>Jurisdiction:</b>									
<b>Date/Time IDA Report Prepared:</b>									
<b>Prepared By:</b>									
<b>Call back number:</b>									
<b>Fax Number:</b>									
<b>Email Address:</b>									
<b>Part I: Private Property CUMULATIVE DAMAGES</b>									
Type Property	# Destroyed	# Major Damage	# Minor Damage	# Affected	Dollar Loss	% Flood Insured	% Property Insured	% Owned	% Secondary
Single Dwelling Houses (inc. condo units)									
Multi-Family Residences (count each unit)									
Manufactured Residences (Mobile)									
Business/Industry									
Non-Profit Organization Buildings									
Agricultural Facilities									
<b>Part II: Public Property (Includes eligible non-profit Facilities) CUMULATIVE DAMAGES</b>									
Type of Property							Estimated Dollar Loss	% Insured	
Category A (Debris Removal)									
Category B (Emergency Protective Measures)									
Category C (Roads and Bridges)									
Category D (Water Control Facilities)									
Category E (Public Buildings and Equipment)									
Category F (Public Utilities)									
Category G (Parks and Recreation Facilities)									
<b>TOTAL</b>							\$0.00		
<b>Additional Comments:</b>									



## TAB 4 TO DAMAGE ASSESSMENT SUPPORT ANNEX PUBLIC ASSISTANCE DAMAGE ASSESSMENT GUIDELINES

Category	Purpose	Eligible Activities
<b>A: Debris Removal</b>	Clearance of trees and woody debris; building wreckage; sand, mud, silt, and gravel; vehicles; and other disaster-related material deposited on public and, in very limited cases, private property	<ul style="list-style-type: none"> <li>• Debris removal from a street or highway to allow the safe passage of emergency vehicles</li> <li>• Debris removal from public property to eliminate health and safety hazards</li> </ul>
<b>B: Emergency Protective Measures</b>	Measures taken before, during, and after a disaster to save lives, protect public health and safety, and protect improved public and private property	<ul style="list-style-type: none"> <li>• Emergency Operations Center activation</li> <li>• Warning devices (barricades, signs, and announcements)</li> <li>• Search and rescue</li> <li>• Security forces (police and guards)</li> <li>• Construction of temporary levees</li> <li>• Provision of shelters or emergency care</li> <li>• Sandbagging • Bracing/shoring damaged structures</li> <li>• Provision of food, water, ice and other essential needs</li> <li>• Emergency repairs • Emergency demolition</li> <li>• Removal of health and safety hazards</li> </ul>
<b>C: Roads and Bridges</b>	Repair of roads, bridges, and associated features, such as shoulders, ditches, culverts, lighting and signs	<ul style="list-style-type: none"> <li>• Eligible work includes: repair to surfaces, bases, shoulders, ditches, culverts, low water crossings, and other features, such as guardrails.</li> </ul>
<b>D: Water Control Facilities</b>	Repair of irrigation systems, drainage channels, and pumping facilities. Repair of levees, dams, and flood control channels fall under Category D, but the eligibility of these facilities is restricted	<ul style="list-style-type: none"> <li>• Channel alignment • Recreation</li> <li>• Navigation • Land reclamation</li> <li>• Fish and wildlife habitat</li> <li>• Interior drainage • Irrigation</li> <li>• Erosion prevention • Flood control</li> </ul>
<b>E: Buildings and Equipment</b>	Repair or replacement of buildings, including their contents and systems; heavy equipment; and vehicles	<ul style="list-style-type: none"> <li>• Buildings, including contents such as furnishings and interior systems such as electrical work.</li> <li>• Replacement of pre-disaster quantities of consumable supplies and inventory. Replacement of library books and publications.</li> <li>• Removal of mud, silt, or other accumulated debris is eligible, along with any cleaning and painting necessary to restore the building.</li> <li>• All types of equipment, including vehicles, may be eligible for repair or replacement when damaged as a result of the declared event.</li> </ul>
<b>F: Utilities</b>	Repair of water treatment and delivery systems; power generation facilities and distribution lines; and sewage collection and treatment facilities	<ul style="list-style-type: none"> <li>• Restoration of damaged utilities.</li> <li>• Temporary as well as permanent repair costs can be reimbursed.</li> </ul>
<b>G: Parks, Recreational Facilities, and Other Items</b>	Repair and restoration of parks, playgrounds, pools, cemeteries, and beaches. This category also is used for any work or facility that cannot be characterized adequately by Categories A-F	<ul style="list-style-type: none"> <li>• Roads, buildings, and utilities within those areas and other features, such as playground equipment, ball fields, swimming pools, tennis courts, boat docks and ramps, piers, and golf courses.</li> <li>• Grass and sod are eligible only when necessary to stabilize slopes and minimize sediment runoff.</li> <li>• Repairs to maintained public beaches may be eligible in limited circumstances.</li> </ul>

