

# **City of Virginia Beach Emergency Operations Plan**



**Basic Plan**

**December 2018**

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## Preface

The City of Virginia Beach, Virginia Emergency Operations Plan (EOP) is a multi-discipline, all-hazards plan that establishes a single, comprehensive framework for the management of major emergencies and disasters within the City. The EOP is implemented when it becomes necessary to mobilize community resources to save lives and protect property and infrastructure. The EOP incorporates the National Incident Management System as the City-wide standard for incident management and reflects other changes resulting from the adoption of the National Response Framework and National Disaster Recovery Framework.

The plan outlines the roles and responsibilities assigned to City departments and agencies for response to disasters and emergencies. The EOP is not intended as a stand-alone document but serves as the overarching strategy that aligns more detailed department and agency plans and operating procedures to meet City response and recovery needs.

The successful implementation of the plan is contingent upon a collaborative approach between the City and all stakeholders that constitute its Emergency Management Program, including other public agencies, private entities, non-governmental organizations, and the public. The plan recognizes the significant role these partner agencies and organizations perform during emergencies and disasters and their specific roles and responsibilities are also included in the plan. Separate memoranda of understanding will be established with these organizations, as applicable.

## PLAN FORMAT

The EOP (**The Plan**) consists of the following:

- **Basic Plan**, an operational framework that provides overarching guidance for emergency response and short-term recovery operations. This section also provides references and guidance by providing all applicable State and Federal statutes and planning guidance, as well as City ordinances that pertain to emergency response and recovery. Statewide Mutual Aid and Emergency Management Assistance Compact provisions are included in this section.
- **Emergency Support Function (ESF) annexes** identify the primary and support agencies for each function, describe expected mission execution, and identify tasks assigned to members of the ESF including nongovernmental and private sector partners.
- **Hazard and incident-specific annexes** describe the policies, situation, concept of operations, and responsibilities for particular hazards or incidents.
- **Supporting annexes** describe the framework through which a jurisdiction's departments and agencies, the private sector, not-for-profit and voluntary organizations, and other nongovernmental organizations coordinate and execute the common strategies.

**Item -VI-K.5**  
**ORDINANCES/RESOLUTIONS**

**ITEM #66345**

*Upon motion by Vice Mayor Jones, seconded by Councilman Moss, City Council **ADOPTED, BY CONSENT**, Resolution formally **RE-ADOPTING** the Virginia Beach Emergency Operations Plan*

*Voting: 11-0*

*Council Members Voting Aye:*

*M. Benjamin Davenport, Robert M. Dyer, Barbara M. Henley, Vice Mayor Louis R. Jones, Shannon DS Kane, John D. Moss, Amelia N. Ross-Hammond, Mayor William D. Sessoms, Jr., John E. Uhrin, Rosemary Wilson and James L. Wood*

*Council Members Absent:*

*None*

1 A RESOLUTION FORMALLY RE-ADOPTING THE  
2 VIRGINIA BEACH EMERGENCY OPERATIONS PLAN

3 WHEREAS, the City of Virginia Beach Fire Department, Office of Emergency  
4 Management, regularly and routinely publishes and updates an Emergency Operations  
5 Plan for the City of Virginia Beach; and  
6

7 WHEREAS, Code of Virginia § 44-146.19.E. requires the City Council to formally  
8 review and re-adopt the City of Virginia Beach Emergency Operations Plan every four  
9 years; and  
10

11 WHEREAS, that last adoption of the City of the Virginia Beach Emergency  
12 Operations Plan occurred in 2012; and  
13

14 WHEREAS, the four-year review and revision of the City of Virginia Beach  
15 Emergency Operations Plan is complete.  
16

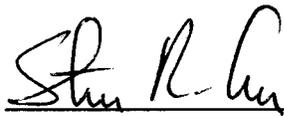
17 NOW THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF  
18 VIRGINIA BEACH, VIRGINIA:  
19

20 That the City of Virginia Beach hereby formally re-adopts the revised Virginia  
21 Beach Emergency Operations Plan.  
22

23 Adopted by the City Council of the City of Virginia Beach, Virginia, this 20<sup>th</sup>  
24 day of September, 2016.

APPROVED AS TO CONTENT:

APPROVED AS TO LEGAL  
SUFFICIENCY:



Steven R. Cover  
Fire Chief  
Fire Department



Roderick R. Ingram  
Deputy City Attorney  
City Attorney's Office

CA13832  
R-1  
September 9, 2016



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## Purpose

The mission of the City of Virginia Beach is to enhance the economic, educational, social, and physical quality of the community and provide sustainable municipal services which are valued by its citizens. To this end, the City's Emergency Operations Plan establishes the organizational framework for City leadership, departments, citizens, private sector and nongovernmental partners, and other stakeholders to effectively prevent and mitigate against, prepare for, respond to, and recover from all-hazards incidents, emergencies, and events that impact this mission in a coordinated manner. Key goals and concepts established through this EOP are as follows:

- Systematic organization of interagency efforts to minimize damage, restore impacted areas, and implement programs to mitigate vulnerability to future events
- Proactive identification and deployment of resources in anticipation of or in response to a disaster event
- Coordinated mechanisms for vertical and horizontal coordination, communications and information-sharing in response to threats or incidents
- Establishment of fundamental agreements that are the basis for interagency and intergovernmental planning, training, exercising, assessment and coordination, and information exchange.

The EOP addresses the immediate requirements for an emergency in which normal operations are interrupted and special measures must be taken to:

- Save lives and protect the health and safety of the public, responders, and recovery workers
- Ensure security of the City
- Provide and analyze information to support decision-making and action plans
- Manage City resources effectively in the emergency response
- Protect and restore critical infrastructure and key resources
- Ensure local government continues to function throughout the incident
- Manage communication regarding emergency response and recovery operations
- Communicate critical information to citizens
- Protect property and mitigate damages and impacts to individuals, communities, and the environment
- Track response resources immediately and throughout response and recovery
- Facilitate recovery of individuals, families, businesses, government, and the environment.
- This plan does not supersede or replace the procedures for safety, hazardous materials response, or other procedures that are already in place in the City. It supplements those procedures with a temporary crisis management structure, which provides for the immediate focus of management on response operations and the early transition to recovery operations.



## Scope and Applicability

The EOP:

- Applies to all natural or human-caused hazards that threaten the well-being of the residents and visitors, including populations with medical, access and functional needs, within the geographic boundary of the City of Virginia Beach. The plan, or portions thereof, may also apply when the City and other jurisdictions provide mutual aid support to emergency situations.
- Establishes a fundamental concept of operations for the comprehensive management of emergencies scalable to the size and scope of the incident.
- Defines the mechanisms to facilitate the delivery of immediate assistance, including the direction and control of local, intrastate, interstate, and federal response and recovery assets.
- Establishes lines of authority and organizational relationships for direction and control of emergency operations and shows how all actions will be coordinated.
- Establishes a method of operations that spans the direction and control of an emergency from initial monitoring through post-disaster response, recovery, and mitigation.
- Defines and assigns specific emergency roles and responsibilities to City departments and partner organizations.
- Describes how emergency operations will be conducted within the City and coordinated with neighboring and regional jurisdictions, the Commonwealth of Virginia, and the Federal Government.
- Outlines methods to coordinate with the private sector and voluntary organizations.
- Applies to all City departments that are tasked with roles and responsibilities within the EOP and recognizes the responsibility of each City department to respond when the size and scope of the incident requires it.
- Describes protection of people (including unaccompanied minors, individuals with limited English proficiency, individuals with disabilities, and others with accessibility requirements and medical and functional needs) and property.
- Establishes the framework and general concept of emergency operations but must be supplemented with additional detailed planning efforts and documents. All City departments are required to develop and maintain administrative policies and procedures; preparedness, continuity, mitigation, and recovery plans; and job aids and tools necessary to effectively execute the assigned responsibilities.

## Authorities

Various statutory authorities, regulations and policies provide the basis for actions and activities regarding incident management. Nothing in this EOP alters the existing authorities of City departments or cooperating agencies. The plan establishes the coordinating structures to integrate the specific regulatory authorities of the spectrum of participating agencies in a



collective framework for action to include mitigation, prevention, preparedness, response and recovery.

## FEDERAL

- [Robert T. Stafford Relief and Emergency Assistance Act of 1988, as amended, 42 U.S.C., Public Law 93-288 as amended by Public Law 100-707](#)
- [Disaster Recovery Reform Act \(DRRA\) of 2018](#)
- [Homeland Security Act of 2002, Public Law 107-296, 116 Stat. 2135](#)
- [The Disaster Mitigation Act of 2000, Public Law 106-390](#)
- [National Response Framework \(NRF\), May 2013](#)
- [National Disaster Recovery Framework \(NDRF\), September 2011](#)
- [Homeland Security Presidential Directive 5, Management of Domestic Incidents, February 28, 2003](#)
- [Homeland Security Presidential Directive 8, National Preparedness, December 17, 2003](#)
- [National Incident Management System \(NIMS\), December 2008](#)
- [Americans with Disabilities Act of 2010](#)
- [Emergency Management and Assistance 44 CFR Chapter 1 \(October 1, 2010\)](#)
- [Emergency Planning and Community Right-to-Know Act of 1986 \(Public Law 99-499, October 17, 1986\), Title III of the Superfund Amendments and Reauthorizations Act \(SARA\)](#)

## COMMONWEALTH OF VIRGINIA

- [Commonwealth of Virginia Emergency Services and Disaster Law of 2000, as amended](#)
- [The Commonwealth of Virginia Emergency Operations Plan, 2012](#)
- [Virginia Post Disaster Anti-Price Gouging Act, Sections 59.1-525 to 59.1-529 Code of Virginia](#)
- [The Code of Virginia, Title 32.1, Section 48.05 to 48.017](#)
- [Commonwealth of Virginia, Office of the Governor, Executive Order Number Six \(2006\), Delegation of Governor's Authority to Declare a State of Emergency and to Call the Virginia National Guard to Active Service for Emergencies or Disasters When the Governor is Out of the Commonwealth of Virginia and Cannot Be Reached](#)
- [Commonwealth of Virginia, Office of the Governor, Executive Order One Hundred and Two \(2005\), Adoption of the National Incident Management System and Use of the National Preparedness Goal for Preventing, Responding to and Recovery from Crisis Events in the Commonwealth.](#)
- [Commonwealth of Virginia, Office of the Governor, Executive Order Number 41 \(2011\), Continuing Preparedness Initiatives In State Government and Affirmation of the Commonwealth of Virginia Emergency Operations Plan](#)



## LOCAL

- Code of the City of Virginia Beach, Sections [2-411](#), [2-412](#), [2-413](#) and [2-215.2](#)

## References

- [FEMA Comprehensive Preparedness Guide \(CPG\) 101, version 2.0, November 2010](#)
- [Local and Tribal NIMS Integration: Integrating the National Incident Management System into Local and Tribal Emergency Operations Plans and Standard Operating Procedures, version 1.0, Department of Homeland Security](#)
- [Emergency Management Accreditation Program \(EMAP\) Standard, September 2013](#)
- U.S. Army Corps of Engineers Virginia Hurricane Evacuation Study, May 2008
- [Commonwealth of Virginia Emergency Operations Plan, as updated](#)
- [Hampton Roads Regional Hazard Mitigation Plan, January 2017](#)

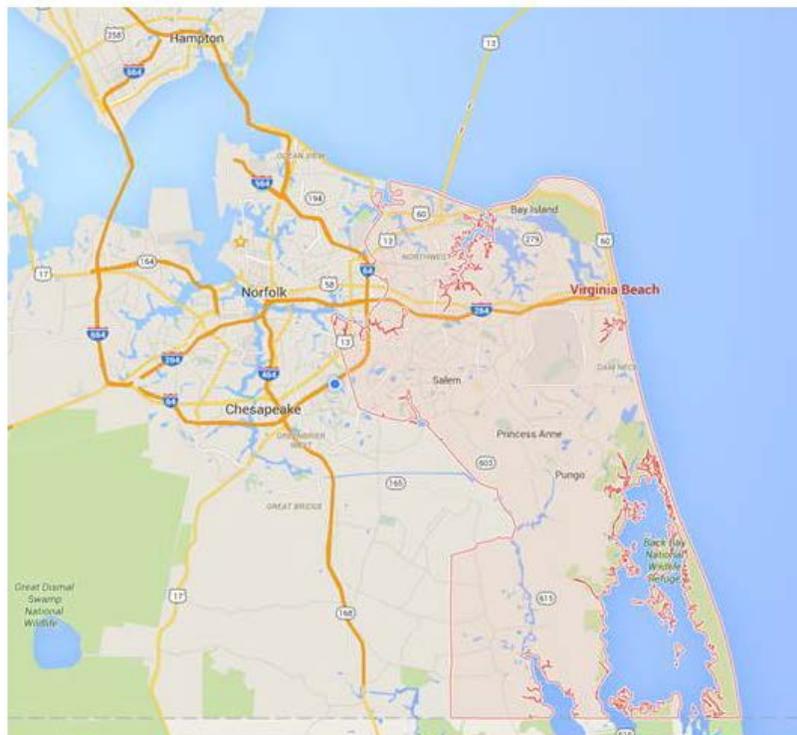
## Situation

### LOCATION AND GEOGRAPHY

Located in the southeastern corner of Virginia, the City of Virginia Beach (Figure 2) is bounded by the Atlantic Ocean on the east, the Chesapeake Bay to the north, the cities of Norfolk and Chesapeake to the west, and Currituck County (in North Carolina) to the south.

The City consists of 307 square miles, including 248 land miles, 59 square miles of water, and 38 miles of beaches. Major waterways include Lynnhaven River and Wolfsnare Creek in the north, Little Creek in the northwest, Broad and Linkhorn Bays in the northeast, Lake Rudee in the east, Back Bay in the southeast, the North Landing River in the southwest, and the Elizabeth River in the west. The City is virtually flat, with a maximum elevation of 12 feet above sea level.

**Figure 1: City of Virginia Beach and Surrounding Region**



Virginia Beach is 209 miles south of Washington, D.C. and 107 miles southeast of Richmond. GPS grid coordinates for Virginia Beach’s Municipal Center are 36°45’1.131” N, 76°3’21.84”.

The largest city in the Commonwealth of Virginia and 39<sup>th</sup> largest city in the United States, Virginia Beach is part of the Virginia Beach Metropolitan Statistical Area (MSA), the 36<sup>th</sup> largest in the United States. The MSA, known as Hampton Roads and Coastal Virginia, encompasses 16



cities and counties with a population of more than 1.7 million and a workforce of more than 1 million.

**CLIMATE**

The City’s climate is humid subtropical, with a mean annual temperature of 60.6°F. July is the warmest month with an average high temperature of 87°F. January is the coldest month with an average temperature of 49°F. Average annual rainfall totals 45 inches and snowfall totals 8.1 inches. Spring and summer are the wettest seasons, but rainfall is fairly constant year-round.

**POPULATION AND DEMOGRAPHICS**

According to the U.S. Census Bureau, the 2017 population estimate for the City of Virginia Beach is 450,435. During the summer tourist season between Memorial Day and Labor Day, the City’s weekly population can swell by an additional 75,000, and holiday weekends can bring over 500,000 additional visitors to the City. U.S. Census Bureau data for 2017 indicate 184,993 housing units in the city (63.2% owner-occupied, 36.8% renter-occupied), with approximately 2.62 persons per owner-occupied household.

The City of Virginia Beach enjoys a diverse population. 2017 U.S. Census Bureau data reports this composition as follows in Table 3:

**Table 3: City of Virginia Beach Demographics Based on 2017 U.S. Census Bureau Data**

	2017 Census Data	% of Population
<b>Age</b>		
Persons under 18	99,997	22.2
Persons 18-65	288,729	64.1
Persons 65 and over	61,709	13.7
<b>Gender</b>		
Female	229,271	50.9
Male	221,164	49.1
<b>Race</b>		
American Indian and Alaska Native	2,252	.5
Native Hawaiian and Other Pacific Islander	901	.2
Hispanic or Latino	36,936	8.2
Black	90,988	20.2
Asian	3,271	.7
White	305,395	67.8
Persons reporting two or more races	18,918	4.2



## GOVERNMENT

The City of Virginia Beach is served by an 11-member elected City Council (including the Mayor), an 11-member elected School Board, elected Constitutional Officers (City Treasurer, Commissioner of the Revenue, Commonwealth's Attorney, and Sheriff), an elected Clerk of Circuit Court, and an elected Soil and Water Conservation Director (Virginia Dare District).

At the State level, the City is part of the 6<sup>th</sup>, 7<sup>th</sup>, 8<sup>th</sup>, and 14<sup>th</sup> State Senate Districts and contains portions of the 21<sup>st</sup>, 81<sup>st</sup>, 82<sup>nd</sup>, 83<sup>rd</sup>, 84<sup>th</sup>, 85<sup>th</sup>, 90<sup>th</sup>, and 100<sup>th</sup> House of Delegates Districts. State-appointed officers include a Chief Magistrate, a Director – 2<sup>nd</sup> District Court Service Unit, and a General Registrar. At the Federal level, the City is served by Virginia's two senators and is in the 2<sup>nd</sup> Congressional District.

## LAND USE

The City is generally divided in half, with the northern, more urban and suburban section of the city focused on mixed-use Strategic Growth Areas and the southern half remaining generally rural. A Green Line (urban-growth boundary) was established in 1979 to demarcate these halves. Figure 2 on the next page illustrates the City's land use posture.

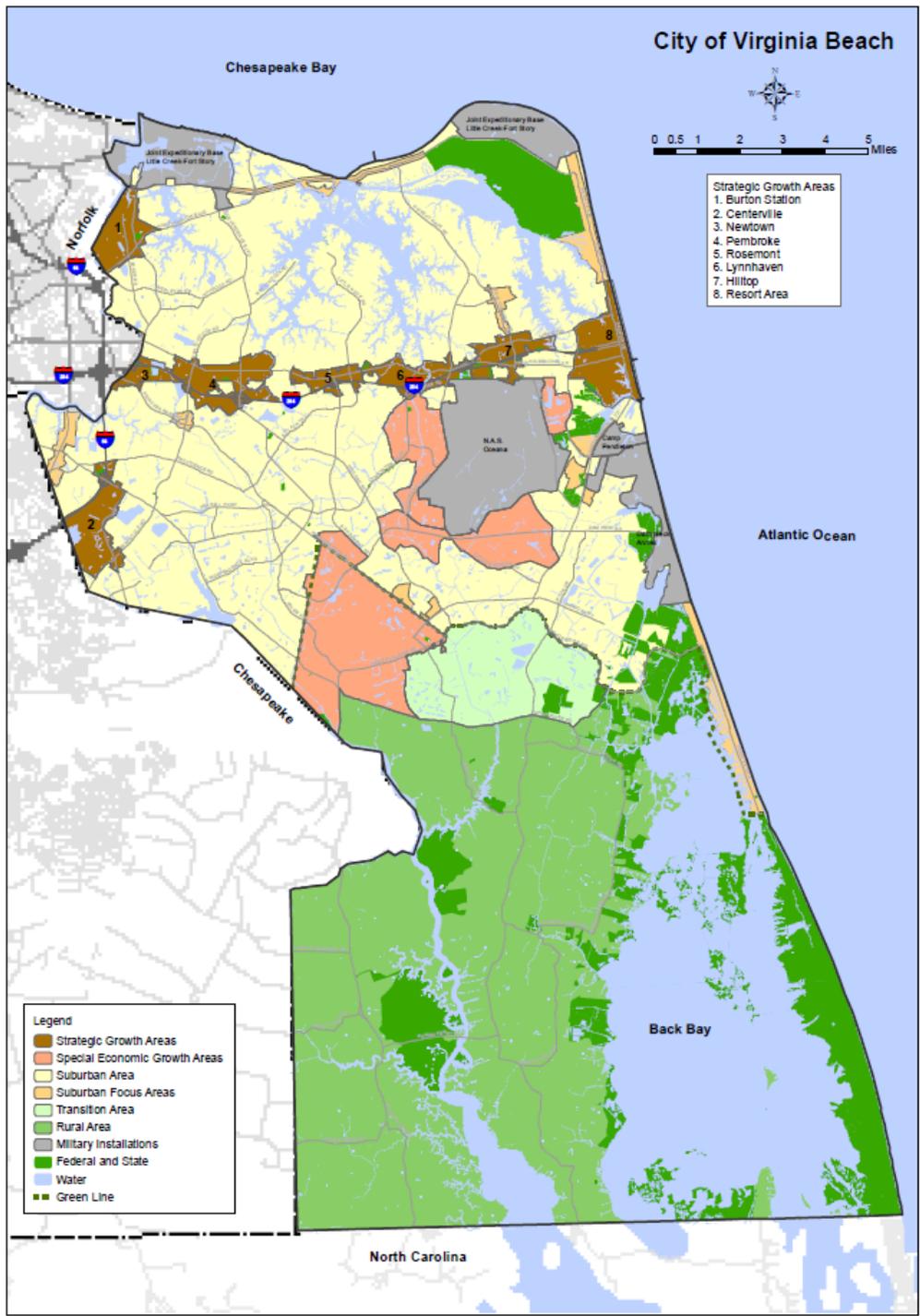
As of 2007, the estimate for developable land for the northern half was roughly 4,400 acres, and few opportunities exist to expand upon open space acquisitions. To combat dwindling undeveloped land inventory, the Strategic Growth Areas of Burton Station, Centerville, Hilltop, Lynnhaven, Newtown, Pembroke, Resort, and Rosemont have been identified as locations that will accommodate new growth at higher densities.

Several military installations call the City's northern section home, including Naval Air Station Oceana, the U.S. Navy's Master Jet Base on the East Coast, Joint Expeditionary Base Little Creek – Fort Story, Dam Neck Fleet Training Center, and Camp Pendleton.

The city's Transition Area, located south of the Green Line, comprises nearly 3,200 acres of developable land, 1,700 acres of which are in the Interfacility Traffic Area between N.A.S. Oceana and Naval Auxiliary Landing Field Fentress in southern Chesapeake. Some additional residential and non-residential growth is permitted in the remaining 1,500 acres consistent with planning policies.

Agricultural use and low-density development best describe the City's southern section. Through perpetual easements as part of the Agricultural Reserve Program, agricultural land is preserved south of the Transition Area. Various size and diverse farm operations include soybeans, corn and wheat, livestock, fruits and vegetables, farm stands, and equestrian operations.

Figure 2: City of Virginia Beach Land Use (2016 Comprehensive Plan Update)



Planned Land Use Map



## ECONOMY AND EMPLOYMENT

Virginia Beach’s largest employer is the U.S. military. Joint Expeditionary Base Little Creek – Fort Story is the City’s single largest employer, with 18,976 active-duty personnel and civilians. N.A.S. Oceana, including the Dam Neck Annex, employs 10,500 active-duty personnel and 4,500 civilians.

According to 2018 Virginia Employment Commission statistics, the City’s civilian labor force was 234,130 people. The City is home to 12,017 establishments. Virginia Employment Commission data (October 2018) indicate a 2.8% unemployment rate for Virginia Beach, which is lower than the 3.1% regional rate.