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

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

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

**TAB 5 TO DAMAGE ASSESSMENT SUPPORT ANNEX  
SAMPLE PUBLIC ASSISTANCE DAMAGE ASSESSMENT FIELD FORM**

**JURISDICTION:** \_\_\_\_\_ **INSPECTOR:** \_\_\_\_\_ **DATE:** \_\_\_\_\_ **PAGE** \_\_\_\_ **of** \_\_\_\_

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

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

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



## TAB 6 TO DAMAGE ASSESSMENT SUPPORT ANNEX INDIVIDUAL ASSISTANCE DAMAGE ASSESSMENT LEVEL GUIDELINES

Damage Definitions	General Description	Things to Look For	Water Levels
DESTROYED	DESTROYED	DESTROYED	DESTROYED
Structure is a total loss.  <b><u>Not economically feasible to rebuild.</u></b>	Structure leveled above the foundation, or second floor is gone. Foundation or basement is significantly damaged.	Structure leveled or has major shifting off its foundation or only the foundation remains. Roof is gone, with noticeable distortion to walls.	More than 4 feet in first floor. More than 2 feet in <b>mobile home.</b>
MAJOR	MAJOR	MAJOR	MAJOR
Structure is currently uninhabitable. Extensive repairs are necessary to make habitable.  <b><u>Will take more than 30 days to repair.</u></b>	Walls collapsed. Exterior frame damaged. Roof off or collapsed. Major damage to utilities: furnace, water heater, well, septic system.	Portions of the roof and decking are missing. Twisted, bowed, cracked, or collapsed walls. Structure penetrated by large foreign object, such as a tree. Damaged foundation.	2 to 4 feet in first floor without basement. 1 foot or more in first floor with basement. 6 inches to 2 feet in <b>mobile home</b> with <b>plywood</b> floors. 1 inch in <b>mobile home</b> with <b>particle board</b> floors.
MINOR	MINOR	MINOR	MINOR
Structure is damaged and uninhabitable. Minor repairs are necessary to make habitable.  <b><u>Will take less than 30 days to repair.</u></b>	Interior flooring / exterior walls with minor damage. Tree(s) fallen on structure. Smoke damage. Shingles / roof tiles moved or missing.	Many missing shingles, broken windows and doors. Loose or missing siding. Minor shifting or settling of foundation. Minor damage to septic system.	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. <b>Mobile home</b> , "Belly Board" to 6 inches.
AFFECTED HABITABLE	AFFECTED HABITABLE	AFFECTED HABITABLE	AFFECTED HABITABLE
Structure has received minimal damage and is <b>habitable without repairs.</b>	Chimney or porch damaged. Carpet on first floor soaked. Broken windows.	Few missing shingles, some broken windows. Damage to air conditioning units / etc. Some minor basement flooding.	Less than 2 inches in first floor Minor basement flooding. <b>Mobile home</b> , no water in "Belly Board".

### 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 7 TO DAMAGE ASSESSMENT SUPPORT ANNEX  
SAMPLE LOCALITY INDIVIDUAL DAMAGE ASSESSMENT FIELD 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	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									
<b>TOTAL PRIMARY</b>										
TOTAL SECONDARY										
TOTAL (incl. Secondary)										
<b>ROADS / BRIDGES</b>	Number of Roads / Bridges Damaged		Number of Households Impacted							
<b>UTILITIES</b>	Number of Households Without Utilities		Estimated Date for Utilities Restoration							
<b>Comments</b>										

# *SUPPORT ANNEX*

## *DEBRIS MANAGEMENT*

### **Coordinating Agency**

Washington County Department of Solid Waste

### **Cooperating Agencies**

All Departments, Agencies, Organizations, and Volunteers as Appropriate to Support Debris Management Efforts (*Reference Appendix 4 – Matrix of Responsibilities*)

#### **Support**

~~Byrd Brothers Emergency Services, L.L.C. (Per contract with Washington County through 2014.)~~

### **Introduction**

#### **Purpose**

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

#### **Scope**

Natural and man-made disasters precipitate a variety of debris that would include, but not be 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 local governments and state agencies 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 local governments and state agencies will be based on the waste management approach of reduction, reuse, reclamation, resource recovery, incineration, and land filling, respectively.

### **Classifications**

## **Burnable Materials**

Burnable materials will be of two types with separate burn locations.

### **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.

### **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

### **Ineligible Debris**

Ineligible debris to remain in place includes, but is not limited to, chemicals, petroleum products, paint products, asbestos, and power transformers.

### **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.

### **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.

Any material found to be classed as hazardous or toxic waste (HTW) shall be reported immediately 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.*

## **Policies**

- The debris removal process must be initiated promptly and conducted in an orderly, effective manner in order to protect public health and safety following an incident;
- The Virginia Department of Transportation (VDOT) has the primary responsibility of clearing and opening roads that are included in the state systems of highways that have been closed because of an event as quickly and safely as possible;
- Private landowners, with possible assistance from the County's independent debris removal contractor, have the responsibility of clearing and opening privately maintained roadways that are not maintained by VDOT;
- Other VDOT responsibilities include:
  - Setting up traffic control and detours; assisting with traffic control for evacuation;
  - Removing debris and downed trees from roadways and coordinating clean-up with other organizations - such as utility companies;
  - Making emergency repairs to damaged roads, bridges and tunnel;
  - Assessing damage and providing emergency engineering service;

- Coordinating long-term recovery to restore transportation infrastructure;
- Communicating road condition information to the public through the Transportation Operations Center and Public Affairs;
- The first priority will be to clear debris from key roads in order to provide access for emergency vehicles and resources into the impacted area;
- The second priority that debris removal resources will be assigned is providing access to critical facilities pre-identified by state and local governments;
- The third priority for the debris removal teams to address will be the elimination of debris related threats to public health and safety including such things as the repair, demolition, or barricading of heavily damaged and structurally unstable buildings, systems, or facilities that pose a danger to the public; and
- Any actions taken to mitigate or eliminate the threat to the public health and safety must be closely coordinated with the owner or responsible party.

## Concept of Operations

### General

The Department of Solid Waste will be responsible for coordinating debris removal operations for Washington County. The department oversees the operation of the county's solid waste disposal operations, facilities, and equipment. Presently the department collects solid waste through a series of Manned Solid Waste Convenience Stations (MCS) located strategically throughout the county and exports the collected waste for disposal out-of-state via the county's solid waste transfer station. The department itself offers no curbside collection services; such services may be contracted for through private waste collection and transportation companies.

Following an emergency or disaster event, Washington County will be responsible for removing debris from property under its own authority, as well as from private property when it is deemed in the public interest. Debris should not impede recovery operations for any longer than the absolute minimum period. To this end, the Washington County Department of Solid Waste 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 clearing crews to begin work immediately after the incident.

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

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

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

Washington County may enter into cooperative agreements with other local governments and state agencies to maximize the utilization of public assets. The development of such agreements must

comply with the guidelines established in the agency procurement manual. All local governments and state agencies that wish to participate in such agreements should be pre-identified prior to the agreement being developed and implemented.

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

Initially, debris will be placed in temporary holding areas until such time as a detailed plan of debris collection and disposal is prepared. This is not anticipated until after the local traffic has been restored. Temporary debris collection sites should be readily accessible by recovery equipment and should not require extensive preparation or coordination for use. Collection sites will be on public property when feasible to facilitate the implementation of the mission and mitigate against any potential liability requirements. Activation of sites will be under the control of Washington County and will be coordinated with other recovery efforts through the EOC and/or Department of Emergency Management. Where appropriate, final disposal may be to the county's landfill and/or transfer station.

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

To facilitate the disposal process, debris will be segregated by type. It is recommended that the categories of debris established for recovery operations will be standardized. The state and its political subdivisions will adapt the categories established for recovery operations by the Corps of Engineers following Hurricane Andrew. The categories of debris have been previously defined. 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 local, state, and federal regulations. The appropriate fire chief and/or the VDEM Regional Hazardous Materials Officer (HMO) will be the initial contact for hazardous/toxic materials.

## **Organization**

Washington County Department of Solid Waste is responsible for the debris removal function, and will work in conjunction with designated support agencies, utility companies, waste management firms, and trucking companies, to facilitate the debris clearance, collection, reduction, and disposal needs of the locality following a disaster. Virginia Department of Transportation (VDOT) will be a key partner in the debris management efforts for the county.