2018 Virginia Workforce Connection data indicates that the majority of the labor force worked in the accommodation and food services, retail trade, and health care and social assistance occupations. The table below depicts the labor force by occupation sector:

**Table 4: Virginia Beach Civilian Labor Force (Virginia Workforce Connection 2018 (Q2 Data)**

Occupation	% of Workforce
Accommodation and Food Services	15
Retail Trade	13.7
Health Care and Social Assistance	13.2
Educational Services	9.4
Professional, Scientific, and Technical Services	7.5
Administrative and Support and Waste Management	6.6
Construction	5.5
Finance and Insurance	4.5
Public Administration	4.3

## TRANSPORTATION INFRASTRUCTURE

The City’s major east-west thoroughfare and hurricane evacuation route is Interstate 264, which connects with Interstate 64 just to the west of the City’s jurisdictional boundary. U.S. Route 58 (Virginia Beach Boulevard) parallels I-264. U.S. Route 60 (Shore Drive) runs through the northern/northeastern section of the City, intersecting with U.S. Route 13 (Northampton Boulevard) which leads to the Chesapeake Bay Bridge Tunnel, connecting Southside Hampton Roads with the Eastern Shore and points north. Major arterial routes include VA-165 (Princess Anne Road), VA-190 (Witchduck Road), VA-225 (Independence Boulevard), VA-279 (Great Neck Road), VA-403 (Newtown Road), and VA-408 (First Colonial Road).

The City is responsible for maintenance of all public streets within its boundaries. The City’s Public Works’ Traffic Engineering Department is responsible for maintaining all 380 traffic signals necessary for the safe and orderly movement of traffic into and throughout the City. The



City's Traffic Management Center monitors 45 closed-circuit television traffic cameras and can interface with the Virginia Department of Transportation's Traffic Operations Center's interstate camera network.

Public transportation is available through Hampton Roads Transit, which provides service including 12 fixed, 3 oceanfront trolley, and 6 express routes; light rail (accessible via Newtown Road Station to Norfolk); and accessible demand response transportation.

The closest commercial airport is Norfolk International (ORF), located to the City's northwest. Passenger rail service is available through Amtrak's Harbor Park Station near downtown Norfolk.

The Atlantic Intracoastal Waterway, maintained by the U.S. Army Corps of Engineers, provides an inland navigable water route in the southern and west-central portions of the City.

Figure 3 on the next page provides an overview of transportation infrastructure (roads and bridges) in Virginia Beach.





## EDUCATION

Public school enrollment at the following schools within the City’s jurisdictional boundaries totals 68,408 students in 2018:

- 12 high schools: Bayside, Cox, First Colonial, Green Run Collegiate, Green Run, Kellam, Kempsville, Landstown, Ocean Lakes, Princess Anne, Salem, and Tallwood
- 15 middle schools: Bayside, Brandon, Corporate Landing, Great Neck, Independence, Kemps Landing, Kempsville, Landstown, Larkspur, Lynnhaven, Plaza, Princess Anne, Salem, and Virginia Beach
- 55 elementary schools: Alanton, Arrowhead, Bayside, Birdneck, Brookwood, Centerville, Christopher Farms, College Park, Cooke, Corporate Landing, Creeds, Dey, Diamond Springs, Fairfield, Glenwood, Green Run, Hermitage, Holland, Indian Lakes, Kempsville, Kempsville Meadows, Kings Grant, Kingston, Linkhorn Park, Luxford, Lynnhaven, Malibu, New Castle, Newtown, North Landing, Ocean Lakes, Parkway, Pembroke, Pembroke Meadows, Point O’ View, Princess Anne, Providence, Red Mill, Rosemont, Rosemont Forest, Salem, Seatack, Shelton Park, Strawbridge, Tallwood, Thalia, Thoroughgood, Three Oaks, Trantwood, White Oaks, Williams, Windsor Oaks, Windsor Woods, and Woodstock

Approximately 181 private independent schools (including daycare, pre-K through grade 12, and religious-affiliated) also serve students within the City of Virginia Beach.

In terms of higher education, Tidewater Community College, Virginia Wesleyan College, Regent University, Old Dominion University, Norfolk State University, and Hampton University have full or satellite campuses within the City.

- Tidewater Community College’s largest campus in Virginia Beach has 13 buildings including the 134,000-square-foot Advanced Technology Center (shared with Virginia Beach Public School students), 126,000-square-foot Joint-Use Library (a collaboration with the City), and the 65,000-square-foot Regional Health Professions Center.
- Virginia Wesleyan College’s 300-acre campus sits on the border between Norfolk and Virginia Beach and, beyond multiple residential facilities, consists of 9 major buildings including a library, theater, student center, and chapel.
- Regent University’s 70-acre campus consists of 7 main buildings, including a large library, chapel, and Communication and Performing Arts Center. Broadcast studios for the Christian Broadcasting Network are also co-located on campus.
- Old Dominion University and Norfolk State University share space at the Virginia Beach Higher Education Center – the largest satellite campus for both institutions.
- Hampton University’s College of Virginia Beach in Town Center – the institution’s primary satellite facility – houses a number of academic programs at the undergraduate and graduate level.

Figure 4 below provides a spatial orientation to all educational facilities located within the City.





## HISTORICAL PLACES

The City of Virginia Beach is home to the following historical and museum sites:

- Thoroughgood House, built circa 1719 by Argall Thorowgood, one of Virginia's first colonists.
- Francis Land House, built circa 1805 and home to Francis Land IV, a wealthy plantation owner.
- Lynnhaven House, built circa 1725 and home to Francis Thelaball, a plantation owner.
- Princess Anne County Training School/Union Kempsville High School Museum, the first high school for African Americans in Princess Anne County, now Virginia Beach.
- Atlantic Wildfowl Heritage Museum, displaying art and artifacts documenting migratory wildfowl that pass through Eastern Virginia.
- Ferry Plantation House, named for the Lynnhaven River Ferry Service, which began in 1642.
- Old Coast Guard Station, honoring and preserving the history of Virginia's coastal communities and maritime heritage.

Figure 5 on the next page shows historical landmarks and areas within the City.





## CRITICAL INFRASTRUCTURE

Government and privately-owned critical infrastructure exist within the City. Sectors represented include chemical; commercial facilities; communications; critical manufacturing; dams; defense industrial base; emergency services; energy; financial services; food and agriculture; government facilities; healthcare and public health; information technology; nuclear reactors, materials, and waste (within the greater region); transportation systems; and water and wastewater systems.

## MITIGATION OVERVIEW

The City must be prepared to respond to, recover from, and reduce the vulnerability to hazardous incidents. One of the most effective tools a community can use to reduce vulnerability is a local hazard mitigation plan that officials develop, adopt, and update, as needed. The City of Virginia Beach participated in the planning and has adopted the *Hampton Roads Regional Hazard Mitigation Plan* (January 2017). The plan establishes the broad community vision and guiding principles for addressing hazard risk, including the development of specific mitigation actions designed to eliminate or reduce identified vulnerabilities.

## HAZARD AND THREAT ANALYSIS SUMMARY

The City of Virginia Beach, within the Hampton Roads region, is vulnerable to a wide range of natural and human-caused hazards which threaten the safety of residents and have the potential to damage or destroy both public and private property, disrupt the local economy, and impact the overall quality of life of individuals who live, work, and play in the City.

The *Hampton Roads Regional Hazard Mitigation Plan* (January 2017) identifies the natural hazards and their associated risks that threaten the City of Virginia Beach and the Hampton Roads region. Hazards were ranked using a semi-quantitative scoring system that involved grouping the data values (normalized to account for inflation) based on statistical methods. This method prioritizes hazard risk based on a blend of quantitative factors extracted from the National Climactic Data Center (NCDC) and other available data sources. The parameters considered include:

- Historical occurrence;
- Vulnerability of population in the hazard area; and
- Historical impact, in terms of human lives and property and crop damage.

The conclusions drawn from the qualitative assessments, combined with final determinations from the Hampton Roads Mitigation Planning Committee, were categorized for a final summary of hazard risk for the City of Virginia Beach. It should be noted that although some hazards are classified as posing low risk, their occurrence at varying or unprecedented magnitudes is still possible.



Table 5 on the next page summarizes the qualitative assessment of the identified hazards and the degree of risk assigned to each hazard based on historical data, anecdotal data, and input from the Hampton Roads Mitigation Planning Committee.

**Table 5: Hampton Roads Qualitative Assessment of Identified Hazards**

<b>Critical Hazard – High Risk</b>	Flooding Tropical/Coastal Storm
<b>Critical Hazard – Moderate Risk</b>	Sea Level Rise & Land Subsidence Tornado Winter Storm Hazardous Materials Incident
<b>Noncritical Hazard – Low Risk</b>	Shoreline Erosion Earthquake Wildfire
<b>Negligible</b>	Drought Extreme Heat

For more information, see the [2017 Hampton Roads Hazard Mitigation Plan](#).

## Planning Assumptions

- Nothing in this EOP alters or impedes the ability of Federal, State, or local departments and agencies to carry out their specific authorities or perform their responsibilities under all applicable laws, Executive Orders, and directives.
- Emergencies of various type, size, intensity, and duration may occur within or near the jurisdictional boundaries of the City of Virginia Beach with or without warning. These emergencies can develop into disasters that affect the safety, health, and welfare of the population and cause damage or destruction to private and public property as well as the environment.
- Incidents are typically managed at the lowest possible level of government.
- Emergency operations will be managed in accordance with the National Incident Management System (NIMS).
- The City government must continue to function throughout a disaster or emergency situation. Depending upon the scope and magnitude of the incident, concurrent implementation of Continuity Plan operations may be necessary.
- Large-scale emergencies are managed from the Emergency Operations Center (EOC), a centralized operation. An alternate EOC has been designated, and a mobile EOC is available to establish an EOC at an outlying site.
- City departments may be required to respond on short notice and at any time of the day or night to provide effective and timely assistance. It is the responsibility of each department to ensure staff are trained, prepared, and available to respond.



- Response personnel and other employees may be impacted by and potentially become a casualty of the emergency situation, affecting their availability to execute their emergency responsibilities.
- In the event the emergency situation exceeds local emergency response capabilities, outside assistance may be requested, either through mutual aid support agreements with nearby jurisdictions and volunteer emergency organizations or through the Virginia EOC.
- Widespread power and communications outages may require the use of alternate methods of communication to deliver essential services and public information. Communications may be problematic due to demands exceeding capacities.
- Emergency preparedness is everyone's responsibility – residents and government employees should be informed of their personal preparedness responsibilities and educated on how to appropriately prepare for maintaining self-sufficiency in an emergency situation.

## Delegations of Authority

The Commonwealth of Virginia Emergency Services and Disaster Law of 2000, as amended, and the Code of the City of Virginia Beach designate the City Manager as the Director of Emergency Management. The Deputy City Manager serves as the Deputy Director of Emergency Management. The Director of Emergency Management shall have authority to appoint an Emergency Services Coordinator with the consent of the City Council.

The Director of Emergency Management, or designee, is responsible for organizing emergency management and directing emergency operations through the regularly constituted government structure, and using equipment, supplies, and facilities of existing departments and organizations of the City to the maximum extent practicable.

The Director shall prepare or appoint someone to prepare and update a City comprehensive emergency management plan. The Director may, in collaboration with other public and private agencies within the Commonwealth or other States or localities, develop or oversee the development of mutual aid agreements or reciprocal assistance in the case of an emergency or disaster too great to be handled unassisted.

When a local emergency is declared, the Director of Emergency Management, or designee, is authorized to:

- Control, restrict, allocate, or regulate the use, sale, production, and distribution of food, fuel, clothing, and other commodities, materials, goods, services, and resource systems that do not impact systems affecting adjoining political subdivisions.
- Enter into contracts and incur obligations on behalf of the City necessary to combat such threatened or actual disaster, protect the health and safety of persons or property, and provide emergency assistance to the survivors of such disaster.
- In exercising these powers, proceed without regard to time-consuming procedures and formalities prescribed by law (except mandatory constitutional requirements) pertaining



to the performance of public work; entering into contracts, incurring obligations, employing temporary workers, renting equipment, purchasing supplies and materials, and expending public funds, provided such funds in excess of appropriations in the current approved budget are unobligated and available.

The Director of Emergency Management will delegate authority to specific individuals in the event that he or she is unavailable or otherwise delegates his/her authority.

The Director and/or Emergency Management Coordinator may designate a Deputy Coordinator(s) who shall be responsible to them, and shall carry out such tasks as designated by the Director and/or Coordinator. The Director of Emergency Management may designate other personnel when the nature of the emergency is such that a specific level or field of expertise is essential to direct operations.

### **AUTHORITY OF ON-SCENE COMMANDERS**

The Director of Emergency Management delegates authority to operational department heads to appoint on-scene incident commanders using ICS in accordance with NIMS, and establish standard operating procedures (SOPs) to guide the management of emergency operations depending upon the type of incident.

Upon arrival at an emergency, the senior responsible official on scene will establish incident command and designate a command post location in order to manage the emergency. Incidents that begin as a single agency response may evolve into an operation requiring a multi-agency response to meet actual or expected needs.

On-scene Incident Commanders regularly report information to the Emergency Operations Center. Any on-scene requests for resources are directed through the EOC, once it is activated and operational.

### **AUTHORITY OF THE EMERGENCY MANAGEMENT COORDINATOR**

The Director of Emergency Management or designee delegates authority to the Emergency Management Coordinator or designee to activate, staff, and manage the EOC. In the absence of the Coordinator, the Deputy Coordinator will be responsible to carry out his/her assigned duties and responsibilities.

### **AUTHORITY OF CITY DEPARTMENT DIRECTORS**

The City Manager delegates authority to each City Department Director to carry out his/her assigned duties and responsibilities. In the absence of the Director, an Acting Director or Deputy will be appointed to carry out the assigned duties and responsibilities.



The City Code directs the officers and personnel of all city departments, offices and agencies to cooperate with and extend any services and facilities to the Director of Emergency Management upon request.

## Concept of Operations

The Concept of Operations outlines the City of Virginia Beach's general framework for managing incidents, emergencies, and events throughout the emergency management cycle. In summary, the EOP will be activated to quickly assess and respond to the impacts of an incident. Local resources will be fully committed before State or Federal assistance is requested. If the incident exceeds the City's emergency response capabilities, assistance will be requested through the Virginia Emergency Operations Center.

### NATIONAL INCIDENT MANAGEMENT SYSTEM

The City adopted the National Incident Management System (NIMS) as the standard for incident, emergency, and event management throughout the jurisdiction on September 13, 2005. The Emergency Management Coordinator or designee is the single point of contact responsible for coordinating the ongoing implementation and maintenance of NIMS program activities throughout the City. As both a national best practice and a state compliance requirement, NIMS sets common goals across all fundamental incident management components, including a flexible, scalable, and modular organization; unified command wherever possible; Multi-Agency Coordination Systems; common terminology; standardized incident action planning; comprehensive resource management; integrated communications systems; and pre-designated facilities.

The City's emergency response organization will implement a unified incident management strategy that aligns Emergency Support Functions within the Incident Command System to manage, coordinate, and direct resources committed to an incident. This structure supports effective coordination across personnel, facilities, equipment, and systems by maintaining a manageable span of control, staffing functional positions only when needed, and ensuring personnel safety and accountability.

### DIRECTION, CONTROL, AND COORDINATION

#### General

The Commonwealth of Virginia Emergency Services and Disaster Law of 2000, as amended, stipulates that emergency services organizations and operations will be structured around existing constitutional government. The City of Virginia Beach organization for emergency



operations consists of existing government departments and private emergency response organizations.

Direction and control of emergency management is the responsibility of the City Manager as the designated Director of Emergency Management. The day-to-day emergency preparedness program has been delegated to the Emergency Management Coordinator. The Director, in conjunction with the Coordinator, will control emergency operations in time of emergency and issue instructions to other services and organizations concerning disaster response.

The Director of Emergency Management, or designee, has the constituted legal authority for implementing the Emergency Operations Plan and declaring a local emergency. A local emergency may be declared by the Director in consultation with the Emergency Management Coordinator. The declaration of a local emergency activates the EOP or parts thereof. The Director of Emergency Management, or designee, or the Emergency Management Coordinator will notify the Virginia Department of Emergency Management (VDEM) immediately upon the declaration of a local emergency.

The Emergency Management Coordinator, or designee, monitors developing or threatening situations and determines when to recommend activation of the Emergency Operations Center (EOC). Any emergency situation requiring more than routine coordination and assistance and involving multiple departments and organizations may result in an activation of the EOC.

The Director of Emergency Management, or designee, has the authority to order a full activation of the EOC whenever it is appropriate to coordinate the City departments' response to the incident. These circumstances may result in the Declaration of a Local Emergency. Departments and organizations will either be directed to provide a representative to the EOC or placed on alert. ESFs may be selectively activated by the Emergency Management Coordinator, or designee, to meet actual or anticipated requirements. Representatives must have the authority to make decisions and commit resources on behalf of their department or organization.

The Director of Emergency Management, or designee, in coordination with the Policy Group and the City Attorney when necessary, will make policy decisions and actions necessary to ensure an effective and efficient response to emergency incidents.

### Incident Command System

The City of Virginia Beach utilizes the Incident Command System (ICS, a NIMS component) for incident, emergency, and event management throughout the City. ICS is an emergency management system designed to enable effective and efficient management of incidents by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure. ICS is widely applicable to organize both short-term and long-term field operations for the full spectrum of emergencies.



### Unified Command

Unified Command (UC) will be used when there is more than one City department or organization with incident jurisdiction, or when incidents cross political jurisdictions. Departments will work together through the designated members of the UC to establish common objectives and strategies under a single Incident Action Plan (IAP).

In large-scale emergencies, Fire Department Officers, Police Commanders, and EMS Officers may establish a Unified Command Post (UCP) at or near the incident site. They will notify other agencies that need to be present at the UCP. They will jointly appoint command and general staff as necessary to carry out incident objectives.

### Area Command

When a single incident covers a large geographical area or there are multiple incidents, multiple local ICS organizations may be required. When multiple organizations are operational, it may be necessary to establish an Area Command (AC) organization. An AC is an organization established to oversee the management of multiple incidents that are being handled by an ICS organization or to oversee the management of large or multiple incidents.

AC has the responsibility to set the overall strategy and priority, allocate critical resources according to the priorities, and to ensure that all incidents are properly managed and established objectives are achieved. In the event an AC is needed, the Police Chief, Fire Department Chief, or EMS Chief will ensure that appropriate coordination and consultation with the Emergency Management Coordinator is accomplished.

### Multi-Agency Coordination System (MACS)

The primary function of multi-agency coordination is to coordinate activities above the field level and to prioritize the incident demands for critical or competing resources, thereby assisting the coordination of the operations in the field.

The Multi-Agency Coordination System (MACS) consist of a combination of elements: personnel, procedures, protocols, business practices, and communications integrated into a common system. For the purpose of coordinating resources and support among multiple jurisdictions, MACS can be implemented from a fixed facility or by other arrangements outlined within the system.

### Emergency Operations Center (EOC)

One of the most commonly used elements of the MACS is the EOC. In emergency situations that require additional resource and coordination support, the City EOC will be used. In some cases the EOC may also manage direction and control of the incident.



Upon activation, communications and coordination will be established between Incident Command and the EOC. Additionally, the EOC will establish communication and coordination with neighboring jurisdiction EOCs and the Virginia EOC to coordinate response and recovery activities. The City's EOC organization will be discussed in detail later in this Plan.

#### Department Operations Center (DOC)

A department operations center (DOC) is a coordination point that focuses on a single department's internal incident management and response. An example would be a DOC set up by Public Works to manage a debris operation.

City departments may choose to establish a DOC to coordinate their emergency management activities. The DOC will be linked to the EOC and actions will be coordinated through the departmental representatives in the EOC.

## **ORGANIZATION**

#### On-Scene Incident Commander(s)

Most emergency situations are handled routinely by the Fire Department, Police Department, and/or EMS Department with response activities conducted at the field level. ICS is routinely implemented to organize response to the emergency or disaster, incorporating the functions, principles and components of ICS (unified command, action planning, span of control, hierarchy of command). Once an emergency or disaster has occurred or is imminent, the responding department establishes on-scene incident command, including the designation of an Incident Commander (IC) and establishment of an Incident Command Post (ICP). The IC provides command and control, which includes planning, accountability, and carrying out a plan to mitigate the situation. The IC allocates resources assigned to the incident, including those activated through local mutual aid agreements. In the event that multiple locations within the City are affected, an on-scene IC may be present at each of several separate incidents. Depending on the scope of the emergency or disaster, resources needed, and coordination necessary within and outside the City, the Emergency Operations Center (EOC) may be activated to provide support for IC field operations.

#### Emergency Operations Center

The EOC is a facility where City and select other personnel work collaboratively to define emergency priorities, establish policies, assign resources, and coordinate requests for assistance. Upon activation of the EOP, the EOC may be partially or fully staffed (physically or virtually) depending on type and scope of the emergency. Available warning time will be used to implement increased readiness measures, which will ensure maximum protection of the population, property, and supplies from the effects of threatened disasters.



**Policy Group**—provides high level direction during an incident, relying on the On-Scene Incident Commander(s), the Coordination Group and the functional units to execute the plan. The Policy Group is comprised of senior leadership from the City and has the following responsibilities:

- Provide policy decisions and guidance as required by the incident response and recovery actions
- Delegate necessary authorities for incident stabilization and protection of life and property
- Negotiate resolutions to conflicting incident priorities
- Allocate resources required to accomplish the incident management priorities
- Ensure coordination with external agencies and resource providers
- Negotiate critical business function maintenance and restoration
- Monitor the recovery process to ensure recovery is proceeding according to plan and to provide guidance as needed.

The Office of the City Attorney advises the Policy Group as needed.

**Coordination Group**—supports the field response during the implementation of the EOP. The Coordination Group is staffed by personnel representing functional departments of the City that are designated as Emergency Support Function (ESF) primary agencies (see ESF section for more information). Coordination Group members are responsible for ensuring their functional area has standard operating procedures and resources necessary to execute their plan. The Coordination Group is augmented by supporting departments and agencies from across the City and region, as applicable. All primary and supporting agencies must be knowledgeable of overall EOP operations. The composition of the activated Coordination Group may vary depending on the type of emergency.

The major functions of the EOC are:

- **Situational Assessment.** This assessment includes the collection, processing, and display of all information needed. This may take the form of consolidating situation reports, obtaining supplemental information, and preparing maps and status boards.
- **Incident Priority Determination.** The EOC will establish the priorities among ongoing incidents within the City. Processes and procedures will be established to coordinate with Area or Incident Commands to prioritize the incident demands for critical resources. Additional considerations for determining priorities will include: life-threatening situations, threat to property, high damage potential, incident complexity, environmental impact, economic impact, and other criteria established by the EOC.
- **Critical Resource Acquisition and Allocation.** Critical resources will be acquired, when possible, from City departments. Resources may need to be shifted to match the incident needs as a result of incident priority decisions. Resources available from incidents in the process of demobilization may be shifted, for example, to higher priority incidents. Resources may also be acquired from outside the affected area.