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

## **Responsibilities**

- Develop local and regional resource list of contractors who can assist local government in all phases of debris management;
- Develop sample contracts with generic scopes of work to expedite the implementation of debris management strategies;
- Develop mutual aid agreements with other state agencies and local governments, as appropriate;
- Identify and pre-designate potential debris storage sites for the type and quantity of debris anticipated following a catastrophic event;
- Pre-identify local and regional critical routes in cooperation with contiguous and regional jurisdictions;
- Develop site selection criteria checklists to assist in identification of potential debris storage sites;
- Identify and address potential legal, environmental, and health issues that may be generated during all stages of the debris removal process;
- Identify and coordinate with appropriate regulatory agencies regarding potential regulatory issues and emergency response needs;
- Develop the necessary right-of-entry and hold harmless agreements indemnifying all levels of government against any potential claims;
- Establish debris assessment process to define scope of problem;
- Develop and coordinate prescript announcements with designated Public Information Officer (PIO) regarding debris removal process, collection times, storage sites, use of private contractors, environmental and health issues, etc.;
- Document costs for the duration of the incident;
- Coordinate and track resources (public, private);
- Upon completion of debris removal mission, close out debris storage and reduction sites by developing and implementing the necessary site remediation and restoration actions; and
- Perform necessary audits of operation and submit claim for federal assistance.

## TAB 1 TO DEBRIS REMOVAL SUPPORT ANNEX DEBRIS 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 Washington County. The assumption of three persons per household (H) is used for this model.

The model formula is as follows:

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

Where

**Q** is quantity of debris in cubic yards

**H** is the number of households (7,259)

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

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

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

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

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

*Reference:*

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

# *SUPPORT ANNEX*

## *EVACUATION*

### **Coordinating Agency**

Washington County Department of Emergency Management, and/or  
Washington County Sheriff's Office, and/or  
Virginia State Police (VSP), and/or  
Town Police Departments, and/or  
Virginia Department of Transportation (VDOT)

### **Cooperating Agencies**

All Departments, Agencies, Organizations, and Volunteers as Appropriate to Support Evacuation Efforts (*Reference Appendix 4 – Matrix of Responsibilities*)

### **Introduction**

#### **Purpose**

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

#### **Scope**

This annex is applicable to departments and agencies that are participating and responding with assistance to an evacuation as coordinated by Washington County Department of Emergency Management. This document will address wide-ranging scenarios with no consideration for special incident(s) at this time. Additional incident scenarios will be developed into appropriate incident annexes.

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

#### **Catastrophic Event with Warning**

An event where citizens may need to evacuate or shelter in place then seek evacuation; citizens will not be able to return home in a reasonable period of time. Examples may include major hurricanes, wild land fires, and severe riverine flooding.

#### **Catastrophic Event without Warning**

An event where citizens need to take immediate action to protect themselves, which may or may not involve evacuation efforts after the event. Citizens will not be able to return home in a reasonable period of time. Examples may include terrorism events, severe tornadoes and hazardous material events.

### **Disruptive Event with Warning**

An event where citizens may need to evacuate; citizens will be able to return home in a reasonable period of time. Examples may include hurricanes, minor to moderate flooding events, or hazardous materials events.

### **Disruptive Event without Warning**

An event where citizens need to take immediate action to protect themselves, which may or may not involve evacuation after an event. Citizens will be able to return home within a reasonable period of time. Examples may include severe weather, flash flooding, and transportation accidents.

## **Definitions**

### **Assembly Area**

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

### **Evacuation Route**

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

### **Evacuee**

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

### **Pick-up Point**

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

### **Refuge of Last Resort**

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

### **Shelter**

A facility where evacuees with no end destination point can be processed, evaluated, and provided disaster services from government agencies and/or pre-established voluntary organizations. This facility is generally designed for stays less than 3 days. Supplies available are meals and water for 3 days, basic first aid, sleeping quarters, hygienic support, and basic disaster services (counseling, financial assistance and referral, etc.). Sheltering of pets can be arranged through partner agencies and organizations. ESF #6-Mass Care, Housing, and Human Services will coordinate the need for pet sheltering assistance through the EOC. *Refer to the Animal Care and Control Support Annex for details regarding pet and animal sheltering.*

## **Assumptions**

- A decision to implement voluntary or mandatory evacuation may require interaction and coordination between local, state, federal and certain private sector entities;