- **Support for Relevant Incident Management Policies and Interagency Activities.** The EOC will coordinate, support, and assist with policy-level decisions and interagency activities relevant to incident management activities, policies, priorities, and strategies.
- **Coordination with Others.** A critical part of the EOC process is establishing communication and coordination with surrounding jurisdictions, the State and Federal governments, partner organizations, and public and private sector resources.
- **Coordination with Elected and Appointed Officials.** The EOC will have established policies and procedures to keep elected and appointed officials at all levels of government informed. Providing support and awareness for the officials is extremely important.
- **Coordination of Data.** Through situation assessment department personnel implementing the multiagency coordination procedures may collect, collate, and disseminate incident and operational related information within their area of responsibility as well as provide agency/jurisdictional contacts for media and other interested agencies.

The EOC was built to incorporate blast protection standards, is supported by generators, and has a pre-wired communication setup. The EOC is the traditional setting for centralized emergency coordination. The decision to activate the EOC will be made after consultation with the City Manager. When activated, the EOC will become the operational point of contact to key officials. The EOC is managed by the Emergency Management Coordinator or designee. The Emergency Management Coordinator may request additional staff and support positions as necessary depending upon the nature, scope, and complexity of the incident or the requirements. Some departments and agencies represented at the EOC will have a department operations center. In these circumstances, the individual at the EOC serves as a liaison to the department operations center. As missions are assigned at the EOC, this information is conveyed to the department operations center for implementation. Department operations centers will coordinate their activities with the EOC, to maintain shared situational awareness and reduce duplication of effort.

As an alternative to the primary EOC, OEM may formalize the emergency management organization by coordinating response from VBEMS Headquarters. OEM will announce the activation of the alternate EOC and provide information on key points of contact. Other sites such as the Fire and EMS Training Center have capabilities to become an EOC operation.

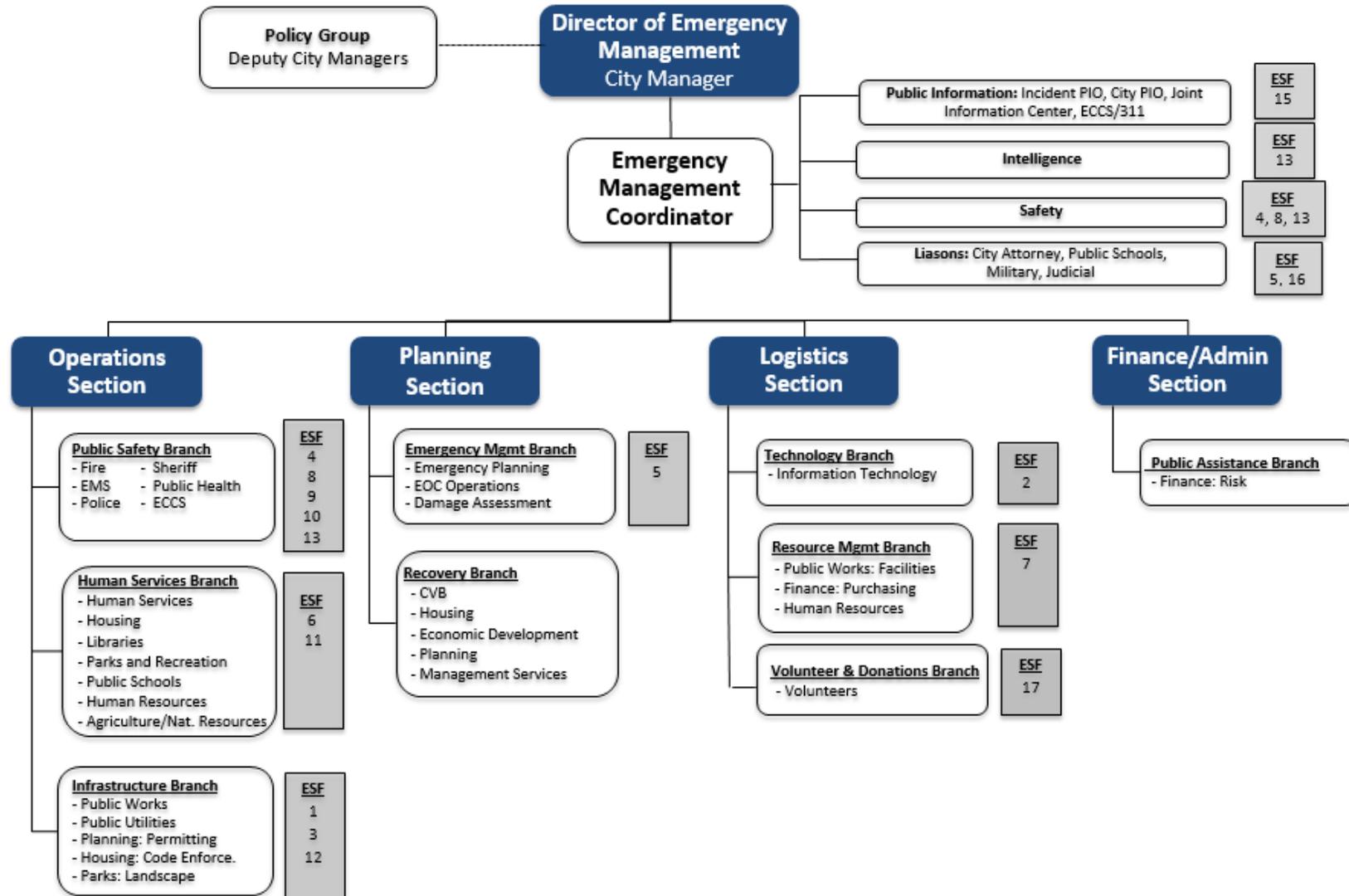
Additional EOC redundancies include the capability to operate virtually through the web-based WebEOC application for information sharing and response coordination, and the availability of a mobile command center for field incidents of limited scope. The mobile command center could be used to provide some EOC functionality in a field location; however its primary role will be to support the Emergency Communications Center (ECC) operations.



## **EOC Organizational Structure**

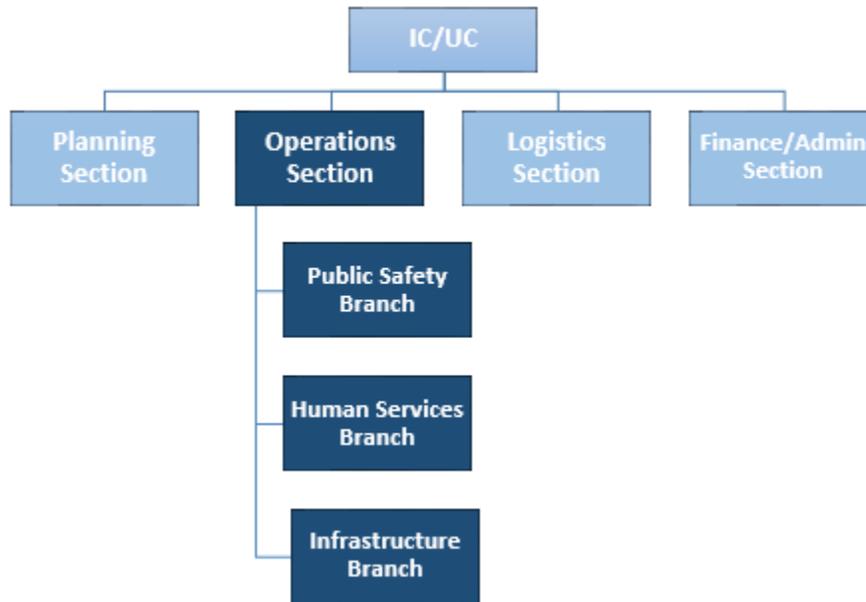
The EOC is organized using ICS principles and consists of a command staff (Incident Commander/Unified Command, Public Information Officer(s), Liaison Officer(s), and Safety Officer(s)) and four sections: Operations, Planning, Logistics, and Finance/Administration. Figure 6 on the next page depicts the overall EOC organization in association with Emergency Support Functions (ESFs – discussed in the next section). Note that depending on the size/type/scope of the incident/emergency/event, not every section, department, or ESF as indicated below will be activated within the EOC.

Figure 6: General EOC Organizational Structure



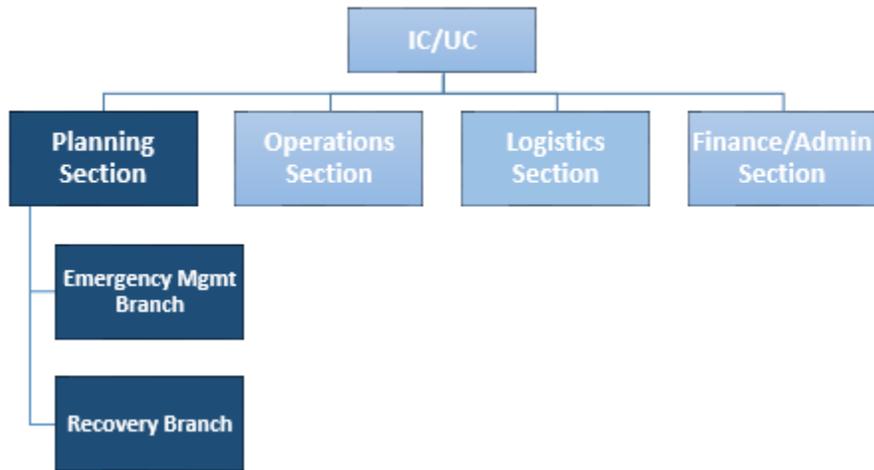
The **EOC Operations Section** provides support to field operations directed towards reducing the immediate hazard, saving lives and property, establishing situational control, and restoring normal conditions. Functionally divided into Public Safety, Human Services, and Infrastructure Branches, the Operations Section is responsible for coordination of all response elements applied to the incident.

**Figure 7: EOC Operations Section Organizational Structure**



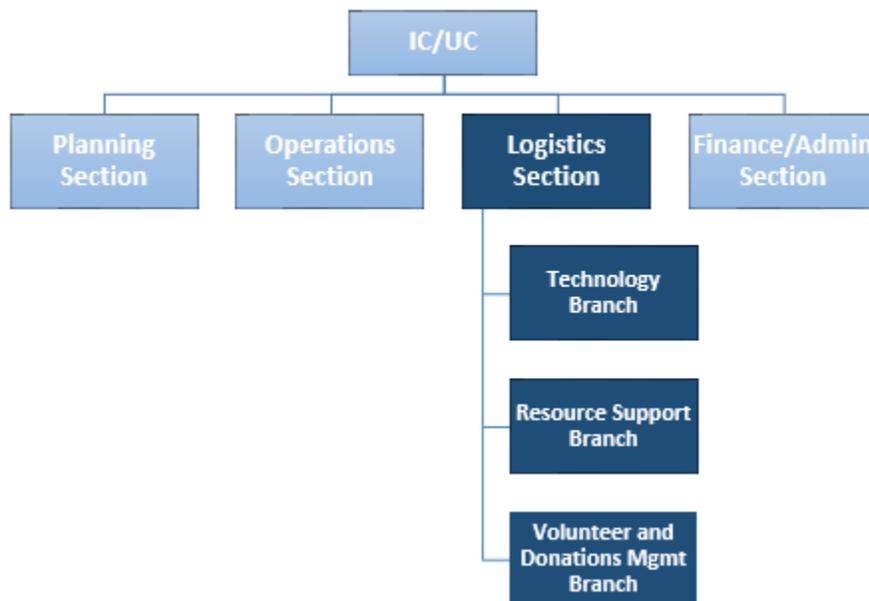
The **EOC Planning Section** collects, analyzes, displays, and disseminates information related to the incident and the status of operations; collects and maintains information on the status of all resources assigned by the EOC to field operations; and is responsible for facilitating the incident action planning process for the EOC and producing the EOC Incident Action Plan (IAP). The Planning Section functions as the primary support for strategic level decision making at the EOC including preparing situation reports, briefings, and map displays; collecting and consolidating damage assessment information; and developing plans necessary to address situational changes in the field. Major functional areas within this Section include Emergency Management and Recovery.

**Figure 8: EOC Planning Section Organizational Structure**



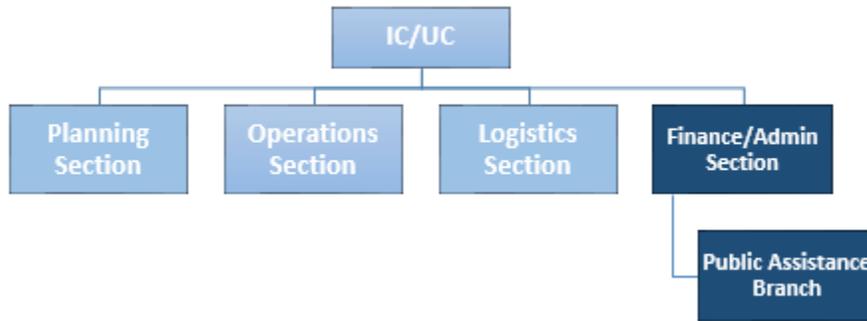
The **EOC Logistics Section** is responsible for the acquisition and movement of supplies, equipment, and personnel in support of field response operations and will provide for the establishment of operating facilities needed to support ongoing response and recovery operations. This Section’s primary functional areas include Technology, Resource Support, and Volunteer and Donations Management.

**Figure 9: EOC Logistics Section Organizational Structure**



The EOC Finance/Administration Section provides financial management policy guidance and establishes procedures to authorize the commitment and payment of funds for resources or services ordered through the EOC. This section tracks expenditures and processes invoices for payment of vendor purchases, contracts, and other payments, and ensures that an accurate accounting of the cost of responding to the incident is maintained. Post-disaster Public Assistance is coordinated through this Section.

**Figure 10: EOC Finance/Administration Section Organizational Structure**



Emergency Support Functions

The EOP organizes the various departments, agencies, and voluntary organizations into 17 Emergency Support Functions (ESFs) to facilitate planning and coordination prior to an incident and to achieve an effective emergency response and recovery, and then implementation of mitigation actions to reduce disaster impacts.

Each ESF has assigned primary agencies and supporting agencies. The primary agencies are designated because they either have statutory responsibility or the prerequisite expertise and resources due to their programmatic or regulatory responsibilities. The primary agency is responsible for leading pre-incident planning and coordination to ensure that all agencies are prepared to provide resources and perform their assigned operational roles. The primary agency is responsible for maintaining the ESF Annex, in collaboration with the Office of Emergency Management. All primary and supporting agencies are responsible for maintaining standard operating procedures for their assigned responsibilities.

ESFs will be activated as needed to support actual or anticipated requirements and coordinating agencies will provide representatives to the EOC upon activation. Within the EOC, the ESF representatives are assigned to specific sections in the Coordination Group: Command, Operations, Logistics, Planning, and Finance and Administration Sections (see Table 6 below).



**Table 6: Emergency Support Function Assignment Within the Emergency Operations Center**

<b>Command</b>	<b>Public Information</b>
	ESF 15: External Affairs
	<b>Liaison</b>
	ESF 5: Emergency Management
	<b>Safety</b>
	ESF 4: Firefighting ESF 8: Public Health and Medical Services ESF 13: Public Safety and Security
	<b>Intelligence</b>
ESF 13: Public Safety and Security	
<b>Operations Section</b>	<b>Public Safety Branch</b>
	ESF 4: Firefighting ESF 8: Public Health and Medical Services ESF 9: Search and Rescue ESF 10: Oil and Hazardous Materials Response ESF 13: Public Safety and Security
	<b>Human Services Branch</b>
	ESF 6: Mass Care, Emergency Assistance, Human Services, and Housing
	<b>Infrastructure Branch</b>
	ESF 1: Transportation ESF 3: Public Works and Engineering ESF 12: Energy
	<b>Emergency Management Branch</b>
ESF 5: Emergency Management ESF 16: Military Affairs	
<b>Planning Section</b>	
<b>Logistics Section</b>	<b>Technology Branch</b>
	ESF 2: Communications
	<b>Resource Support Branch</b>
	ESF 7: Logistics Management and Resource Support
	<b>Volunteer and Donations Management Branch</b>
ESF 17: Volunteer and Donations Management	

Table 7 on the next page summarizes ESF primary and supporting agency roles and responsibilities relative to City departments and functional areas for incident management. *Detailed information regarding specific roles and responsibilities for each ESF is available in the ESF Annexes.*



**Table 7: Summary of Emergency Support Function Roles and Responsibilities**

Emergency Support Function	1: Transportation	2: Communications	3: Public Works & Engineering	4: Firefighting	5: Emergency Management	6: Mass Care, Housing, & Human Services	7: Logistics Management & Resource Support	8: Public Health & Medical Services	9: Search and Rescue	10: Oil & Hazardous Materials Response	11: Agriculture & Natural Resources	12: Energy	13: Public Safety & Security	15: External Affairs	16: Military Affairs	17: Volunteer & Donations Management
<b>City Department</b>																
Agriculture											P					S
City Manager		S	S		S	S	S	S		S	S	S	S	S	P	P
Communications Office	S	S	S	S	S	S		S	S	S	S	S	S	P	S	S
Convention and Visitors																
Economic Development					S											
Emergency Communications & Citizen Services	S	S		S				S	S				S	S		
Emergency Management	S	S	S	S	P	S	S	S	S	S	S	S	S	S	S	S
Emergency Medical Services	S	S				S		P	S	S				S		
Finance					S	S	P	S		S						S
Fire	S	S	S	P	S	S	S	S	P	P				S	S	
Housing & Neighborhood Preservation			S		S	S										
Human Resources					S	S	S									S
Human Services						P		S								S
Information Technology		P			S	S	S					S		S		
Libraries						S					S					S
Management Services																
Museums											S					
Parks and Recreation			S			S					S	S	S	S		S
Planning			S		S						S	S				
Police	S	S	S	S		S		S	S	S	S		P	S	S	
Public Health						S		P		S	S			S		
Public Utilities			P	S		S		S	S			S		S		
Public Works	P		P		S	S	S		S	S	S	P	S	S		P
<b>Elected and Councilmatic Appointments</b>																
Clerk of Court																
Commissioner of the Revenue																
Commonwealth Attorney													S			
Sheriff					S	S		S	S				S			
Treasurer																
<b>Appointed Officials</b>																
City Attorney	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
City Auditor																
City Clerk																
Real Estate Assessor			S		S											
<b>Public Schools</b>																
School Board	S	S	S		S	S	S	S						S		

P = Primary Department or Responsibility  
 S = Supporting Department or Responsibility



## SEQUENCE OF ACTIONS WITHIN THE EMERGENCY MANAGEMENT CYCLE

### Mitigation

The City will take actions to reduce or eliminate long-term risk to people and property from recognized hazards and their side effects. Mitigation measures will be incorporated in the rebuilding of infrastructure damaged in the event. The *Hampton Roads Regional Hazard Mitigation Plan* will be reviewed and updated as necessary, adding City-specific mitigation actions that could be of value in preventing similar impacts for a future disaster. The Emergency Management Coordinator will work with the Virginia Department of Emergency Management's Mitigation Program to develop mitigation grant projects to address the most at-risk areas.

### Prevention, Protection, and Preparedness

The City champions a strong commitment to preparedness, focusing on educating community members on mitigation, prevention, protection, preparedness, response, and recovery strategies. The Emergency Management Coordinator assesses the City's preparedness for natural, epidemic, and terrorist emergencies and then develops and communicates the City-wide strategies, plans, and procedures to address these hazards. Key personnel from across the City are engaged in planning as well as training and exercising emergency response plans. These efforts are complemented through collaboration with representatives from surrounding jurisdictions and regional, State, and Federal agencies on emergency planning.

### Incident Recognition

Local and nongovernmental organizations report threats, incidents, and potential incidents using established communications and reporting channels. The Emergency Management Coordinator is alerted and an immediate incident assessment is conducted to determine the scope and impact of the incident, using information provided by emergency responders, situational awareness tools, and the Emergency Communications Center as appropriate. This assessment leads to a recommendation to activate the EOP and mobilize the Emergency Operations Center Team to handle the crisis situation. The Emergency Management Coordinator advises the Director of Emergency Management on the situation and the need to request a local emergency declaration and EOP activation. The Director of Emergency Management can make the determination to activate the EOP to begin the coordination of information-sharing and incident management activities within and outside the City.

### Internal Incident Notification and Warning

All department point of contacts will be notified of the EOC activation by the Emergency Management Coordinator, or designee, through electronic messaging, email, the City website, social media and/or other available resources. City departments and organizations will notify



their EOC representative(s) and other staff as appropriate through their internal notification process. Additionally, the following notifications will take place:

- The Director of Emergency Management, or designee, will notify the City Council of the activation of the EOC.
- Each ESF will be responsible for additional notifications necessary for emergency operations.
- The Emergency Management Coordinator or designee will advise the Virginia Department of Emergency Management of EOP implementation and EOC activation through the Virginia EOC.

Upon notification, identified EOC representatives shall report to the EOC at the appointed time and be prepared to carry out their assigned roles and responsibilities. Departments will provide appropriate representation to the EOC based upon the level of activation. Department representatives will be prepared to staff the EOC until they are relieved by other department personnel or the incident is terminated.

#### Activation of the Emergency Operations Plan/Emergency Operations Center

The implementation of the EOP and activation of the EOC may or may not occur simultaneously. The level of EOC and EOP activation will be based upon the severity and scope of the incident. The ESFs established by this plan and the Hazard- or Incident-Specific Annexes may be selectively activated based upon initial or anticipated requirements.

The EOP may be implemented by the Director of Emergency Management or the Emergency Management Coordinator or designee. Activation may be based upon weather warnings issued through the National Weather Service (NWS), ECCS, or other sources. Any department head may request that the EOC be activated to support emergencies being managed by their organization.

If the EOC Team is required to convene in person, the Emergency Management Coordinator or designee will activate the EOC. As applicable activities include transporting equipment and supplies to the selected location, setting up workspaces, and associated technology support. EOC Team members are expected to sign in and out of the EOC to assist in resource tracking. All departments and partner organizations are expected to provide a trained representative to the EOC with authority to make decisions and commit resources when requested.

The EOC will establish operational periods as a basis for the incident action planning process at the EOC. Typically, the operational periods are 12 hours long (e.g. 8:00 a.m. to 8:00 p.m. and 8:00 p.m. to 8:00 a.m. during 24-hour operations). The planning process (using the *Planning P*) is designed around identifying and achieving objectives over the next operational period. An EOC IAP will be produced for each operational period to communicate overall EOC objectives.



The EOC will schedule and conduct an operational period (or shift change) briefing at the beginning of each operational period to ensure EOC staff are briefed on the operational elements of the EOC IAP and are aware of the objectives that are expected to be accomplished. Operations within the EOC will be organized and conducted in accordance with established operational procedures, checklists, and job aids. *For more information, see the EOC Standard Operating Procedure (SOP).*

### **EOC Levels of Activation**

The EOC has three levels of activation: monitoring, partial, and full.

1. **Monitoring:** EOC operations are decentralized. Normal emergency response, communication, and resource management protocols are in place.
2. **Partial Activation:** Through physical or virtual activation, certain key designated departments and agencies report to the EOC per OEM request. Partial EOC activations normally take place within regular business hours but may include after-hours or weekend operations. WebEOC, in addition to normal information sharing platforms, is used for situational awareness and resource coordination. Examples of events necessitating a partial EOC activation include planned events, emergencies of limited scope involving multiple departments, or ramp-up operations ahead of a large-scale anticipated or forecasted emergency (e.g. a hurricane).
3. **Full Activation:** All designated EOC positions and Emergency Support Functions are staffed on up to a 24-hour rotational basis. A City declaration of emergency may be pending. WebEOC, normal information sharing platforms, and coordination with external partners (VDEM, VFC, state/federal law enforcement) for intelligence gathering may be required. Examples of events warranting a full EOC activation include major disasters affecting large parts of the City, regional emergencies, terrorist events, etc.

### Response

Once an incident occurs, priorities shift from prevention, protection, preparedness, and incident mitigation to immediate and short-term response activities to preserve life, property, and the environment. Response actions, managed through the previously defined incident management structure, will be prioritized and swiftly implemented. These actions may include, but are not limited to:

- Immediate law enforcement, fire, and/or emergency medical services
- Evacuations
- Transportation system detours
- Emergency public information
- Rapid needs assessment
- Actions to minimize additional damage
- Urban search and rescue



- Provision of public health and medical services, food, ice, water, and other emergency essentials
- Debris clearance
- Emergency restoration of critical infrastructure
- Control, containment, and removal of environmental contamination
- Protection of responder health and safety

Response activities will be coordinated and supported by the EOC Team and City employees associated within the needed Emergency Support Functions. Once immediate response missions and life-saving activities conclude, the emphasis shifts from response to recovery operations and, if applicable, hazard mitigation efforts.

## **Declarations**

### *Non-Declared Disasters*

The Director of Emergency Management, or designee, may direct City departments to respond to emergencies or disasters as outlined in this plan without a formal declaration of an emergency when the expectation is that local resources will be used and that no reimbursement of costs will be requested.

The Director of Emergency Management, or designee, may redirect and deploy City resources and assets as necessary to prepare for, adequately respond to, and quickly recover from an emergency incident. For significant events, the EOC may be activated to monitor the situation, coordinate activities among departments, and to ensure that the City is positioned to rapidly respond to the incident.

### *Types of Declarations*

There are three types of emergency declarations that may apply to a disaster or emergency within the City of Virginia Beach, depending upon the scope and magnitude of the event: local, Commonwealth, and Federal.

- **Local Declaration:** A local emergency declaration activates the Emergency Operations Plan, eliminates time-consuming procurement processes, eases procurement restrictions, and provides for the expeditious mobilization of City resources in responding to a major incident.
- **Commonwealth Declaration:** A declaration of an emergency by the Governor of Virginia that includes the City of Virginia Beach provides the City access to the resources and assistance of the departments and agencies of the Commonwealth, including the National Guard, in the event local resources are insufficient to meet the needs.
- **Federal Declaration:** The Governor of Virginia may request a Federal emergency or major disaster declaration. In the event that the City of Virginia Beach is included in the Federal



declaration, the resources of Federal departments and agencies are available to provide resources and assistance to augment those of the City and the Commonwealth.

#### *Local Emergency Declaration*

The Commonwealth of Virginia Emergency Services and Disaster Law of 2000, [Sections 44-146.17 to 44-146.19c](#) Code of Virginia, as amended, prescribes the authorities pertaining to the declaration of local emergencies.

“Local emergency” as defined by the Commonwealth of Virginia Emergency Services and Disaster Law of 2000 means the condition declared by the local governing body when in its judgment the threat or actual occurrence of an emergency or disaster is or threatens to be of sufficient severity and magnitude to warrant coordinated local government action to prevent or alleviate the damage, loss, hardship or suffering threatened or caused thereby; provided, however, that a local emergency arising wholly or substantially out of a resource shortage may be declared only by the Governor, upon petition of the local governing body, when he deems the threat or actual occurrence of such an emergency or disaster to be of sufficient severity and magnitude to warrant coordinated local government action to prevent or alleviate the damage, loss, hardship or suffering threatened or caused thereby; provided, however, nothing in this chapter shall be construed as prohibiting a local governing body from the prudent management of its water supply to prevent or manage a water shortage.

The Director of Emergency Management, or designee, may declare a local emergency subject to later ratification, within 45 days of the declaration, by the City Council. A local emergency is declared when, in the judgment of the Director of Emergency Management, or designee, the threat or actual occurrence of an emergency or disaster is of sufficient severity and magnitude to warrant a coordinated local government action to prevent or alleviate the damage, loss, hardship, or suffering threatened or caused by the situation.

Whenever a local emergency has been declared, the Director of Emergency Management may control, restrict, allocate or regulate the use, sale, production and distribution of food, fuel, clothing and other commodities, materials, goods, services and resource systems which fall only within the boundaries of that jurisdiction and which do not impact systems affecting adjoining or other political subdivisions, enter into contracts and incur obligations necessary to combat such threatened or actual disaster, protect the health and safety of persons and property and provide emergency assistance to the survivors of such disaster, and proceed without regard to time-consuming procedures and formalities prescribed by law (except mandatory constitutional requirements) pertaining to the performance of public work, entering into contracts, incurring of obligations, employment of temporary workers, rental of equipment, purchase of supplies and materials, and other expenditures of public funds, provided such funds in excess of appropriations in the current approved budget, unobligated, are available.



The declaration of a local emergency activates the EOP and applicable provisions of the plan. When, in its judgment, all emergency activities have been completed, the City Council will take action to terminate the declared emergency. All City departments and partner organizations will receive notification of emergency declarations and terminations through established notification procedures.

#### *Commonwealth State of Emergency*

A “State of Emergency” as defined by the Commonwealth of Virginia Emergency Services and Disaster Law of 2000, as amended, means the condition declared by the Governor when in his judgment, the threat or actual occurrence of an emergency or a disaster in any part of the Commonwealth is of sufficient severity and magnitude to warrant disaster assistance by the Commonwealth to supplement the efforts and available resources of the several localities, and relief organizations in preventing or alleviating the damage, loss, hardship, or suffering threatened or caused thereby and is so declared by him.

The Governor may declare a state of emergency to exist whenever, in his or her opinion, the safety and welfare of the people of the Commonwealth require the exercise of emergency measures due to a threatened or actual disaster.

The Commonwealth of Virginia Emergency Services and Disaster Law of 2000, [Sections 44-146.17 to 44-146.19c](#) Code of Virginia, as amended, prescribes the authority and implications of a declaration of a state of emergency by the Governor. The Governor’s Declaration of a State of Emergency provides for the expeditious provision of assistance to local jurisdictions, including use of the Virginia Army and Air National Guard.

#### *Federal Emergency and Major Disaster Declarations*

Under the provisions of the Robert T. Stafford Act, the Governor may request the President to declare a major disaster or emergency declaration for incidents that are (or threaten to be) beyond the scope of the State and local jurisdictions to effectively respond. The Major Disaster or Emergency Declaration designates the specific political subdivisions within the State (normally counties and independent cities) that are eligible for assistance.

- **Emergency Declaration**

- “Emergency,” as defined by the Robert T. Stafford Act, means any occasion or instance for which, in the determination of the President, Federal assistance is needed to supplement State and local efforts and capabilities to save lives and to protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States.
- An Emergency Declaration is more limited in scope and without the long-term Federal recovery programs of a Major Disaster Declaration. Generally, Federal

assistance and funding are provided to meet specific emergency needs or to help prevent a major disaster from occurring.

- **Major Disaster Declaration**

- *“Major disaster,”* as defined by the Robert T. Stafford Act, means any natural catastrophe, including any: hurricane, tornado, storm, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm or drought, or regardless of cause, any fire, flood, or explosion, in any part of the United States, which, in the determination of the President of the United States is, or thereafter determined to be, of sufficient severity and magnitude to warrant major disaster assistance under the Stafford Act (P.L. 93-288 as amended) to supplement the efforts and available resources of States, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby and is so declared by him.
- A Presidential Major Disaster Declaration puts into motion long-term Federal recovery programs, some of which are matched by State programs, designed to help disaster survivors, businesses, and public entities. For information, see the Disaster Assistance Programs section later in this document.

### **Public Information, Notifications, and Warnings (External Communications)**

In “blue sky” conditions, various city departments and agencies maintain seasonal pre-incident public education awareness and education programs (e.g. hurricanes, fire safety, winter storms, etc.), which generally align with national educational initiatives. Methods used to disseminate information include the City website, social media, television and radio commercials, and outreach events, among others.

During an emergency situation, it is essential that the public be provided with timely, accurate, and easily understood information on any protective measures that need to be taken to save lives and protect property. An emergency situation may occur with little or no warning.

When a local emergency is declared and/or upon activation of the EOC, a representative of the City of Virginia Beach Communications Office will implement the Public Information System (PIS), serve as the Public Information Officer (PIO), and will be the primary point of contact for release of information to the media. Through an established Joint Information Center (JIC) as part of the Joint Information System (JIS), the PIO will coordinate with the EOC and will assume responsibility for public information as the lead for External Affairs. Any request for information by the media shall be referred to the EOC and/or the PIO/JIC. This does not preclude public safety PIOs from responding to media inquiries on the scene and coordinating with External Affairs.

Other departments with technical expertise will provide assistance to the PIO to prepare appropriate protective action guidance and other emergency related information. The PIO will



coordinate the release of information through the appropriate outlets. The PIO will also be responsible for arranging regular briefings for the media at a suitable time and location.

The City website and social media resources will be used to provide emergency information to residents. The City of Virginia Beach maintains an electronic messaging alert system that provides the capability to distribute notifications and emergency alerts to residents that have registered with the system via email, cellular phone, or pager using a text messaging system as well as through reverse 9-1-1 phone calls. The City maintains a government access channel that can be used for emergency notification purposes, Virginia Beach Television (VBTV – Channel 46 on both the Cox Cable System and Verizon FiOS). The City of Virginia Beach utilizes a 24-hour telephone line for public news and information at 757-385-3111. The City uses other media available to the general public (including social media) for public notification.

The Virginia EOC has the primary responsibility of keeping the public informed when an emergency affects a widespread area. State-level emergency public information will be broadcast through the Integrated Public Alert and Warning System (IPAWS). IPAWS is a modernization and integration of the nation’s alert and warning infrastructure that will save time when time matters, protecting life and property. It provides an internet-based capability for Federal, State, territorial, tribal, and local authorities to use in order to issue critical public alerts and warnings. It improves alert and warning capabilities by allowing alerting authorities to deliver their message from a single portal to multiple communication pathways including the Emergency Alert System (EAS), the Commercial Mobile Alert System (CMAS), National Weather Service Dissemination Systems (including NOAA Weather Radio) and other unique and future communication systems. IPAWS is not mandatory and does not replace existing alert methods, but instead offers new capabilities.

The EAS is a national system jointly administered by the Federal Communications Commission, the Federal Emergency Management Agency, and the National Weather Service. It is designed to provide the President of the United States automatic access to U.S. broadcast and cable systems to speak directly to the nation in times of national disaster. The EAS system will be used as necessary within the City of Virginia Beach to disseminate appropriate emergency information.

The National Weather Service issues watches and warnings regarding weather related threats that are disseminated through a variety of sources.

Post-incident outreach initiatives focus on mitigation and preparedness actions ahead of the next emergency; these are conveyed in similar fashion as pre-incident outreach.

### **Worker Safety and Health**

The Occupational Health and Safety Office (OHS) will work with City departments to coordinate the consolidation of responder safety and health-related guidance documents, regulations, and



resources in one location. This information is provided to other agencies, responders, public health departments and emergency management agencies. OHS will work with other City Departments that develop and fund responder training to ensure their curricula are consistent in content and message for each level of responder (e.g., skilled support, operations level). OHS will coordinate with partner organizations to develop and disseminate information on the likely hazards associated with potential incidents and the preventive actions that can be taken to reduce or eliminate illnesses and injuries that may result from hazardous exposure.

OHS staff or department-specific Safety Officers will support worker safety by:

- Providing occupational safety and health technical advice and support to the Incident Safety Officer either at the EOC, Joint Field Office (JFO), or Disaster Recovery Center (DRC);
- Identifying and assessing health and safety hazards and analysis of the incident environment;
- Managing, monitoring, and providing support and assistance in the monitoring of response and recovery worker safety and health hazards. The scope of actions include providing onsite identification, analysis, and mitigation of safety hazards; identification and analysis of the response and recovery worker health hazards by personal exposure monitoring, as needed, including task-specific exposure monitoring for chemical and biological contaminants and physical stressors (e.g., noise, heat, cold, ionizing radiation); and the evaluation of risks from prevalent and emergent hazards;
- Assessing responder safety and health resource needs and identifying sources for those assets;
- Coordinating and providing technical assistance to include industrial hygiene expertise, occupational safety and health expertise, engineering expertise, and occupational medicine;
- Managing the development and implementation of a site-specific health and safety plan (HASP) and ensuring that plans are coordinated and consistent among multiple sites, as appropriate (the HASP outlines the basic safety and health requirements for workers integrated into the Incident Action Plans and other plans used by the response and recovery organizations);
- Managing, monitoring, and/or providing technical advice and support in developing incident personal protective equipment (PPE) program, including the selection, use, and decontamination of PPE and implementation of a respiratory protection fit-test program;
- Coordinating and providing incident-specific responder training;
- Collecting and managing data (exposure data, accident/injury documentation, etc.) to facilitate consistent data-formatting and data-sharing among response organizations;
- Providing psychological first aid during and after incident response and recovery activities;
- Providing responder medical surveillance and medical monitoring and, in conjunction with the Health Department evaluating the need for longer term epidemiological medical monitoring and surveillance of responders;



- Identifying, in coordination with the Virginia Department of Health, appropriate immunization and prophylaxis for responders and recovery workers;
- Providing technical assistance and support in the development and distribution of materials for the prevention, awareness, and abatement of safety and health hazards;
- Providing technical assistance and support for maintenance of psychological resiliency of response and recovery workers; and
- Coordination with State and Federal occupational safety and health agencies (Department of Labor/Occupational Safety and Health Administration) and ensuring compliance with all State and Federal regulations.

### Recovery

Although there is no clear line between the response and recovery phases, the command and control, coordination, and resources to serve disaster survivors transitions from immediate needs to a more deliberate process of program delivery. Recovery activities may include coordination with the State and Federal government for administering State and Federal assistance.

Generally, the termination of the local declaration of emergency and/or the closing of the EOC will signal the formal transition to the recovery phase. OEM is the lead for coordinating recovery operations and developing a plan for long-term recovery and will assume incident command upon the approval of the Director of Emergency Management or designee. The formal transition from response and recovery and the transfer of incident command to OEM will be announced to all departments and organizations using existing notification protocols and procedures.

Short-term recovery is generally any activity to return vital life-support systems and critical infrastructure to minimum operating standards. Short-term recovery operations will begin during the response phase and will focus on rapid debris removal and cleanup, and a coordinated restoration of essential services such as electricity, water, and sanitary systems. Generally, the existing command and ESF structures established by this plan will be used to manage short-term recovery.

Long-term recovery includes any activity designed to return life to normal or an improved state such as business resumption, employment, and rebuilding efforts. The objective of long-term recovery, guided by City strategic land use goals and its comprehensive plan, is to restore facilities to pre-disaster condition. Long-term recovery includes hazard mitigation activities, restoration or reconstruction of public facilities, and recovery of disaster response costs. The major objectives of long-term recovery include:

- Coordinating delivery of social and health services;
- Improving land use planning;
- Restoring local economy to pre-disaster levels;
- Recovering disaster response costs; and
- Effectively integrating mitigation strategies into recovery planning and operations.



The City of Virginia Beach may be eligible to apply for reimbursement of disaster-related expenses either through the Commonwealth of Virginia or the Federal government. Recovery assistance that will be available will depend upon whether or not the City is included in a State and/or Federal emergency or disaster declaration. In the event there is no State or Federal declaration, recovery assistance will include what is provided through City departments and various voluntary organizations. In the event of a Federal disaster or emergency declaration, Federal and State officials will establish and co-locate at a Joint Field Office (JFO) that will serve as the hub for the coordination of disaster assistance and recovery programs throughout the Commonwealth for all declared jurisdictions. OEM as the lead for Long-Term Recovery will provide coordination with VDEM on implementation and management of the recovery programs. Other City departments will provide support as appropriate.

The disaster recovery process may continue for an extended period of time depending upon the scope and magnitude of the incident and the complexity of the recovery process. The Director of Emergency Management, or designee, may establish a Recovery and Restoration Task Force to serve as an advisory group on long-term recovery and restoration issues, policies, and activities.

### **Debris Management**

A major initial recovery function is the management, collection, and disposal of debris. The Department of Public Works serves as lead agency in the coordination of debris collection and disposal. Debris must be removed to restore transportation access, ensure delivery of services to the community, and facilitate short-term recovery. Debris management issues also involve marine operations as well as distinctions between deciduous, non-deciduous, and hazardous materials.

### **Damage Assessment**

Damage assessment is a critical element of recovery operations; it determines the impact of the disaster, identifies resource needs, and, as appropriate, justifies requests for State and Federal assistance. The damage assessment also provides a basis for determining priorities for repair and restoration of essential facilities.

The Emergency Management Coordinator, with assistance from other City departments, is responsible for the overall coordination damage assessment. Department heads are responsible for assessing damage to their resources and in their area of expertise. Within the EOC, the Planning Section is responsible for the collection, analysis, and distribution of damage assessment information.

Damage assessment includes the collection of information on the status of critical infrastructure, such as electric power generation and distribution, telecommunications, transportation, medical services, water supply and distribution, sanitary services, and information on the number and



types of residential, commercial, and/or industrial structures that have been damaged or destroyed. The collection of this information requires the support of multiple City departments and ESFs.

The damage assessment process begins with the on-scene City personnel (e.g. Public Safety, Public Works, Community Emergency Response Team, etc.). Responders will immediately begin collecting damage information on the numbers and types of injuries and fatalities, environmental hazards, street and bridge access, damage to buildings, downed power lines, and damage to critical infrastructure. This information will be provided to the Incident Commander or his/her designee for use in managing the incident, establishing priorities, and determining the need to request additional resources.

There are three types of damage assessments that will be conducted as needed throughout the incident: rapid assessment, initial damage assessment, and preliminary damage assessment.

- **Rapid Assessment (RA), also referred to as Windshield Survey:** A quick survey of the area impacted by a disaster or emergency to ascertain the scope of the event and to determine immediate life-threatening situations and imminent hazards. The RA is typically conducted by the Police Department and supported by Fire and other on-scene public safety personnel and city departments, as needed. A Rapid Assessment is normally accomplished within 24 hours of the incident.
  - **City facility and systems assessment:** Departments will be responsible for assessing and providing a consistent and comprehensive survey of City facilities to identify the current status of the buildings and their components, and report on building systems and major damage that has occurred, if any. The systems that will need to be assessed include, but are not limited to:
    - Civil/site systems
    - Architectural/general building systems
    - Mechanical/electrical systems
    - Structural systems
- **Initial Damage Assessment (IDA):** An initial and/or detailed evaluation and inspection of residential and commercial structures damaged by the incident. IDAs are conducted by City departments for their respective areas of responsibilities and by the Damage Assessment Team if mobilized. An IDA normally will commence within 12 to 24 hours following an incident. If an IDA identifies significant damage, State and Federal support will be summoned to perform a Preliminary Damage Assessment.
- **Preliminary Damage Assessment (PDA):** A survey of the affected area(s) by Federal and State officials to assess the scope and magnitude of damage to determine if Federal assistance may be required. A PDA is initiated by a request from the State to FEMA. Generally, a PDA is conducted prior to an official request by the Governor for the declaration of an emergency or major disaster by the President. Depending upon the types of damages, PDA teams will be organized to assess damage to private property (Individual Assistance – the Federal program that provides disaster housing, grants and



loans to aid individuals and households) or public property (Public Assistance – the Federal program that provides aid to local and state governments to help pay the cost of rebuilding a community’s damaged infrastructure), or separate teams to assess both. The City, through the EOC, will provide administrative and logistical support for the PDA process. Data collected by the City damage assessment process will be provided as appropriate to the joint State and Federal PDA teams.

The objectives of damage assessments are as follows:

- Determine the immediate needs and priorities of disaster survivors.
- Evaluate the damage to housing, businesses, lifelines, and critical facilities.
- Develop initial cost estimates of damage to housing, businesses, lifelines, and critical facilities.
- Identify obstacles or interruptions to emergency operations or impediments to relief efforts.
- Identify secondary threats such as unsafe buildings still occupied or areas at risk to rising floodwaters.
- Estimate the economic impact of the disaster including damages to commerce and industry.
- Monitor public health.
- Determine the resources needed to respond to the disaster and identify the gaps that need to be filled from outside sources.

The departments with assigned damage assessment responsibilities will develop appropriate internal procedures to accomplish their assigned tasks. City departments will work together at the EOC to gather and share information regarding the status of critical infrastructure to maximize the use of specialized resources and to provide a basis for requesting assistance. Information will be provided to the Planning Section at the EOC for consolidation and analysis. *For more information, see the ESF Plans Annexes.*

### **Disaster Assistance Programs**

The types of disaster assistance will vary depending upon the level of emergency and/or disaster declarations. Disaster assistance programs are designed to meet the needs of four distinct groups: individuals and families, businesses, government, and nonprofit organizations.

- Individuals may receive loans or grants for real and personal property, dental, funeral, medical, transportation, unemployment, sheltering, and rental assistance, depending upon the extent of the damage. The State Recovery Task Force program assists the local government to ensure that needed assistance is provided to disaster survivors.
- The Small Business Administration (SBA) provides low-interest loans and can provide assistance with both physical and economic losses as the result of a disaster or emergency.
- Funds and grants are available to government and certain nonprofit organizations to repair, reconstruct, and mitigate the risk of future damage. The Commonwealth



Emergency Relief for Localities program is designed to assist local governments that suffer uninsured damages to public property.

Under a Presidential Major Disaster Declaration, individuals, businesses, and the City may be eligible for a variety of Federal disaster assistance programs under three separate umbrellas: individual assistance, public assistance, and hazard mitigation.

- The **Individual Assistance Program** is jointly administered by VDEM and FEMA, and serves individuals and families affected by the disaster. This program requires that a Federal major disaster declaration is in effect, and that the Individual Assistance Program has been authorized for the City. This Program is designed as a supplement to other assistance that may be available, such as private insurance or disaster assistance loans offered through SBA. Individual Assistance may be available to individuals and households, and can be in the form of a grant, temporary housing (such as travel trailers), low interest loans, services (such as crisis counseling), and eligibility for programs not normally available unless there is a Federal disaster declaration. Individuals register to receive Federal disaster assistance by calling the FEMA toll-free “tele-registration” number. A wide variety of voluntary relief organizations also provide assistance for individuals and families including, among others, the American Red Cross and the Salvation Army.
- The FEMA **Public Assistance Program** requires a state of emergency proclamation, and a Federal declaration of a major disaster that specifically authorizes public assistance for the City of Virginia Beach. This program provides public assistance to state agencies, local governments, political subdivisions of local governments, and certain private nonprofit organizations. This assistance can cover debris removal and/or emergency protective measures taken during the response phase, as well as repair and restoration of damaged facilities. It also includes certain mitigation actions.
- Implementation of the **Hazard Mitigation Grant Program (HMGP)** requires a Federal disaster declaration. Up to 75 percent of the cost of measures designed to reduce future risk and losses to people and property from natural hazards and their effects can be paid by the Federal government.