- Warning time, in the case of a riverine flood, will normally be available to evacuate the threatened population. A local evacuation might be needed because of a hazardous materials incident, major fire, terrorist incident or other incident;
- Given warning of an event, a portion of the population will voluntarily evacuate before an evacuation has been recommended or directed. Most people who leave their homes will seek shelter with relatives, friends or in motels;
- Evacuation of people at risk for emergency situations that occur with little or no warning will be implemented as determined necessary to protect life and property. Evacuation instructions should be based on known or assumed health or safety risks associated with the hazard. The individual responsible for implementing it should be the Incident Commander at the scene of the emergency, with support from the EOC as necessary;
- The timing of an evacuation directive will be determined by the circumstances of the event;
- A hazard analysis and vulnerability assessment has been completed which identifies the types of threats, the areas and population along the established evacuation routes most vulnerable to these threats;
- During events without warning, there might be limited to no time prior to the event to implement more formalized evacuation processes;
- Emergency evacuations might require evacuation of all or part of a Washington County neighborhood. Evacuation from a designated risk area will affect adjacent and outlying areas within and outside of the county. Traffic control resources must be in place prior to public release of an evacuation order;
- Evacuation will require a greater lead-time to implement than that of in-place sheltering. A delayed evacuation order could endanger the lives and result in civil disorder;
- There are on-going efforts to proactively reach out and educate citizens on family preparedness, evacuation procedures, and where to go for additional information on these subjects;
- Evacuation procedures, to include notification and routing, will be made available to the public by all available means;
- The primary means of evacuation from any event will be private vehicles;
- Residents who are ill or disabled may require vehicles with special transportation capabilities;
- Stranded motorists could present significant problems during an evacuation situation;
- Evacuation or protective action guidance must be communicated in a clear, concise, and timely manner in order to ensure the effective implementation of the strategy recommended. A variety of communication pathways may have to be utilized in order to effectively communicate the hazard, level or risk and the recommended evacuation or protection action to the public;
- Some owners of companion animals might refuse to evacuate unless arrangements have been made to care for their animals;
- Despite the comprehensive effort implemented to communicate evacuation or protective action guidance, some segments of the population might not receive or follow the instructions given;
- Every hospital, long-term care facility, and home health agency should have plans in place to shelter in place, evacuate patients in their care, transport them to safe and secure alternate facilities and support their medical needs; and
- Local emergency managers have been given the authority to review and collaborate with managers of nursing homes, childcare facilities, and assisted living facilities in developing emergency plans.

## **Policies**

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

# Concept of Operations

## Organization

Evacuation of Washington County will be directed by the Department of Emergency Management. In small-scale incidents or incidents needing immediate evacuation, the on-scene incident commander will have the authority to determine and implement evacuation orders. The implementation of the evacuation will be managed in a unified command format to best integrate all necessary s for a successful result. This concept will also be utilized to coordinate no-warning evacuations.

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

- ESF #1-Transportation--traffic management and transport
- ESF #5-Emergency Management
- ESF #6-Mass Care, Housing and Human Services--sheltering
- ESF #13-Public Safety and Security--traffic control and security

Additional ESFs may need to be utilized to enhance the results of the evacuation. If the incident involves chemicals or radiation that may cause contamination of evacuees, staff or workers, ESF #8-Health and Medical and ESF #10-Oil and Hazardous Materials may also be needed. The primary ESFs as listed will utilize their full ESF specific annex and any supporting agencies and ESFs to implement their portion of the evacuation.

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

## Responsibilities

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

## Action Checklist

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

# *SUPPORT ANNEX*

## *INFORMATION TECHNOLOGY*

### **Coordinating Agency**

Washington County Department of Information Systems/GIS

### **Cooperating Agencies**

All Departments, Agencies, and Organizations as Appropriate to Support Information Technology Efforts (*Reference Appendix 4 – Matrix of Responsibilities*)

### **Introduction**

#### **Purpose**

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

#### **Scope**

The primary activities/issues to outline are:

- 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; and
- Planning recognizes local and state policies and plans used to deliver and receive technical support.

### **Concept of Operations**

#### **General**

The Department of Information Systems/GIS is responsible for technical support and coordinates with other appropriate departments and agencies in response to an actual or potential emergency. Washington County relies heavily upon the internal GIS Department to provide mapping and GIS capability.

## Organization

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

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

## Responsibilities

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