## Unmet Needs

Unmet needs are any disaster-related losses experienced by the victim that cannot be provided for by the programs available from the City, State, or Federal agencies due to the victim’s ineligibility for such services or goods. During the recovery phase, a collaborative effort is established between the government and the private nonprofit community (and local Volunteer Organizations Active in Disaster, as applicable) to address the issue of unmet needs. During the recovery phase, Long Term Recovery may establish an Unmet Needs Coordination Committee to address this issue. The purpose of this committee will be to identify and resolve emergency and long-term disaster-related unmet needs that cannot be met through traditional programs or resources.



## CONTINUITY

A major incident or emergency could include death or injury of key City officials, the partial or complete destruction of established facilities, and the destruction of vital public records essential to the continued operations of the government. It is essential that law and order be preserved and government services maintained.

Continuity of leadership and government services is particularly important with respect to emergency services, direction of emergency response operations, and management of recovery activities. Under the Commonwealth of Virginia's concept of mutual aid, local officials remain in control of their jurisdiction's emergency operations while additional resources may be provided from other local, State, or Federal sources. A key aspect of this control is the continued capability to communicate official requests, situation reports, and other emergency information throughout the event.

To ensure continuity of government, the City of Virginia Beach Continuity of Government (COG) Plan addresses how the City's governance and local ordinances will be preserved, maintained, or reconstituted. The COG addresses the following elements using guidance provided by the Emergency Management Coordinator, the Virginia Department of Emergency Management, and business continuity best practices:

- Line of succession (minimum of three backups/ successors or three qualified individuals trained for essential department positions).
- Pre-delegation (in writing) of emergency authorities to key officials.
- Command and control.

Key operational departments that constitute the Emergency Management Program have continuity of operation plans that identify:

- Processes and functions that must be maintained
- Essential positions
- Lines of succession
- Priorities for recovery of processes, functions, critical applications, and vital records
- Provision for the safeguarding of vital records and critical applications
- Provision for alternate operating capability and facilities
- Communication resources

## SPECIAL CONSIDERATIONS

The Stafford Act and Post-Katrina Emergency Management Reform Act (PKEMRA), along with Federal civil rights laws, mandate integration, and equal opportunity for people with disabilities. The City of Virginia Beach recognizes the varying and special requirements of individuals that require and utilize the assistance of family members, personal assistants, and/or service animals and is committed to ensuring that the physical and mental health needs of these individuals are



appropriately addressed and that the individuals and assistance providers remain together to the maximum extent possible during evacuation, transport, sheltering, or the delivery of other services. Service animals shall be treated as required by law (e.g., the Americans with Disabilities Act of 1990).

This plan is developed on the premise of non-discrimination and recognizes the need for reasonable modifications of policies, practices, and procedures to ensure nondiscrimination, with reasonableness judged in light of nondiscrimination principles applied in emergent circumstances. The following hallmark tenets of nondiscrimination laws are observed in all phases of emergency management:

- **Self-Determination.** People with disabilities are the most knowledgeable about their own needs.
- **No “One-Size-Fits-All” Policy.** People with disabilities do not all require the same assistance and do not all have the same needs. Many different types of disabilities affect people in different ways. Preparations should be made for people with a variety of functional needs, including people who use mobility aids, require medication or portable medical equipment, use service animals, need information in alternate formats, or rely on a caregiver.
- **Equal Opportunity.** People with disabilities must have the same opportunities to benefit from emergency programs, services, and activities as people without disabilities. Emergency recovery services and programs should be designed to provide equivalent choices for people with disabilities as they do for people without disabilities. This includes choices relating to short-term housing or other short- and long-term disaster support services.
- **Reasonable Accommodation.** Within reason, people with disabilities have the right to have alterations made to their environment or the way things are customarily in order to facilitate equal access opportunities.
- **Inclusion.** People with disabilities have the right to participate in and receive the benefits of emergency programs, services, and activities provided by governments, private businesses, and nonprofit organizations. Inclusion of people with various types of disabilities in planning, training, and evaluation of programs and services will ensure that all people are given appropriate consideration during emergencies.
- **Integration.** Emergency programs, services, and activities typically must be provided in an integrated setting. The provision of services such as sheltering, information intake for disaster services, and short-term housing in integrated settings keeps people connected to their support system and caregivers, and avoids the need for disparate service facilities.
- **Physical Access.** Emergency programs, services, and activities must be provided at locations that all people can access, including people with disabilities. People with disabilities should be able to enter and use emergency facilities and access the programs, services, and activities that are provided. Facilities typically required to be accessible include: parking, drop-off areas, entrances and exits, security screening areas, bathrooms, bathing facilities, sleeping areas, dining facilities, areas where medical care or human



services are provided, and paths of travel to and from and between these areas.

- **Equal Access.** People with disabilities must be able to access and benefit from emergency programs, services, and activities equal to the general population. Equal access applies to emergency preparedness, notification of emergencies, evacuation, transportation, communication, shelter, distribution of supplies, food, first aid, medical care, housing, and application for and distribution of benefits.
- **Effective Communication.** People with disabilities must be given information that is comparable in content and detail to that given to the general public. It must also be accessible, understandable, and timely. Auxiliary aids and services may be needed to ensure effective communication. These resources may include pen and paper; sign language interpreters through on-site or video; and interpretation aids for people who are deaf, deaf-blind, hard of hearing, or have speech impairments. People who are blind, deaf-blind, or have low vision or cognitive disabilities may need large print information or people to assist with reading and filling out forms.
- **Program Modifications.** People with disabilities must have equal access to emergency programs and services, which may entail modifications to rules, policies, practices, and procedures. Service staff may need to change the way questions are asked, provide reader assistance to complete forms, or provide assistance in a more accessible location.
- **No Charge.** People with disabilities may not be charged to cover the costs of measures necessary to ensure equal access and nondiscriminatory treatment. Examples of accommodations provided without charge to the individual may include ramps; cots modified to address disability-related needs; a visual alarm; grab bars; additional storage space for medical equipment; lowered counters or shelves; Braille and raised letter signage; a sign language interpreter; a message board; assistance in completing forms or documents in Braille, large print or audio recording.

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

Contact information for both organizations is maintained on the DCJS website: <https://www.dcjs.virginia.gov/victims-services/report-campus-local-emergency>

Julia Fuller-Wilson  
During office hours: (804) 371-0386  
After hours: (804) 840-4276



Virginia Victims Fund (officially the Criminal Injuries Compensation Fund)

Kassandra Bullock, Director

During office hours: (804) 367-1018

Leigh Snellings, Assistant Director

During office hours: 1-800-552-4007

## **MEDICAL, FUNCTIONAL, AND ACCESS NEEDS**

- Residents or visitors with medical, access and functional needs may include the elderly, children, persons with disabilities (e.g. mobility/vision/hearing/speaking impairments, among others), as well as those who live in institutional settings, are from diverse cultures, have limited or no English proficiency, or are public transportation-dependent.
- People with medical, access and functional needs may require assistance in one or more functions including, but not limited to, maintaining independence, communications, transportation, supervision, and medical care.
- Residents or visitors with medical needs are those who have a health condition and cannot manage independently and require assistance in performing activities of daily living and/or require care for the monitoring of a health condition. Physical conditions that require equipment that uses electricity may come under this definition, although the individuals may regularly perform activities of daily living without human help.
- The Department of Emergency Medical Services, as the primary agency responsible for emergency medical care and services; the Health Department, as the primary agency for Public Health; and the Department of Human Services, as the primary agency for behavioral health, will be responsible for establishing procedures to address the needs of those with medical conditions. Functional and access needs planning will be addressed through the Department of Human Services, with assistance from other City departments, as appropriate.
- The City will develop and maintain policies and procedures to serve these populations to facilitate the delivery of service during an emergency or disaster.

*For more information, see ESF 6 – Mass Care, Emergency Assistance, Human Services, and Housing and ESF 8 – Public Health and Medical Services Annexes.*

## **CHILDREN**

The City of Virginia Beach recognizes the varying and special requirements of children and is committed to ensuring that their physical and mental health needs will be appropriately addressed. Children will stay with their families or caregivers to the maximum extent possible during evacuation, transport, sheltering, or the delivery of other services in emergency situations.



## ANIMALS

The Pets Evacuation and Transportation Standards Act of 2006 (PETS Act) amends the Robert T. Stafford Disaster Relief and Emergency Assistance Act to ensure that State and local emergency preparedness operational plans address the needs of individuals with household pets and service animals following a major disaster or emergency. A companion animal is generally defined as “any dog, cat, or other domesticated animal normally residing and cared for in or near the household of the owner of that animal.”

City public education campaigns exist to inform owners of pocket pets, household pets/companion animals, exotic animals, and livestock what preparedness and response actions should be taken before, during, and after an emergency. Only service animals covered under current Americans with Disabilities Act (ADA) regulations are allowed in City emergency shelters.

The City of Virginia Beach Animal Sheltering Plan, in development under separate cover, addresses emergency animal care, sheltering, and evacuation provisions in compliance with the PETS Act.

## Organization and Assignment of Roles/Responsibilities

### INDIVIDUALS, FAMILIES, AND HOUSEHOLDS

- Although not formally part of emergency management operations, individuals, families, and households play an important role in emergency preparedness and response. By reducing hazards in and around their homes, individuals reduce potential emergency response requirements.
- Individuals, families, and households should also prepare emergency supply kits and emergency plans so they can take care of themselves, their pets, the elderly, and their neighbors for at least 72 hours following a significant event.
- Individuals can also contribute to the preparedness and resilience of their households and communities by volunteering with emergency organizations and completing emergency response training courses.
- Individuals, families, and households should make preparations with family members who have access and functional needs or medical needs. Their plans should also include provisions for their animals, including household pets or service animals.
- During an actual disaster, emergency, or threat, individuals, households, and families should monitor emergency communications and follow guidance and instructions provided by local authorities.



## COMMUNITIES

Communities are groups that share goals, values, and institutions. They are not always bound by geographic boundaries or political divisions. Instead, they may be faith-based organizations, neighborhood partnerships, advocacy groups, academia, social and community groups, and associations. Communities bring people together in different ways for different reasons, and can contribute to preparedness and resilience by sharing information and promoting collective action. Engaging in local emergency planning efforts is important to identifying needs and potential contributions to local planners.

## NON-GOVERNMENTAL, PARTNER, AND VOLUNTEER ORGANIZATIONS

- Non-governmental organizations play vital roles in delivering important services, including core response capabilities. Non-governmental organizations, including racial and ethnic, faith-based, veteran-based, voluntary, and nonprofit organizations, provide sheltering, emergency food supplies, and other essential support services.
- Non-governmental organizations are inherently independent and committed to specific interests and values, which drive the groups' operational priorities and shape the resources they provide.
- Non-governmental organizations bolster government efforts and often provide specialized services to the whole community, as well as to certain members of the population including children; individuals with disabilities and others with access and functional needs; those from diverse religious, racial, and ethnic backgrounds; and people with limited English proficiency.
- Non-governmental organizations are key partners in preparedness activities and response operations.
- The City of Virginia Beach has established relationships with organizations that provide support services to the government and residents of the City either on a daily or as-needed basis. During emergency operations it may be necessary to coordinate with these organizations for information sharing or the provision of services.
- Roles and responsibilities of key partner organizations have been identified in the ESF and Hazard/Incident Specific annexes where necessary. Other organizations will be engaged on an as-needed basis depending on the type, scope, and needs of the incident.

## PRIVATE SECTOR

- Private sector organizations play key roles before, during, and after incidents. Private sector entities include large, medium, and small businesses; commerce, private cultural and educational institutions; and industry, as well as public/private partnerships that have been established specifically for emergency management purposes.
- A fundamental responsibility of private sector organizations is to provide for the welfare of their employees in the workplace.



- In addition, some businesses play an essential role in protecting critical infrastructure systems and implementing plans for the rapid reestablishment of critical infrastructure operations following a disruption. Others are required by existing law and regulation to bear the cost of planning and response to incidents, regardless of the cause.
- In many cases, private sector organizations have immediate access to commodities and services that can support incident response.
- During an incident, key private sector partners have a direct link to emergency management operations.
- OEM, and others as appropriate, will engage the private sector to develop and apply processes, procedures, and communications protocols that support the sharing of operational information and situational awareness relative to potential or actual incidents.
- Critical Infrastructure/Key Resources organizations will be encouraged to organize sector-coordinating and information-sharing mechanisms suitable for their sectors or areas of concern. The City of Virginia Beach will encourage, and when possible provide support to, owners and operators of critical infrastructure whose disruption may have local or regional impact to develop appropriate emergency response plans and information-sharing processes and protocols tailored to the unique requirements of their respective sectors including integration with local, State, and Federal government operations. These entities should validate, exercise, and implement security and business continuity plans to enhance their capability to maintain services.
- Private sector involvement with the City of Virginia Beach during an incident is determined by the nature, scope, and magnitude of the incident. In some circumstances, priorities of incident management actions are developed through a partnership of local, State, and private-sector entities.
- Private sector entities are responsible for the repair, restoration, and security of their property, and will first seek reimbursement for disaster losses from insurance or other sources. Federal disaster assistance may be available, primarily in the form of low-interest loans.

## **INSTITUTIONS OF HIGHER EDUCATION**

As public institutions of higher education, Tidewater Community College, Old Dominion University, and Norfolk State University are required to coordinate with local emergency management, as defined by § [23.1-804](#), to ensure integration into the local emergency operations plan. As a best practice, local private institutions of higher education including Virginia Wesleyan College, Regent University, and Hampton University also coordinate emergency preparedness initiatives with the City of Virginia Beach. To this end, all institutions of higher education within the City maintain collaborative relationships with the Emergency Management Coordinator and share emergency plans accordingly.



## LOCAL GOVERNMENT

### Mayor

- Receives regular situation status updates from the City Manager and is briefed as appropriate on policy issues related to the response and recovery operations.
- Coordinates with other elected officials at the local, regional and State level, including the Congressional Delegation.

### City Council

- Adopts the City's Emergency Operations Plan.
- Establishes policy and provides guidance to the Mayor and Management Leadership Team.
- Reviews and ratifies local declarations of emergency.
- Receives regular situation status updates from the City Manager and is briefed as appropriate on policy issues related to the response and recovery operations.
- Hosts community meetings to ensure needs are being addressed and information is provided to residents.
- Maintains internal notification rosters and the City's Continuity Plan.
- Promulgates the codes, regulations, and ordinances of the City, and provides the funds required to implement and enforce an effective response, recovery, and mitigation program.

### City Manager (Director of Emergency Management)

- Serves as the designated Director of Emergency Management for the City of Virginia Beach and performs the functions identified in the Code of Virginia, Code of the City of Virginia Beach, and this Plan.
- Appoints, with the consent of the City Council, the Emergency Management Coordinator to manage the day-to-day functions of emergency management.
- Directs activation of the City's Continuity Plan, as necessary, in order to maintain essential City operations.
- Organizes and directs emergency operations through the regularly constituted City government using equipment, supplies, and facilities of existing departments and organizations to the maximum extent practicable.
- Develops or causes the development of mutual aid or reciprocal assistance agreements with other public and private agencies within the Commonwealth, other States, or localities within other States, as necessary.
- Directs and reallocates, when necessary, City assets and resources during an emergency.
- The Director of Emergency Management may assume command of an incident or appoint incident commanders to carry out his or her directives.



Deputy City Manager

- Will assume responsibilities of City Manager as required by succession or assignment.

Emergency Management Coordinator

- The Emergency Management Coordinator is appointed by the City Manager.
- Develops and coordinates emergency management plans governing the immediate use of all facilities, equipment, staff, and other resources of the City for the purposes of minimizing or preventing damage to persons and property, and for restoring government services and public utilities necessary for public health, safety, and welfare.
- Ensures the timely activation, staffing, and management of the Emergency Operations Center.
- Coordinates with State and Federal authorities and other political subdivisions as necessary to ensure effective disaster preparedness and response capabilities.
- Coordinates the recruitment of volunteer personnel to provide assistance during disasters and emergencies.
- Coordinates with other public and private agencies engaged in emergency management activities.
- Develops and maintains the City of Virginia Beach Continuity of Government Plan in cooperation with all city departments.
- Coordinates City participation in the development and maintenance of the *Hampton Roads Regional Hazard Mitigation Plan* in cooperation with all city departments.
- Develops and maintains the City's Emergency Operations Plan and ensures it establishes a chain of command and delineates responsibilities of City departments.
- Coordinates damage assessment activities within the City and submission of required reports to VDEM.
- Coordinates with State and Federal authorities in the aftermath of an emergency or disaster to ensure the maximum available support for recovery and assistance for persons and businesses.
- Coordinates the submission of all requests for statewide mutual aid.
- Negotiates and enters into, in coordination with the Director of Emergency Management, mutual aid agreements dealing with adjacent jurisdictions and relief organizations.
- Facilitates an after-action assessment of the disaster/emergency incident and/or exercises to determine what actions can be taken to mitigate future disaster effects and to identify areas for improvement. Maintains a corrective action program that records and monitors "lessons learned" and "corrective actions."
- Develops a schedule for and conducts training to ensure that all persons with specific responsibilities under the EOP understand their duties and are capable of performing their duties.
- Coordinates resources for the Director of Emergency Management and performs all other duties assigned by the Director in the response to an emergency or disaster.



- Works with the City Council to ensure that requirements for infrastructure replacement are consistent with current best practices to ensure the maximum assistance from the Federal government in the event that public facilities must be reconstructed or replaced in the aftermath of a disaster or emergency.
- Provides an annually updated Local Capability Assessment Report (LCAR) to the State Emergency Management Coordinator on or before July 1 of each year.

### City Departments and Organizations

City department heads are responsible for managing their departments and organizations on a day-to-day basis in accordance with the authority granted to them by the City Council, Mayor, City Manager, or Commonwealth law. In the event of a significant emergency, they will be expected, to the extent possible, to carry out their day-to-day assigned duties as well as those outlined in the EOP Basic Plan and ESF, Supporting, and Hazard-Specific Annexes.

The general emergency preparedness responsibilities of all City government organizations and non-government organizations include:

- Perform assigned roles and responsibilities identified in this plan.
- Implement the Emergency Operations Plan concepts, processes, and structures when carrying out assigned roles and functional responsibilities.
- Conduct operations in accordance with the National Incident Management System, applicable Homeland Security Directives, the Commonwealth of Virginia Emergency Operations Plan, and the National Response Framework.
- Conduct planning and preparedness activities designed to prepare department staff to accomplish assigned emergency preparedness, response, and recovery responsibilities.
- Familiarize and train all personnel with their emergency responsibilities and procedures on a regular basis.
- Develop and maintain supporting plans, operational procedures, functional annexes, and checklists to accomplish assigned responsibilities.
- Conduct and participate in planning and training in cooperation with identified primary and support agencies and OEM.
- Maintain financial records in accordance with guidance from the Finance Department, OEM, and other applicable City procedures.
- Establish, maintain, and exercise emergency notification procedures.
- Develop and maintain an inventory of department resources applicable to accomplishing assigned emergency functions.
- Provide senior representatives to the Emergency Operations Center, command post, or other identified emergency locations when activated and requested with appropriate authority to commit personnel and resources on behalf of the department.
- Participate in approved drills, tests, and exercises.
- Maintain a three-tier (or greater) line of succession for the department's senior position(s) with authority to make decisions for committing organizational resources.



- Safeguard vital records including computer digital data at all times.
- Where appropriate, establish stand-by contracts for services, equipment, and other resources with private industry in consultation with the Finance Department.
- Establish mutual aid agreements to maintain liaison with surrounding municipal, county, nonprofit, and private sector counterparts as appropriate.
- Periodically review and update all emergency plans, policies, and procedures.

The roles of each lead and supporting department are identified in the ESF annexes to this Plan. In addition, other responsibilities for departments during emergency operations in the City of Virginia Beach may be assigned depending on the type, scope, and needs of the incident.

## **REGIONAL**

Given the unique geography, transportation interdependencies, and socio-economic characteristics of the Hampton Roads and northeast North Carolina regions, coordination of preparedness with neighboring jurisdictions is essential before, during, and after emergencies. The City of Virginia Beach maintains partnerships with all regional emergency planning entities through plan-sharing, joint training and exercises, and preparedness committee (e.g. Hampton Roads All-Hazards Advisory Committee, Hampton Roads Emergency Management Committee, Virginia/North Carolina Hurricane Evacuation Workgroup) attendance. Due to immediate adjacency to the City of Virginia Beach, close collaboration is observed in particular with the Cities of Norfolk/Chesapeake and Currituck County, North Carolina.

## **COMMONWEALTH OF VIRGINIA**

The public safety and welfare of a state's residents are the fundamental responsibilities of every Governor. The Governor coordinates state resources and provides the strategic guidance for response to all types of incidents. This includes supporting local governments as needed and coordinating assistance with other states and the federal government. The governor also:

- In accordance with state law, may make, amend, or suspend certain orders or regulations associated with response
- Communicates to the public, in an accessible manner, and helps people, businesses, and organizations cope with the consequences of any type of incident
- Commands the state military forces (National Guard personnel not in federal service and state militias)
- Coordinates assistance from other states through interstate mutual aid and assistance agreements, such as the Emergency Management Assistance Compact
- Requests federal assistance including, if appropriate, a Stafford Act declaration of an emergency or major disaster



## **FEDERAL GOVERNMENT**

The Federal government maintains a wide range of capabilities and resources to respond to domestic incidents. Although federal disaster assistance is often considered synonymous with presidential declarations under the Stafford Act, Federal assistance can be provided to state and local jurisdictions through a number of different mechanisms and authorities. For incidents in which Federal assistance is provided under the Stafford Act, the Federal Emergency Management Agency (FEMA) coordinates the assistance. For non-Stafford Act incidents, Federal response or assistance may be led or coordinated by various Federal departments and agencies consistent with their authorities.

## **MILITARY**

With a large portion of land within the City belonging to the United States Military (which is incidentally the City's largest employer), coordination during all phases of the emergency management cycle is critical. In a manner consistent with neighboring jurisdictions and the Hampton Roads region, the City of Virginia Beach maintains collaborative planning relationships with its main military installations (Joint Expeditionary Base Little Creek-Fort Story, Naval Air Station Oceana, Dam Neck Annex, and Camp Pendleton). These installations regularly plan, train, and exercise with City departments and assets, and some agreements are in place to provide for mutual aid support during emergency situations. The City and these installations provide mutual space for each other within their respective EOCs to facilitate coordination, as needed.

## **Information Collection, Analysis, and Dissemination**

Incident situational awareness and a common operating picture is achieved through the use of multiple methods, including email, SharePoint, VB Alert, local and VDOT traffic cameras, WebEOC, local media, and other sources. On an as-needed basis, the City coordinates with the Virginia Fusion Center (VFC), Department of Homeland Security (DHS), and other State and Federal partners to support intelligence-gathering efforts prior to, during, or after planned events and/or emergencies.

The Planning Section in the EOC will be responsible for collection, analysis, and dissemination of incident-specific information through a variety of mechanisms including situation status reports, briefings, email communication, maps, graphics, and WebEOC. The Planning Section will establish the essential elements of the information and reporting schedule.

All ESFs will be responsible for maintaining current situational awareness and reporting requested information accurately and in a timely manner. Critical information will be disseminated in a timely manner independent of reporting schedules. Each ESF will be



responsible for establishing the necessary communication and coordination mechanisms with supporting and partner organizations for information sharing and situational awareness.

Information related to the incident and other information such as personal protective actions or recovery activities will be coordinated with the PIO (External Affairs) and disseminated to the public.

## Communications

The communications infrastructure may be impacted by the emergency situation. Additionally, communications may be problematic due to demands exceeding capacities. It can be anticipated that normal means of communication in the affected areas will either be disrupted or incapacitated. This will require the use of alternate methods of communication to deliver essential services and public information.

ESF 2 – Communications in the EOC will be responsible for establishing and maintaining internal City communications systems. The EM Coordinator and Department of Information Technology will be responsible for establishing communications with surrounding jurisdictions, the Virginia EOC, and Federal agencies as appropriate.

City public safety departments utilize 800 MHz/700 MHz ORION radio systems that allow for reliable, scalable, portable, and interoperable communications with internal departments and other regional public safety agencies. These systems have built-in resiliency and redundancy, including generator power at transmitter sites and multiple tower locations.

To provide additional communications capacity and redundancy, the City maintains a partnership with local Amateur Radio Emergency Services (ARES) groups who can provide support at the EOC, sheltering sites, and other locations as requested.

Hampton Roads city public safety agencies maintain interoperable radio communications as established through the Hampton Roads Tactical Regional Network (HRTacRN) as well as with the State Interdepartmental Radio System. HRTacRAN is the region's core microwave backhaul system providing regional communications interoperability via voice and data transport throughout the Hampton Roads region. HRTacRAN provides—

- DS1 and Ethernet Backhaul throughout the region
- The backhaul technology for the Overlay Regional Inter-Operability Network (ORION) to operate
- Cisco Voice over Internet Protocol (VoIP) and Video services at Dispatch facilities

HRTacRAN resides in each locality's emergency operations center throughout Hampton Roads, allowing all emergency operations centers to communicate with each other and support regional response and recovery efforts in the event of a major catastrophe. The Hampton Roads



Planning District Commission (HRPDC) is the holder of all Federal Communications Commission (FCC) licenses for HRTacRAN. HRTacRAN was established in February 2003.

## **Administration, Finance, and Logistics**

### **REPORTING AND DOCUMENTATION**

Documenting actions taken during response and recovery is important to create a historical record of the event, recover reimbursable costs, document when and why decisions were made, under what circumstances, and what actions were taken, and provide data for after action reviews, planning, mitigation and preparedness purposes.

Each ESF and EOC representative and each department is responsible for documenting actions and expenditures for the duration of the incident. The Planning Section in the EOC is responsible for collecting and collating all reports. The Finance and Administration Section of the EOC is responsible for collecting and collating all financial documentation.

WebEOC is a web-based crisis information management system that provides secure real-time information sharing. It is used by the City of Virginia Beach and other Hampton Roads jurisdictions to manage local and regional incidents. WebEOC logs provide a means to share pertinent information and create a historical record of actions.

Periodic Situation Reports and Incident Action Plans will be created when the EOC is activated. Each ESF will be required to provide requested information in accordance with the established reporting schedule.

### **AFTER ACTION REPORTING**

After-action reviews are essential for identifying issues that impeded operations or innovative approaches that were introduced during the response and recovery that may be applicable to future incidents. For issues to be addressed, they need to be identified and documented.

All departments and partner organizations will participate in the after-action review process and submit issues and recommended solutions to the Emergency Management Coordinator for review and consolidation. The Emergency Management Coordinator or designee may schedule and facilitate an after-action review meeting to verify and document issues for further review and corrective action. Primary ESF agencies should conduct after-action reviews with their support agencies to identify ESF-specific issues or concerns that will be monitored through the corrective actions process.



A formal after-action report may be developed for significant incidents, planned events, or exercises. Corrective actions for the identified deficiencies or areas for improvement will be developed. Departments will be assigned responsibility for developing recommended solutions, identifying a timeline for completion, and implementing the corrective actions.

The Training and Exercises Workgroup will be responsible for managing the corrective action program by documenting issues and tracking the status of resolutions. Open actions will be reviewed as determined appropriate.

## **FINANCE**

All agencies participating in response and recovery operations will maintain accurate records that substantiate their response and recovery actions, to include costs and obligations for resources utilized. The City of Virginia Beach may be able to apply for reimbursement of eligible disaster-related expenses either through the State or the Federal government. It is important that accurate records are readily available to support requests for recovery assistance from the State or Federal government.

Specific guidance for documentation will be provided through the Finance and Administration Section in the EOC. Information that may be required includes, but is not limited to:

- Purchase orders
- Invoices
- Vouchers
- Payroll information
- Hours worked and work locations

## **RESOURCE ORDERING AND MANAGEMENT**

In a disaster or emergency situation, any resources or assets in control of the City will be made available to resolve the situation. Requests will be made by the Incident Commander (IC) to the EOC. If additional resources are required, procurement will be processed via ESF 7: Logistics Management and Resource Support. The following are sources or potential sources for resources that may be available to the City in responding to disasters and emergencies:

- Personnel, staff, equipment, and facilities belonging to the City.
- Resources available from neighboring jurisdictions through local mutual aid agreements.
- Resources available from the private sector through acquisition/purchasing.
- Resources of the Commonwealth of Virginia including the National Guard.
- Mutual aid resources from other States through the Emergency Management Assistance Compact (EMAC).
- Mutual aid available through the Statewide Mutual Aid Program.
- Resources available from the Federal government under the National Response Framework.



If City resources are exhausted, the EOC will submit the request to the State or request mutual aid assistance other local jurisdictions within the Hampton Roads region or from outside jurisdictions within the State. Note that this provision does not apply to existing “automatic” aid/mutual aid agreements.

Unique and specialized resources will be requested from local vendors or the State to resolve the situation. All costs associated with resource procurement will be documented for recovery of expenses incurred, regardless of the source. All requests for outside assistance must be made to the EOC when a declared “Local State of Emergency” exists, so that City-wide requests can be tracked and prioritized. ESF 7 in the EOC is responsible for tracking resource requests and allocations on behalf of the EOC.

If State resources are exhausted, VDEM will request outside assistance from the Federal government provided that a Federal declaration of an emergency or major disaster is in place. Support by military units may be requested through State EOC provided that a State of Emergency Declaration including the City of Virginia Beach is in place. Military forces, when made available, will support and assist local agencies, and may receive mission-type requests from the City Manager or his or her designated representative to include objectives, priorities, and other information necessary to accomplish missions.

## **MUTUAL AID**

The Virginia Emergency Services and Disaster Law of 2000, as amended, authorizes the City Manager, as the Director of Emergency Management, in collaboration with other public and private agencies within the Commonwealth of Virginia or other States or localities within other States, to develop mutual aid or reciprocal assistance agreements in case of a disaster that is too great to be handled unassisted. Emergency assistance may be made available from neighboring jurisdictions in accordance with mutual aid agreements. Emergency resources may be sent from the City of Virginia Beach to assist adjoining jurisdictions. Such assistance will be in accordance with existing mutual aid agreements or, in the absence of official agreements, as directed by the City Manager, or designee, when it is determined that such assistance is necessary and feasible.

The City coordinates the deployment of fire and rescue resources with neighboring jurisdictions through written mutual aid agreements. The City of Virginia Beach maintains a Mutual Aid Agreement with the Cities of Norfolk and Chesapeake that establishes an automatic regional fire and rescue response system between the three jurisdictions.

The City has also adopted the Virginia Statewide Mutual Aid Agreement operated by the Virginia Department of Emergency Management as a supplement to day-to-day local mutual aid agreements. Requests for statewide mutual aid will be coordinated by Emergency Management in accordance with the Statewide Mutual Assistance Manual.



Mutual aid assistance from other States is available through the EMAC. A Governor's Proclamation of a State of Emergency must be in place to request EMAC assistance. Information and Planning at the EOC will process and manage requests for EMAC assistance in accordance with procedures established by VDEM.

City Departments may establish additional local mutual aid agreements as necessary to carry out their assigned roles and responsibilities following a disaster or emergency.

## Plan Development and Maintenance

The development, maintenance, and implementation of the City's Basic Emergency Operations Plan (EOP) is the responsibility of OEM. The City's approach to emergency planning is that it is a continuous process. OEM will coordinate planning needs by involving those agencies and individuals who have responsibility and interest in the plans. The goal of the EOP is to provide a sound working document complementing the City's Emergency Management Program. Secondary goals identify and address the emergency management functions in an aggressive and progressive manner as time and resources allow. This will ensure that comprehensive consideration of emergency management issues are incorporated in the EOP.

This plan, along with the accompanying Emergency Support Function (ESF) plans, will be reviewed and, as needed, updated on an annual basis by June 1 of each year. The City's Emergency Preparedness Committee (EPC), the group of stakeholders constituting the City's Emergency Management Program, reviews and assists in the development and evolution of this plan. Through the EPC, departments advise OEM of needed changes and suggestions for improvement. ESF primary agencies are responsible for the maintenance and revision of their assigned plans, with assistance from ESF supporting agencies. Every four years the plan will be comprehensively reviewed and readopted by City Council, per the Code of Virginia. The City, as a community receiving Emergency Management Assistance Funds, is committed to annually exercising this plan. OEM will select, coordinate, and administer these exercises according to FEMA requirements.

## Training and Exercises

A comprehensive training and exercise program is essential for the effective implementation of the City's Emergency Management Program. The Emergency Management Coordinator is responsible for the overall coordination of the City's emergency preparedness training and exercises program.

- A Training and Exercise Plan Workshop (TEPW) will be conducted annually by Office of Emergency Management staff to assess needs and develop or update the City of Virginia Beach Training and Exercise (T&E) Plan. The T&E Plan will include priorities based on



the goals and objectives of the training program, the core capabilities that the City will train and exercise, and a multi-year schedule.

- Each department with assigned roles and responsibilities in this Plan will ensure that staff members are trained and provided the opportunity to participate in exercises. Departments will maintain a roster of trained staff.
- The City, as a Local/Commonwealth Performance Partnership Agreement (LPPA) jurisdiction, is required to hold annual exercises unless an actual emergency occurs that meets the exercise requirement. In addition to department level exercises, the City may also participate in various Federal and State exercises. Such exercises are encouraged to support planning and operational readiness.
- Exercises will be evaluated so that shortcomings in the plans, training, coordination, and operational procedures can be identified and corrected through a Corrective Action Program.

All provided training will be compliant with current NIMS guidance – see Table 8 below. Specialized training based on the City’s hazards are also addressed in the training program.

**Table 8: NIMS-Compliant Training Reference Chart**

	<b>Personnel</b>	<b>Required Training</b>
<b>ICS-400 (Command)</b>	<b>Command and General Staff</b> Department heads with multi-agency coordination system responsibilities, area commanders, emergency managers, MACC/EOC managers	<i>FEMA IS-700.A: NIMS, An Intro</i> <i>FEMA IS-800.B: NRF</i> <i>ICS-100: Intro to ICS</i> <i>ICS-200: Basic ICS</i> <i>ICS-300: Intermediate ICS</i> <i>ICS-400: Advanced ICS</i>
<b>ICS-300/IS-800 (Managers)</b>	<b>Middle Management</b> Strike team leaders, task force leaders, unit leaders, division/group supervisors, branch directors, and MACC/EOC staff	<i>FEMA IS-700.A: NIMS, An Intro</i> <i>FEMA IS-800.B: NRF</i> <i>ICS-100: Intro to ICS</i> <i>ICS-200: Basic ICS</i> <i>ICS-300: Intermediate ICS</i>
<b>ICS-200 (Supervisors)</b>	<b>First Line Supervisors</b> Single resource leaders, field supervisors, and other emergency management/response personnel that require a higher level of NIMS training	<i>FEMA IS-700.A: NIMS, An Intro</i> <i>ICS-100: Intro to ICS</i> <i>ICS-200: Basic ICS</i>
<b>ICS-100/IS-700 (Responders)</b>	<b>Entry Level Responders &amp; Disaster Workers</b> EMS, fire, police, hospital, public health, public works/utilities, skilled support and other emergency management response, support, and volunteer personnel at all levels	<i>FEMA IS-700.A: NIMS, An Intro</i> <i>ICS-100: Intro to ICS</i>

Note: Courses in *bold italics* are currently required for NIMS compliance.

Exercises will be compliant with Homeland Security Exercise and Evaluation Program (HSEEP) guidance, including the building-block concept of exercise design, planning, and execution – see Figure 11 below.

**Seminar:** A seminar involves brief discussions of preparedness strategies and goals. It helps orient participants to new plans, policies or procedures, research, assess interagency capabilities, and construct a common framework.

- **Workshop:** A workshop involves more participants and often includes breakout sessions to develop new ideas, processes or procedures, and can be used to develop and obtain consensus for written plans.
- **Tabletop Exercise:** A tabletop exercise gathers participants with an experienced facilitator to identify areas for sustainability and improvement in existing plans, present new concepts, and features a slower-paced problem solving process.
- **Game:** A game features a realistic scenario in a tabletop exercise to test existing and potential strategies, and prepare for more complex exercises.
- **Drill:** A drill is a supervised activity that tests a specific operation or function or maintains a specific operations or emergency response capability.
- **Functional Exercise:** A functional exercise is a single or multi-agency activity designed to evaluate capabilities and multiple functions using simulated response. It can be used to evaluate management of EOCs, command posts, and headquarters, and assess the adequacy of response plans and resources.
- **Full-Scale Exercise:** A full-scale exercise is a high-stress, multi-agency, multi-jurisdictional activity involving actual deployment of resources in a coordinated response. It includes mobilization of units, personnel, and equipment and scripted exercise scenarios.

**Figure 11: Building-block approach to exercises**





## Emergency Support Functions

The Emergency Support Function (ESF) format, which is an element of the National Incident Management System (NIMS), is used in planning documents of all levels of government including the National Response Framework (NRF), Commonwealth of Virginia Emergency Operations Plan (COVEOP), and numerous Local Emergency Operations Plans (LEOP) throughout the state.

ESFs represent groups of functions most frequently used to provide response for disasters and emergencies and provide the structure for coordinating interdepartmental and intergovernmental support for response to an incident occurring in the City of Virginia Beach. While it is not a requirement of local government to adopt the ESF format in order to be NIMS compliant, this format facilitates communications between various levels of government during large-scale emergencies.



## ESF 1: Transportation

<b>Primary Agency</b>	Department of Planning & Community Development (PCD)
<b>Supporting Agencies</b>	Department of Public Works (DPW) – Traffic Management
	Office of Emergency Management (OEM)
	Department of Emergency Communications and Citizen Services (ECCS)
	Virginia Beach Fire Department (VBFD)
	Virginia Beach Police Department (VBPD)
	Virginia Beach Department of Emergency Medical Services (VBEMS)
	Virginia Beach Department of Human Services (DHS) – Transportation Division
	Virginia Beach Department of Parks and Recreation (DPR)
<b>Regional Support Agencies</b>	Virginia Beach City Public Schools (VBCPS)
	Port of Virginia (PoV) Virginia Department of Transportation (VDOT)
	Norfolk International Airport (ORF)
<b>State Supporting Agencies</b>	Hampton Roads Transit (HRT)
	Tidewater Community College – Virginia Beach campus (TCC – VB)
	Virginia Department of Transportation (VDOT)
	Virginia State Police (VSP)
<b>Federal Supporting Agencies</b>	Virginia National Guard (VANG)
	United States Department of Transportation (USDOT)
	United States Coast Guard: Sector Hampton Roads (USCG)
	Commander, Navy Installations Command
	AMTRAK passenger rail service

### MISSION STATEMENT

Manage all emergency transportation resources for the response to and recovery from any disaster or emergency within the City of Virginia Beach including coordination of transportation resources in support of evacuation.



## SCOPE AND POLICIES

- Major modes of transportation in the City include public transportation services provided by Hampton Roads Transit and school pupil transportation. This ESF annex is intended to provide a flexible organizational structure capable of meeting the various requirements of many disaster scenarios with the potential to require activation of the Emergency Operations Center (EOC). ESF 1 is a functional annex to the Emergency Operations Plan (EOP). Specific operating procedures and protocols are addressed in documents maintained by the participating organizations. This ESF applies to all individuals and organizations involved in transportation activities required to support disaster response and recovery operations in the City of Virginia Beach. Specifically, this ESF addresses:
  - Movement of people, resources, and domestic pets
  - Assessment of impact of emergency situation on transportation infrastructure
  - Coordination of resource movement
  - Traffic restrictions and transportation safety
  - Restoration of transportation services
  - Alternative parking for residents only on designated City and Virginia Beach City Public Schools designated sites
  - Mutual aid and private sector transportation resources
- All emergency response and recovery operations conducted under ESF 1 will be in accordance with the National Incident Management System (NIMS).
- ESF 1 primary and supporting agencies will actively engage in planning, training, and exercises to ensure an effective operation upon activation.
- ESF 1 agencies will be responsible for their own continuity of management, the protection of personnel and facilities, conservation of supplies, rerouting, expansion or improvement of operations and securing of necessary manpower, materials, and services.
- ESF 1 activity will be directed toward satisfying the needs of responding agencies requiring transportation routes to perform their assigned disaster missions.
- ESF 1 will utilize available primary and supporting agency capabilities.
- ESF 1 encompasses the full range of transportation services or resources that may be required to support emergency response operations; and the transport of critical supplies, equipment, and evacuations, including those residents with access and functional needs.
- ESF 1 is not directly responsible for the movement of goods, equipment, animals, or people, but does support ESFs 6 – Mass Care, 7 – Logistics Management and Resource



Support, and 11 – Agriculture and Natural Resources as needed. Coordination for this support will take place at the EOC or Incident Command Post (ICP).

- ESF 1 will serve as the coordination point for information collection regarding the status of transportation infrastructure, services, and restoration operations.
- Documentation will be maintained as appropriate for reimbursement.

## CONCEPT OF OPERATIONS

- The Office of Emergency Management monitors incidents and threats to the region and will notify the primary agency of incidents impacting or potentially impacting the transportation systems and infrastructure. The primary agency will contact supporting agencies and organizations as necessary to collect additional information.
- As an incident or threat escalates, the primary agency will issue notifications to supporting agencies and agency emergency personnel in accordance with internally established protocols and checklists.
- Upon activation of the EOC, the primary agency will provide representation to the EOC to coordinate transportation requirements and issues.
- Once the EOC is activated, all requests for transportation support by other regional departments and agencies will be submitted to the EOC for coordination, validation, and/or action.
- ESF 1 will monitor the status of the regional transportation systems and infrastructure in coordination with regional transportation organizations, and provide updates to EOC Command as requested.
- ESF 1 will provide technical assistance to EOC Command in determining the most viable transportation networks to, from, and within the disaster area, as well as alternate means to move resources within the area affected by the disaster.
- ESF 1 will coordinate with ESF 3 – Public Works and Engineering for emergency access debris removal.
- ESF 1 will coordinate the activities of the agencies listed above to:
  - Facilitate traffic movement during a large-scale evacuation and re-entry. The following major thoroughfares and streets will be utilized whenever possible:
    - Interstate 264 West/East
    - Interstate 64 West/East



- Provide transportation services and other available resources as needed in support of EOC operations.
  - Maintain open communication with supporting agencies as to the condition of local roads and resources.
  - Ensure the restoration and recovery of transportation services after the emergency has abated.
- ESF 1 will document costs of operations for the purposes of reimbursement.
  - ESF 1 operations will continue at the EOC until the local emergency declaration is terminated or as otherwise directed.

**PRIMARY AND SUPPORTING AGENCY ROLES AND RESPONSIBILITIES**

<b>All Agencies</b>	
<b>Phase</b>	<b>Common Roles and Responsibilities</b>
Prevention	<ul style="list-style-type: none"> <li>● As appropriate, identify potential opportunities for preventing the impacts of future incidents.</li> </ul>
Mitigation	<ul style="list-style-type: none"> <li>● As appropriate, identify potential opportunities for mitigating the impacts of future incidents.</li> </ul>
Preparedness	<ul style="list-style-type: none"> <li>● Participate in planning, training, and exercises.</li> <li>● Maintain notification roster.</li> <li>● Maintain inventory of agency resources.</li> <li>● Assist in resolving ESF 1 after-action issues.</li> <li>● Maintain supporting plans and procedures.</li> <li>● Train agency staff for emergency assignments.</li> </ul>
Response	<ul style="list-style-type: none"> <li>● Provide representative(s) to the EOC when ESF 1 is activated.</li> <li>● Maintain a timely information flow to the EOC of all critical information.</li> <li>● Maintain records of costs and expenditures.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>● Submit records of costs and expenditures for necessary reimbursement.</li> <li>● Participate in ESF 1 after-action review.</li> </ul>

<b>Supporting: Department of Planning and Community Development</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>● Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of ESF 1 during periods of activation.</li> <li>● Conduct planning with supporting agencies.</li> <li>● Coordinate resolution of ESF 1 after-action issues.</li> </ul>
Response	<ul style="list-style-type: none"> <li>● Coordinate and report status of HRT public transportation services including:</li> </ul>



	<ul style="list-style-type: none"> <li>○ Year-round bus routes</li> <li>○ Seasonal shuttle services</li> <li>○ Paratransit contractual services</li> <li>○ Light rail service to/from Norfolk city line</li> <li>○ Coordinate with TCC-VB on the staging of public transportation vehicles and provide status of those vehicle as needed</li> <li>● Coordinate and report status of air traffic from ORF.</li> <li>● Coordinate and report status of AMTRAK passenger rail service to/from Norfolk and Newport News stations.</li> <li>● Provide status of all maritime traffic to/from PoV that may traverse the Atlantic Ocean via the mouth of the Chesapeake Bay.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>● Monitor and coordinate, as needed, the activities of the local/ regional/ state agencies with transportation-related services duties and responsibilities in order to support disaster recovery operations, and to effectively manage transportation resources across all supporting agencies.</li> <li>● Coordinate any and all public transportation services that HRT is able to provide as soon after disaster incident as possible, including but not limited to, supplemental services within affected cities and transit passes to assist in short and long term recovery efforts of residents.</li> <li>● Conduct after-action review (AAR).</li> </ul>

Supporting: Department of Public Works	
Phase	Roles and Responsibilities
Preparedness	<ul style="list-style-type: none"> <li>● Ensure fleet and personnel readiness.</li> </ul>
Response	<ul style="list-style-type: none"> <li>● Collect, analyze, and distribute information on the status of the city's transportation infrastructure.</li> <li>● Provide liaison with the Virginia Department of Transportation (VDOT) and other regional transportation organizations, as necessary.</li> <li>● Manage transportation services to support emergency operations.</li> <li>● Provide support and technical assistance to evacuations.</li> <li>● Assist the EOC Logistics Section with mutual aid requests for transportation services and assets.</li> <li>● Coordinate the provision of transportation to residents with access and functional needs during evacuations.</li> <li>● Provide fuel for emergency services.</li> <li>● Prioritize release of fuel and petroleum products in coordination with the coordinating agency.</li> <li>● Coordinate acquisition of alternate fuel supplies.</li> </ul>



	<ul style="list-style-type: none"> <li>• Provide site access, fuel, and maintenance support for emergency transportation.</li> <li>• Manage allocation of fuel resources to city assets.</li> <li>• Identify and communicate road closures and re-openings.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Manage transportation services.</li> <li>• Maintain public transportation services, as feasible.</li> <li>• Maintain liaison with VDOT.</li> <li>• Support return of evacuees.</li> <li>• Provide site access, fuel, and maintenance support for recovery operations.</li> <li>• Conduct after-action review (AAR).</li> </ul>

<b>Supporting: Department of Emergency Communications and Citizen Services</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Provide emergency communications.</li> <li>• Issue VBALERT warnings and alerts as requested and/or authorized.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide emergency communications.</li> <li>• Dispatch resources as requested.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide emergency communications.</li> <li>• Dispatch resources as needed.</li> </ul>

<b>Supporting: Virginia Beach Fire Department</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Create emergency access, as resources allow.</li> <li>• Report transportation issues (wash outs, road blocks, etc.) to the EOC.</li> <li>• Monitor and coordinate, as needed, the activities of the local/state agencies with transportation-related duties and responsibilities in order to support disaster response operations, and to effectively manage transportation resources across all supporting agencies.</li> <li>• Assist USCG in the opening of maritime transportation routes.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Monitor and coordinate, as needed, the activities of the local/state agencies with transportation-related duties and responsibilities in order to support disaster recovery operations, and to effectively manage transportation resources across all supporting agencies.</li> </ul>

<b>Supporting: Virginia Beach Department of Human Services – Transportation Services</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide transportation assistance for evacuation efforts for 24-hr care facilities, including ICFs and group homes.</li> </ul>



	<ul style="list-style-type: none"> <li>• Provide client transportation to services prior to city closing or deteriorating weather conditions.</li> <li>• Provides buses to transport staff to and from the shelter as needed.</li> <li>• Provide wheelchair accessible buses for the Medically Friendly Shelter.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Continue providing transportation assistance as needed.</li> <li>• Provide documentation on assets used.</li> </ul>

<b>Supporting: Virginia Beach Department of Parks and Recreation</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Mitigation	<ul style="list-style-type: none"> <li>• As appropriate, identify potential opportunities for preventing the impacts of hazardous trees and other vegetation on public transportation facilities.</li> </ul>
Preparedness	<ul style="list-style-type: none"> <li>• Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of ESF 1 during periods of activation.</li> <li>• Conduct planning with supporting agencies.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• During weather events, respond as quickly as possible to 311/911 calls for downed trees blocking roadways and prioritize clearing.</li> <li>• Coordinate with Dominion Power on fallen trees blocking roads that are affected by power lines.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Support Public Works with debris clearance from roadways after severe weather events.</li> <li>• Assess and provide support for removal of standing tree hazards that may threaten safe use of public transportation.</li> </ul>

<b>Supporting: Virginia Beach Police Department</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Create emergency access, as resources allow.</li> <li>• Report transportation issues (wash outs, road blocks, etc.) to the EOC.</li> <li>• Monitor and coordinate, as needed, the activities of the local/state agencies with transportation-related duties and responsibilities in order to support disaster response operations and to effectively manage transportation resources across all supporting agencies.</li> <li>• Provide maritime transportation assets as needed.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Monitor and coordinate, as needed, the activities of the local/state agencies with transportation-related duties and responsibilities in order to support disaster recovery operations, and to effectively manage transportation resources across all supporting agencies.</li> </ul>



<b>Supporting: Virginia Beach Department of Emergency Medical Services</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Create emergency access, as resources allow.</li> <li>• Report transportation issues (wash outs, road blocks, etc.) to the EOC.</li> <li>• Monitor and coordinate, as needed, the activities of the local/state agencies with transportation-related duties and responsibilities in order to support disaster response operations, and to effectively manage transportation resources across all supporting agencies.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Monitor and coordinate, as needed, the activities of the local/state agencies with transportation-related duties and responsibilities in order to support disaster recovery operations, and to effectively manage transportation resources across all supporting agencies.</li> </ul>

<b>Supporting: Virginia Beach City Public Schools</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Mitigation	<ul style="list-style-type: none"> <li>• Follow-up with Transit Manager and Director of Public Works about effectiveness and any necessary improvements in the event of another emergency.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Determine the most efficient, viable, and safe transportation networks to, from, and within the disaster area.</li> <li>• Prioritize and/or allocate resources necessary to maintain and restore the transportation infrastructure and services.</li> <li>• Make available personnel, equipment and other assets to assist in the restoration of transportation infrastructure.</li> <li>• Provide damage assessment and frequent updates of transportation infrastructure.</li> </ul>

<b>Supporting: Hampton Roads Transit</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide available transportation assets for evacuations, especially supporting persons with access and functional needs.</li> </ul>

<b>Supporting: AMTRAK</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide status of all passenger rail traffic to/from both the Norfolk and Newport News stations.</li> </ul>



<b>Supporting: Norfolk International Airport</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>Assess damages and repair/restore the airport infrastructure.</li> <li>Provide the EOC with information on air transportation operations.</li> <li>Provide technical assistance in determining the most viable air transportation operations within the disaster area.</li> <li>Support the movement of supplies into the area.</li> </ul>

<b>Supporting: Port of Virginia</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>Provide status of all maritime traffic to/from PoV that may traverse the Atlantic Ocean via the mouth of the Chesapeake Bay.</li> </ul>

<b>Supporting: Tidewater Community College – Virginia Beach campus (TCC – VB)</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>Provide the designated parking, clear of private vehicles, for HRT public transportation vehicles for the duration of designated emergencies as needed.</li> </ul>

<b>Supporting: United States Coast Guard: Sector Hampton Roads</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>Provide status of all marine traffic designations along City of Virginia Beach boundary with the Atlantic Ocean, Chesapeake Bay, associated tributaries, North Landing River and its tributaries within USCG Sector Hampton Roads jurisdictions.</li> </ul>

**MAPS AND SUPPORTING DATA**

- Evacuation zones and routes
- Navigable waterways
- Fuel storage locations
- HRT hubs (Silverleaf), routes, stops, summer stops, park and ride lots, and snow routes
- City/VDOT snow routes



## REFERENCES

- City of Virginia Beach Department of Public Works Traffic Management Plan
- United States Coast Guard Transportation Security Incident Annex – Sector Hampton Roads
- Emergency Management Accreditation Program (EMAP) 4.6.3: The emergency operations/response plan shall identify and assign specific areas of responsibility for performing essential functions in response to an emergency or disaster. Areas of responsibility to be addressed include: transportation systems and resources.



## ESF 2: Communications

<b>Primary Agency</b>	<b>Department of Information Technology</b>
<b>Supporting Agencies</b>	Office of Emergency Management (OEM)
	Virginia Beach Fire Department (VBFD)
	Virginia Beach Police Department (VBPD)
	Department of Emergency Medical Services (VBEMS)
	Department of Emergency Communications and Citizen Services (ECCS)
	Communications Office
	Virginia Beach City Public Schools (VBCPS)
	Department of Public Works – Facility Management
	Amateur Radio Emergency Services (ARES)
	Cox Communications
	Verizon
	Motorola
	Cisco
<b>State Supporting Agencies</b>	Virginia Information Technologies Agency (VITA)
	Virginia 2-1-1
<b>Federal Supporting Agencies</b>	DHS/NPP/Cybersecurity and Communications

### MISSION STATEMENT

Provide emergency communications resources and capabilities for the response to and recovery from any declared disaster or emergency within the city and provide technical assistance in the assessment and restoration of the telecommunications and information technology (IT) infrastructure. **This ESF does not include the content of the communication messages; that is the responsibility of ESF 15 (External Affairs).**



## SCOPE AND POLICIES

- All emergency response and recovery operations conducted under ESF 2 will be in accordance with the National Incident Management System (NIMS).
- ESF 2 encompasses the full range of communications and information system services that may be required to support emergency response and recovery operations, and provide timely information to the public.
- ESF 2 provides support for systems including the Public Safety Radio System, 9-1-1 Telecommunications System, city enterprise phone system and ancillary systems, telephones, pagers, mobile communications devices, and associated IT systems and other technical resources.
- ESF 2 will collect, analyze, and distribute information on the impact and status of the telecommunications and IT systems infrastructure to include but not limited to radio systems, data centers, microwave towers, cell phone towers and other communication system components.
- The primary agency will actively engage the ESF supporting agencies in planning, training, and exercises to ensure an effective operation upon activation.
- The primary agency will provide the authority and governance protocols for access to enterprise communications and IT systems, resources, and data.
- ESF 2 will ensure that radios, telephones, related IT resources, network capability, and communications capability essential to emergency services are maintained and operational.
- ESF 2 will facilitate the provision of available communications and IT staff and/or contract resources, technical assets, and IT capabilities needed to support emergency operations.
- ESF 2 will serve as the coordination point for the restoration of the communications and IT infrastructure and support city agencies with the restoration and reconstruction of agency-based telecommunications equipment and IT systems in accordance with the IT Disaster Recovery Plan (DRP) and approved Citywide and department-specific continuity plans.
- All departments/agencies assigned responsibilities within this ESF will develop and maintain the necessary plans, standard operating procedures, mutual aid agreements, and model contracts to successfully accomplish their tasks.



- ESF 2 may request physical access from departments for restoration/recovery activities as needed.

### CONCEPT OF OPERATIONS

- Upon activation of the Emergency Operations Center (EOC), the primary agency will provide representation to coordinate communications and IT systems requirements and issues.
- ESF 2 will monitor the status of the communications and IT systems and associated infrastructure and provide updates to EOC Command, supporting agency emergency management, and the Policy Group as appropriate.
- All requests for communication support will be submitted to the EOC for coordination, validation, and/or action. Normal communications operations supporting public safety incident response will not be unduly affected.
- In the event of a large-scale disaster or emergency, ESF 2 will prioritize restoration of services based on the priorities and incident objectives established by the Emergency Management Coordinator and the Policy Group at the EOC.
- The primary agency will request supporting agencies to provide assets in order to meet operational requirements. If necessary, mutual aid and/or private sector resources will be acquired to augment city resources through the EOC Logistics Section.
- During an emergency, the Service Desk may not be open; The IT Department may increase standby rotation in order to answer any service items that are needed during an activation. IT will provide additional guidance for troubleshooting or service needs for infrastructure assistance as each incident develops (single point of contact/Service Desk).
- The City’s emergency notification system for residents, VBAAlert, is managed day-to-day by ECCS and supported by IT. During an emergency, ECCS may provide emergency notifications through the VBAAlert system if necessary.
- Operations will continue at the EOC until the local emergency declaration is terminated or as otherwise directed.

### PRIMARY AND SUPPORTING AGENCY ROLES AND RESPONSIBILITIES

All Agencies	
Phase	Common Roles and Responsibilities
Prevention	<ul style="list-style-type: none"> <li>• As appropriate, identify and implement potential opportunities for</li> </ul>



	preventing the impacts of future incidents.
Mitigation	<ul style="list-style-type: none"> <li>As appropriate, identify and implement potential opportunities for mitigating the impacts of future incidents.</li> </ul>
Preparedness	<ul style="list-style-type: none"> <li>Participate in planning, training, and exercises.</li> <li>Maintain notification roster.</li> <li>Maintain inventory of agency resources.</li> <li>Assist in resolving ESF 2 after-action issues.</li> <li>Maintain supporting plans and procedures.</li> </ul>
Response	<ul style="list-style-type: none"> <li>Provide representative(s) to the EOC when ESF 2 is activated.</li> <li>Maintain a timely information flow to the EOC of all critical information.</li> <li>Maintain records of costs and expenditures.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>Submit records of costs and expenditures for necessary reimbursement.</li> <li>Participate in ESF 2 after-action review.</li> </ul>

Primary: Department of Information Technology	
Phase	Roles and Responsibilities
Preparedness	<ul style="list-style-type: none"> <li>Develop supporting plans and procedures for emergency operations, business continuity, and disaster recovery.</li> <li>Ensure sustained operability of public safety communications and mission critical IT systems.</li> <li>Ensure appropriate interoperability of public safety communications and IT assets.</li> <li>Maintain emergency alert and notification equipment, systems, and interoperability.</li> <li>Provide security for city information management systems.</li> <li>Develop and maintain inventory of communications and IT assets including auxiliary radio equipment and regional cache radios.</li> <li>Develop and maintain notification rosters for IT.</li> <li>Provide for protection for vital electronic records.</li> <li>Maintain backup emergency communications.</li> <li>Maintain ORION radio system infrastructure.</li> <li>Identify critical data elements to support business location and intelligence.</li> </ul>
Response	<ul style="list-style-type: none"> <li>Activate emergency ESF 2 personnel and resources.</li> <li>Ensure data retrieval and restoration in enterprise data stores and provide technical assistance in related agency-based data retrieval and restoration.</li> <li>Provide communication and IT services for emergency response operations, including set-up of the EOC and JIC.</li> <li>Provide support and technical assistance to the EOC and supporting agencies.</li> </ul>



	<ul style="list-style-type: none"> <li>• Assess the communications and IT infrastructure and establish and activate restoration priorities in coordination with EOC Command.</li> <li>• Assess and establish appropriate authority and protocols to grant or deny access to facilities that house IT communications resources, infrastructure, and equipment.</li> <li>• Maintain IT critical services and systems.</li> <li>• Manage primary and back-up public safety and public service radio systems, telephone systems, and networks.</li> <li>• Coordinate with Public Works – Facilities Management to provide access to City facilities.</li> <li>• Identify critical data elements to support business location and intelligence.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Lead recovery operations for enterprise communications and IT systems.</li> <li>• Coordinate with supporting agencies to assist with recovery of business applications and systems.</li> <li>• Identify critical data elements to support business location and intelligence.</li> </ul>

<b>Supporting: Office of Emergency Management</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide EOC coordination and resource ordering support as needed.</li> <li>• Assist with allocation of emergency portable communications equipment as needed.</li> <li>• Provide guidance on prioritization of service and system restoration.</li> </ul>

<b>Supporting: Fire Department</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Maintain auxiliary radio caches.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide communications support, including radio cache distribution and management.</li> <li>• Provide technical and tactical assistance.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide communications support.</li> </ul>

<b>Supporting: Police Department</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide communications support.</li> <li>• Provide technical and tactical assistance.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide communications support.</li> </ul>



<b>Supporting: Department of Emergency Medical Services</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Maintain auxiliary radio caches.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide communications support.</li> <li>• Provide technical and tactical assistance.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide communications support.</li> </ul>

<b>Supporting: Department of Emergency Communications and Citizen Services</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide communications capabilities/assets.</li> <li>• Manage emergency alert and notifications systems at the direction of the Incident Commander.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide communications capabilities/assets.</li> </ul>

<b>Supporting: Communications Office</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Develop scripts for emergency alert notification system at the direction of the City Manager.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide communications support.</li> <li>• Develop scripts for emergency alert notification system at the direction of the City Manager.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide communications support.</li> <li>• Develop scripts for emergency alert notification system at the direction of the City Manager.</li> </ul>

<b>Supporting: Department of Public Works – Facility Management</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Manage access for all facilities owned by the City.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Manage access to Building 30.</li> <li>• Monitor access to any buildings that may be affected by a power outage.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Work with IT to ensure access system is up and functional and returned to normal operations.</li> </ul>

<b>Supporting: Amateur Radio Emergency Services</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide communications support for the EOC and shelters.</li> <li>• Maintain amateur radio equipment (primary and back-up).</li> </ul>



Recovery	<ul style="list-style-type: none"> <li>• Provide communications support.</li> </ul>
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Supporting: Cox Communications	
Phase	Roles and Responsibilities
Response	<ul style="list-style-type: none"> <li>• Provide information on the status of communications infrastructure and connectivity through the EOC (e.g. Internet via fiber, SIP phone service, and Internet via cable modem (emergency use only)).</li> <li>• Maintain prioritization list of Cox critical facilities for service restoration.</li> </ul>

Supporting: Verizon	
Phase	Roles and Responsibilities
Response	<ul style="list-style-type: none"> <li>• Provide information on the status of communications infrastructure and connectivity through the EOC.</li> <li>• Maintain prioritization list of Verizon critical facilities for service restoration.</li> </ul>

Supporting: Motorola	
Phase	Roles and Responsibilities
Response	<ul style="list-style-type: none"> <li>• Provide onsite support when needed.</li> </ul>

Supporting: Motorola	
Phase	Roles and Responsibilities
Response	<ul style="list-style-type: none"> <li>• Provide assistance in maintaining system operability when needed.</li> </ul>

**MAPS AND SUPPORTING DATA**

- List of maps and/or layers
  - Critical infrastructure and facilities
- Fiber/cable network map
- Tower locations
- Radio coverage
- Radio system information, connectivity to regional/state systems
- Regional radio cache

**REFERENCES**

- City of Virginia Beach IT Continuity of Operations Plan (COOP)
- IT Emergency Annex
- [National Infrastructure Protection Plan \(NIPP\)](#)



- [National Disaster Recovery Framework \(NDRF\) – Infrastructure Systems Recovery Support Function](#)
- Emergency Management Accreditation Program (EMAP) 4.6.3: The emergency operations/response plan shall identify and assign specific areas of responsibility for performing essential functions in response to an emergency or disaster. Areas of responsibility to be addressed include: communications.
- Emergency Management Accreditation Program EMAP 4.10: Communications and Warning



## ESF 3: Public Works and Engineering

<b>Primary Agencies</b>	<b>Department of Public Works</b>
	<b>Department of Public Utilities</b>
<b>Supporting Agencies</b>	Office of Emergency Management (OEM)
	Virginia Beach Fire Department (VBFD)
	Virginia Beach Police Department (VBPD)
	Department of Parks and Recreation Division of Landscape Management
	Office of Real Estate Assessor (REA)
	Department of Planning
	Department of Housing and Neighborhood Preservation (DHNP)
	Virginia Beach City Public Schools (VBCPS)
	Office of the City Attorney
	Communications Office
	City of Norfolk
	City of Chesapeake
	<b>State Supporting Agencies</b>
Virginia Department of Health (VDH)	
Virginia Department of Conservation and Recreation (DCR)	
Virginia Department of Transportation (VDOT)	
Hampton Roads Sanitation District (HRSD)	
<b>Federal Supporting Agencies</b>	Navy Region Mid-Atlantic
	Federal Emergency Management Agency (FEMA)
	U.S. Army Corps of Engineers (USACE)
	Federal Highway Administration (FHWA)
	Environmental Protection Agency (EPA)



## MISSION STATEMENT

Provide essential public works and public utilities services, including stormwater, sanitary sewer, potable water, and solid waste, during and following an emergency or disaster. Provide debris clearance and removal as well as damage assessment operations for the City's assets and infrastructure.

## SCOPE AND POLICIES

- All emergency response and recovery operations conducted under ESF 3 will be in accordance with the National Incident Management System (NIMS).
- ESF 3 will collect, analyze, and distribute information on the impact and status of critical infrastructure and systems, including water distribution, sanitary sewer collection, sewer treatment, stormwater, and vital PW/PU facilities.
- ESF 3 will support the damage assessment process by assessing damage to stormwater, sanitary sewer, water distribution, and solid waste systems and facilities.
- Damage assessment information is provided to the EOC through PW, PU, and REA representatives.
- ESF 3 is responsible for debris management and removal from public properties and public rights of way.
- ESF 3 will perform abatement and/or removal of standing hazards, i.e. damaged infrastructure or leaning trees from public properties and public rights of way.
- The primary departments will actively engage the ESF supporting agencies in planning, training, and exercises to ensure an effective operation upon activation.
- ESF 3 encompasses the full range of public works, public utilities, and engineering services that may be required to support emergency response operations and provide critical public works and public utilities services to impacted residents.
- ESF 3 will maintain documentation for reimbursement in accordance with the Financial Annex to the City of Virginia Beach Emergency Operations Plan.



## CONCEPT OF OPERATIONS

- In conjunction with information received from the EOC, the primary departments monitors incidents and threats to the city and maintains situational awareness on the city facilities and critical infrastructure.
- As an incident or threat escalates, the primary departments will issue notifications to supporting departments/agencies and departmental emergency personnel in accordance with established protocols and checklists.
- Upon activation of the EOC, the primary departments will provide representation to facilitate action on requirements and issues. All requests for debris removal will be submitted to the EOC for coordination, validation, and/or action in accordance with this ESF.
- ESF 3 will be responsible for deploying assessment teams for preliminary damage assessments.
  - Public Works - Building Maintenance personnel are assigned damage assessment responsibilities for city-owned facilities and submitting reports to the EOC.
  - Real Estate Assessor – REA personnel will provide support for damage assessments of residential/commercial property and submit reports to the EOC.
  - Virginia Beach City Public Schools - Building Maintenance personnel are assigned damage assessment responsibilities for school-owned facilities and submitting reports to the EOC.
  - Public Utilities - personnel are assigned damage assessment responsibilities for city-owned facilities and submitting reports to the EOC.
- Damage to school facilities, parks, and water and sanitary sewer facilities will be assessed by those respective agencies or hired contract support, and assessment information submitted to the EOC. The supporting agency will provide support for this function if required.
- The Director of the Department of Public Works will designate a Debris Removal Coordinator who will be responsible for deploying all city and contracted private debris removal resources in coordination with the Virginia Department of Transportation and affected public utilities.
- Operations will continue at the EOC until the local emergency declaration is terminated or as otherwise directed.



**PRIMARY AND SUPPORTING AGENCY ROLES AND RESPONSIBILITIES**

<b>All Agencies</b>	
<b>Phase</b>	<b>Common Roles and Responsibilities</b>
Prevention	<ul style="list-style-type: none"> <li>As appropriate, identify potential opportunities for preventing the impacts of future incidents.</li> </ul>
Mitigation	<ul style="list-style-type: none"> <li>As appropriate, identify potential opportunities for mitigating the impacts of future incidents.</li> </ul>
Preparedness	<ul style="list-style-type: none"> <li>Participate in planning, training, and exercises.</li> <li>Maintain notification roster.</li> <li>Maintain inventory of agency resources.</li> <li>Assist in resolving ESF 3 after-action issues.</li> <li>Maintain supporting plans and procedures.</li> <li>Train agency staff for emergency assignments.</li> </ul>
Response	<ul style="list-style-type: none"> <li>Provide representative(s) to the EOC when ESF 3 is activated.</li> <li>Maintain a timely information flow to the EOC of all critical information.</li> <li>Maintain records of costs and expenditures.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>Submit records of costs and expenditures for necessary reimbursement.</li> <li>Participate in ESF 3 after-action review.</li> </ul>

<b>Primary: Public Works and Public Utilities</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Prevention	<ul style="list-style-type: none"> <li>Administer and enforce existing codes and ordinances, as applicable.</li> </ul>
Mitigation	<ul style="list-style-type: none"> <li>Review plans for compliance with FEMA floodplain standards.</li> <li>Make recommendations for mitigating codes or ordinances where applicable.</li> </ul>
Preparedness	<ul style="list-style-type: none"> <li>Maintain plans and procedures for water and sanitary sewer operations, damage assessment, debris removal and flood response.</li> <li>Manage resolution of ESF 3 after-action issues.</li> </ul>
Response	<ul style="list-style-type: none"> <li>Implement debris removal plan and coordinate debris removal operations.</li> <li>Ensure normal sanitary sewer, potable water, and refuse collection services.</li> <li>Coordinate emergency structural repairs to critical PW/PU assets and facilities.</li> <li>Conduct damage assessment and mitigation on city drainage and impoundment systems and water and sanitary sewer systems.</li> <li>Monitor city-owned dams during storm events.</li> <li>Manage snow and ice removal from city infrastructure as identified in the current PW Snow Plan .</li> </ul>



	<ul style="list-style-type: none"> <li>Assist with mutual aid requests for engineering, construction resources, and debris removal.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>Implement (or continue) debris removal plan and coordinate debris removal operations.</li> <li>Conduct detailed damage assessments of City-owned facilities and infrastructure and provide substantial damage assessment reports/certifications as required by FEMA.</li> <li>Repair damaged City infrastructure and return to normal operations.</li> </ul>

Supporting: Office of Emergency Management	
Phase	Roles and Responsibilities
Response	<ul style="list-style-type: none"> <li>Provide EOC coordination and resource ordering support as needed.</li> </ul>

Supporting: Virginia Beach Fire Department	
Phase	Roles and Responsibilities
Response	<ul style="list-style-type: none"> <li>Provide support to damage assessment by conducting windshield surveys.</li> <li>Conduct initial structural inspections/evaluations of privately-owned residential and commercial buildings and structures, where safety of entry is questionable for PW/PU staff.</li> <li>Provide oversight for hazardous and toxic waste removal and disposal.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>Provide oversight for debris removal burn sites if applicable.</li> </ul>

Supporting: Virginia Beach Police Department	
Phase	Roles and Responsibilities
Response	<ul style="list-style-type: none"> <li>Provide support to damage assessment by conducting windshield surveys.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>Provide oversight for debris removal burn sites if applicable.</li> </ul>

Supporting: Parks and Recreation – Division of Landscape Management	
Phase	Roles and Responsibilities
Response	<ul style="list-style-type: none"> <li>Assist damage assessment by assessing damages to city parks and other recreation facilities.</li> </ul>



	<ul style="list-style-type: none"> <li>• Assist with debris and snow removal operations by clearing city facilities including Fire &amp; Police Stations, Libraries, Municipal Center parking lots, &amp; City School's parking lots.</li> <li>• Assess standing tree hazards on City property and take corrective action.</li> <li>• Assist with debris management and removal.</li> <li>• Provide forestry support to public safety teams during storm build-up.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Assist with debris removal.</li> <li>• Provide on-site support center for recovery operations, if appropriate and if a suitable facility is available.</li> </ul>

<b>Supporting: Office of Real Estate Assessor</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• As requested, provide residential damage assessment coordination and support.</li> </ul>

<b>Supporting: Planning</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Prevention	<ul style="list-style-type: none"> <li>• Ensure building code enforcement, as appropriate.</li> </ul>
Mitigation	<ul style="list-style-type: none"> <li>• Review plans for compliance with FEMA floodplain standards.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Assist with damage assessment, as requested.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Expedite building permit issuance process and the review and approval of site-related construction plans submitted for demolition, rebuilding, or restoration of residential and commercial buildings.</li> <li>• Provide substantial damage assessment reports and certifications as required by FEMA.</li> <li>• Provide technical assistance in documentation of damages.</li> </ul>

<b>Supporting: Housing and Neighborhood Preservation</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide support to damage assessment by conducting windshield surveys.</li> <li>• Conduct safety inspections/structural inspections/evaluations of privately-owned residential and commercial buildings and structures, as requested.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide support to damage assessment by conducting windshield surveys.</li> </ul>



	<ul style="list-style-type: none"> <li>Assist ESF 15/Public Information Officer (PIO) in developing/maintaining/publicly disseminating outreach materials and information to residential homeowners regarding post-disaster public assistance programs.</li> </ul>
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Supporting: Virginia Beach City Public Schools	
Phase	Roles and Responsibilities
Response	<ul style="list-style-type: none"> <li>Support damage assessment by assessing damage to schools and other agency facilities, as appropriate.</li> <li>Provide support for debris removal operations.</li> </ul>

Supporting: Office of the City Attorney	
Phase	Roles and Responsibilities
Response	<ul style="list-style-type: none"> <li>Prepare waivers and legal clearances for debris removal.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>Prepare waivers and legal clearances for debris removal.</li> <li>Prepare legal clearances and waivers for structural assessments performed by City contractors / agents.</li> </ul>

Supporting: Communications Office	
Phase	Roles and Responsibilities
Preparedness	<ul style="list-style-type: none"> <li>Provide communications support.</li> <li>Develop messaging and disseminate outreach materials and information to residents regarding emergency preparedness (pre-disaster) at the direction of the Incident Commander.</li> </ul>
Response	<ul style="list-style-type: none"> <li>Provide communications support.</li> <li>Develop messaging and disseminate outreach materials and information to residents at the direction of the Incident Commander.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>Provide communications support.</li> <li>Develop messaging and disseminate outreach materials and information to residents at the direction of the Incident Commander.</li> </ul>

**MAPS AND SUPPORTING DATA**

- Water and Sewer Pump Stations Map
- Planned debris management sites
- Emergency Services Contract
- USACE- EPFATS Generator Support
- Well/septic tank locations
- Landfill information/HRRC/SPSA



- Water distribution lines
- Damage assessment procedures/Public safety windshield survey
- Dam sites
- Watershed Layer

## REFERENCES

- Debris Management Plan
- Snow/Ice Plan
- Public Utilities Emergency Operations Plan
- Public Works Emergency Operations Plan
- [National Infrastructure Protection Plan \(NIPP\)](#)
- [National Disaster Recovery Framework \(NDRF\) – Infrastructure Systems Recovery Support Function](#)
- Emergency Management Accreditation Program (EMAP) 4.6.3: The emergency operations/response plan shall identify and assign specific areas of responsibility for performing essential functions in response to an emergency or disaster. Areas of responsibility to be addressed include: public works and engineering services.
- American Public Works Association Accreditation (APWA Accreditation), Chapter 8 – Emergency Management



## ESF 4: Firefighting

<b>Primary Agency</b>	<b>Virginia Beach Fire Department</b>
<b>Supporting Agencies</b>	Office of Emergency Management (OEM)
	Virginia Beach Police Department (VBPD)
	Virginia Beach Incident Management Team (VBIMT)
	Emergency Communications and Citizen Services (ECCS)
	Department of Public Utilities (DPU)
	Communications Office
	Norfolk Fire-Rescue Department (NFR)
	Chesapeake Fire Department (CFD)
<b>State Supporting Agencies</b>	Virginia Department of Health (VDH)
	Virginia Department of Fire Programs (VDFP)
	Virginia Department of Forestry (VDOP)
	Virginia Port Authority (VPA)
	Virginia Department of Game & Inland Fisheries (VDGIF)
	Virginia Marine Resources Commission (VMRC)
<b>Federal Supporting Agencies</b>	Bureau of Alcohol, Tobacco, Firearms, and Explosives (ATF)
	Federal Bureau of Investigation (FBI)
	Navy Region Mid-Atlantic Fire and Rescue
	U.S. Department of Homeland Security/U.S. Coast Guard (DHS/USCG)

### MISSION STATEMENT

Detect and suppress marine, wildland, rural, and urban fires resulting from or occurring with natural, technological, or man-made disasters.

### SCOPE AND POLICIES

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



- ESF 4 addresses three main priorities: (1) life safety for the public and response personnel, (2) incident stabilization, and (3) the protection of property.
- ESF 4 will manage and coordinate firefighting activities, including the detection and suppression of fires on all private and public lands, and provide resource support to rural and urban firefighting operations.
- ESF 4 provides assistance in controlling fires and wildfires, coordinates mutual aid among fire departments as needed, and assists with EOC operations, as needed.
- Tri-city auto aid support for firefighting activities is provided by the Cities of Norfolk and Chesapeake. A statewide mutual aid agreement (MAA) exists throughout the Commonwealth of Virginia among all participating fire service agencies.
- The primary agency will actively engage the ESF supporting agencies in planning, training, and exercises to ensure an effective operation upon activation.
- All departments/agencies assigned responsibilities within this ESF will develop and maintain the necessary plans, standard operating procedures, mutual aid agreements, and model contracts to successfully accomplish their tasks.

## CONCEPT OF OPERATIONS

- The primary agency monitors incidents on a continuous basis and routinely responds to incidents and emergencies. Most incidents will be managed by the on-scene incident commander (IC) who established the on-scene incident command post (ICP).
- As an incident or threat escalates or the initial event has resulted in multiple emergencies, primary and supporting agencies may activate their assigned Emergency Support Functions (ESF). In the event of multiple emergencies, the primary agency may transition command to an Area Command and/or a central ICP when it is expected that operations will continue for several operational periods and/or to provide overall management to several individual incidents.
- Where multiple incident command posts are established, an area command should be established to oversee these multiple incidents, provide coordination support, and ensure integration of agency administrator policies and procedures. The area command will monitor the situation and ensure continuity of field operations and service to the community are maintained.



- In incidents with multi-agency and/or multi-jurisdictional involvement, a unified command will be established and coordinated through a multi-agency coordination center (MACC).
- In the event that size, scope, or complexity of the individual event(s) exceeds the capability of the local ICP(s), Virginia Beach Incident Management Team (VBIMT), the City’s Type 4 team, may be requested to support the Area Command or MACC.
- Coordination with all support departments, agencies, and organizations that may support ESF 4 will be performed to ensure operational readiness prior to, during, or after an incident, emergency, or disaster.
- The Virginia Department of Forestry (VDOF) will support ESF 4 and have primary responsibility for coordinating all wildland fire suppression. VDOF will function under its own statutory and internal guidelines. The Virginia Beach Fire Department (VBFD) will support VDOF by protecting structures and property as assigned and will provide a liaison officer to the incident command staff.
- ESF 4 will assist in establishing staging areas and coordination of assigned resources to an incident or a staging area.
- State agencies used in support of ESF 4 will be committed on a mission type basis when requested and in accordance with the Commonwealth of Virginia Emergency Operations Plan (COVEOP). ESF 4 will utilize mutual aid agreements to obtain additional fire resources, as needed.
- Ensure all ESF 4 personnel integrate National Incident Management System (NIMS) principles in all planning. As a minimum, primary action officers for all ESF-4 agencies will complete the Federal Emergency Management Agency’s (FEMA) NIMS Awareness Course, or an equivalent course.

**PRIMARY AND SUPPORTING AGENCY ROLES AND RESPONSIBILITIES**

All Agencies	
Phase	Common Roles and Responsibilities
Prevention	<ul style="list-style-type: none"> <li>• As appropriate, identify and implement potential opportunities for preventing the impacts of future incidents.</li> </ul>
Mitigation	<ul style="list-style-type: none"> <li>• As appropriate, identify and implement potential opportunities for mitigating the impacts of future incidents.</li> </ul>
Preparedness	<ul style="list-style-type: none"> <li>• Participate in planning, training, and exercises.</li> <li>• Maintain notification roster.</li> <li>• Maintain inventory of agency resources.</li> <li>• Assist in resolving ESF 4 after-action issues.</li> </ul>



	<ul style="list-style-type: none"> <li>• Maintain supporting plans and procedures.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide representative(s) to the EOC when ESF 4 is activated.</li> <li>• For all agencies excepting VBFD, OEM, ECCS, and VBPD, provide support as requested when activated.</li> <li>• Maintain a timely information flow to the EOC of all critical information.</li> <li>• Maintain records of costs and expenditures.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Submit records of costs and expenditures for necessary reimbursement.</li> <li>• Participate in ESF 4 after-action review.</li> </ul>

Primary: Virginia Beach Fire Department	
Phase	Roles and Responsibilities
Prevention	<ul style="list-style-type: none"> <li>• Engage community stakeholders to promote fire safety and fire prevention.</li> </ul>
Preparedness	<ul style="list-style-type: none"> <li>• Develop and maintain mutual aid agreements</li> <li>• Develop public education programs, as necessary</li> <li>• Develop and maintain information on and sources for ESF 4 needs, resources and equipment in a NIMS-compliant database.</li> <li>• Ensure protection of vital records.</li> <li>• Manage resolution of ESF 4 after-action issues.</li> <li>• Conduct planning with designated cooperating agencies.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Respond to and suppress hostile fires.</li> <li>• Coordinate and establish on-scene Incident Command Post for command activities.</li> <li>• Establish and operate staging areas as necessary.</li> <li>• Request and manage mutual aid for fire and rescue operations.</li> <li>• Coordinate and perform search and rescue operations.</li> <li>• Coordinate and assist in evacuation operations as necessary.</li> <li>• Determine what assets are available and closest to the affected area(s) and the time frame for deploying those assets.</li> <li>• Prioritize and coordinate the acquisition and deployment of ESF 4 resources for the suppression of rural and urban fires.</li> <li>• Coordinate the utilization of a common communications system for ESF 4 response utilizing ESF 2 (Communications and Information Technology) support.</li> <li>• Assess the need for and obtain other support, as required.</li> <li>• Provide staff to the local EOC to coordinate ESF 4 activities, as needed.</li> <li>• Generate, in a timely manner, information to be included in EOC briefings, situation reports, and/or action plans</li> <li>• Compile damage information obtained and report that information through ESF 5 (Emergency Management).</li> <li>• Coordinate and perform fire prevention and investigation services.</li> </ul>



	<ul style="list-style-type: none"> <li>• Conduct welfare checks as needed.</li> <li>• Provide staff support through the VBIMT for the EOC Planning Cell and to other ESFs as needed.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Inventory equipment used during response activities and repair/replace as needed</li> <li>• Prepare and process reports using established procedures, focusing specific attention on after-action reports.</li> <li>• Generate in a timely manner, information to be included in EOC briefings, situation reports, and/or action plans.</li> <li>• Assign and schedule sufficient personnel to cover an activation of the Emergency Operations Center for an extended period of time.</li> <li>• Maintain appropriate records of work schedules and costs incurred by ESF 4 agencies during an event.</li> <li>• Conduct fire cause and origin investigations. Refer for prosecution persons found to have maliciously caused a fire.</li> <li>• Conduct cost recovery for expenses related for fire suppression.</li> <li>• Regulate and supervise burn sites for debris removal.</li> <li>• Conduct ESF 4 after-action review.</li> </ul>

<b>Supporting: Office of Emergency Management</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide support for information collection and analysis, communications flow, and resource ordering related to ESF 4 responsibilities.</li> </ul>

<b>Supporting: Emergency Communications and Citizen Services</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide communications capabilities/assets.</li> <li>• Manage primary and backup communications equipment.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide communications capabilities/assets.</li> <li>• Manage primary and backup communications equipment.</li> </ul>

<b>Supporting: Virginia Beach Police Department</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide traffic control and management.</li> <li>• Provide crowd control and site security.</li> <li>• Assist with evacuations and search and rescue operations as necessary.</li> </ul>

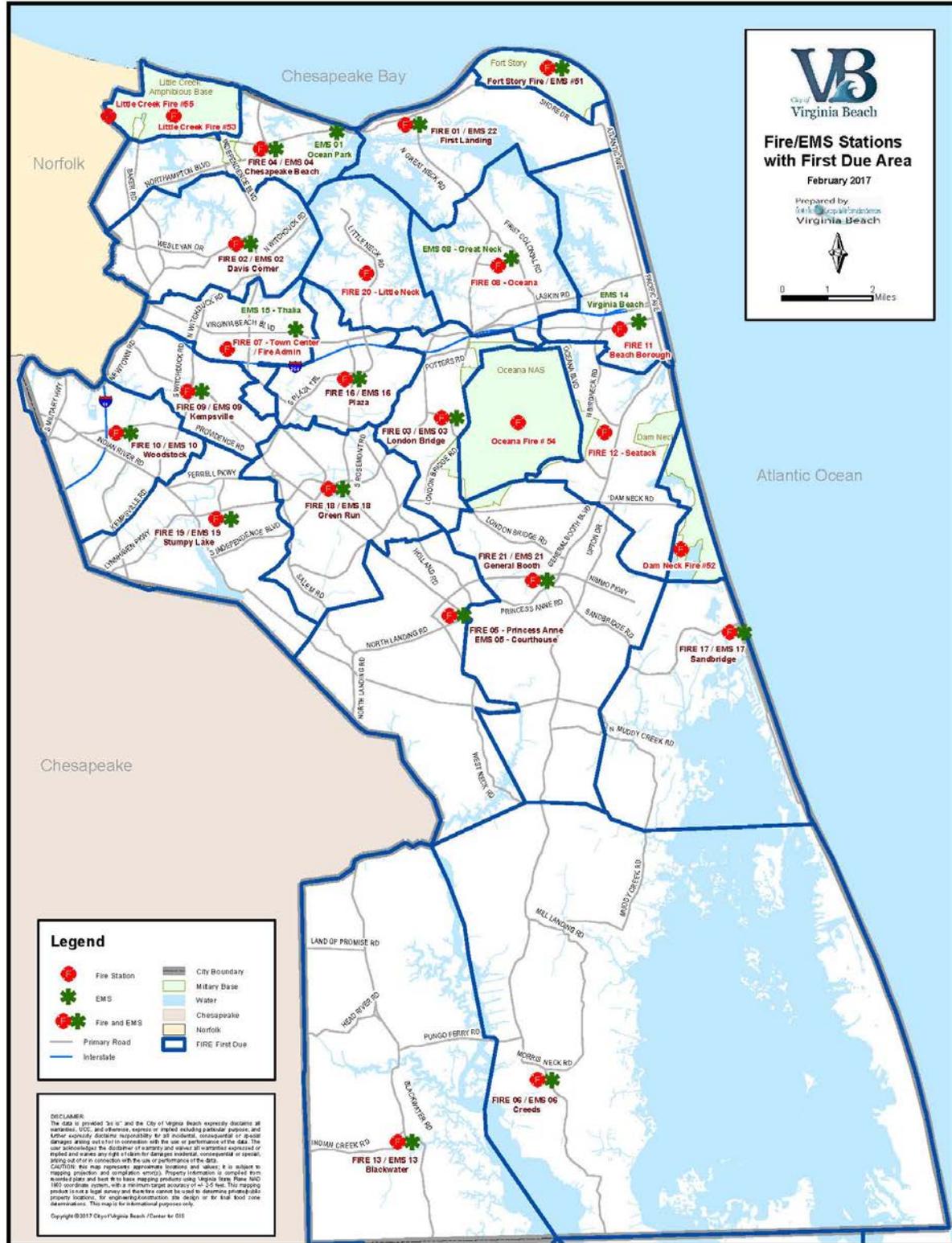


<b>Supporting: Virginia Beach Emergency Medical Services</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"><li>• Provide on-scene medical care.</li><li>• Manage incident rehabilitation.</li><li>• Support evacuations and search and rescue operations.</li></ul>

<b>Supporting: Communications Office</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"><li>• Serve as a communications conduit among elected officials, City leadership, City personnel, activated incident command structures, and the public.</li><li>• Request and provide alert and warning information.</li></ul>

## MAPS AND SUPPORTING DATA

[Fire and EMS Station Locations and Coverage Zones \(next page\)](#)





**VIRGINIA BEACH FIRE DEPARTMENT**

**Fire Administration Office**  
4817 Columbus St.  
Va Beach, VA 23462  
Phone: 385-8882  
Fax: 963-5822

**Fire Prevention Bureau**  
Municipal Center  
2408 Courthouse Dr., Bldg. #21  
Va Beach, VA 23456-9065  
Phone: 385-4228  
Fax: 385-5676

**FEMA Office**  
513 Viking Drive, Ste. 9  
Va Beach, VA 23452  
Phone: 385-6680

**Fire Training Center**  
927 S. Birdneck Rd.  
Va Beach, VA 23451  
FTC Phone: 385-2870  
FTC Fax: 437-4921

**Resource Management**  
1356 Taylor Farm Rd.  
Va Beach, VA 23456  
RM Phone: 385-2896  
RM Fax: 437-4995

**Wellness Center**  
Municipal Center  
2473 North Landing Rd., Bldg. 29  
VA Beach, VA 23456  
Phone: 385-1083

**Battalion 1 Office (Co. 11)**  
Phone: 385-2101

**Battalion 2 Office (Co. 4)**  
Phone: 385-2102

**Battalion 3 Office (Co. 18)**  
Phone: 385-2103

**Battalion 4 Office (Co. 21)**  
Phone: 385-2104

**Battalion 5 Office (Co. 9)**  
Phone: 385-2105

**Safety Officer**  
Phone: 385-2100

**\*First Landing (Co. 1)**  
2837 Shore Dr.  
Va Beach, VA 23451  
Phone: 385-6301

**Davis Corner (Co. 2)**  
4672 Haygood Rd.  
Va Beach, VA 23455  
Phone: 385-6302

**London Bridge (Co. 3)**  
Rescue 1  
600 Central Dr.  
Va Beach, VA 23454  
Phone: 385-6303

**\*Chesapeake Beach (Co. 4)**  
2211 Greenwell Rd.  
Va Beach, VA 23455  
Phone: 385-6304

**Princess Anne (Co. 5)**  
2461 Princess Anne Rd.  
Va Beach, VA 23456  
Phone: 385-6305

**Creeds (Co. 6)**  
595 Princess Anne Rd.  
Va Beach, VA 23457  
Phone: 385-6306

**\*Town Center (Co. 7)**  
Rescue 2  
4817 Columbus St.  
Va Beach, VA 23462  
Phone: 385-6307

**Oceana (Co. 8)**  
1201 Bayne Dr.  
Va Beach, VA 23454  
Phone: 385-6308

**Kempsville (Co. 9)**  
5145 Ruritan Ct.  
Va Beach, VA 23462  
Phone: 385-6309

**Woodstock (Co. 10) (O)**  
5644 Providence Rd.  
Va Beach, VA 23464  
Phone: 385-6310

**Beach Borough (Co. 11) (A)**  
800 Va Beach Blvd.  
Va Beach, VA 23451  
Phone: 385-6311

**Seatack (Co. 12) (B)**  
949 S. Birdneck Rd.  
Va Beach, VA 23451  
Phone: 385-6312

**Blackwater (Co. 13) (C)**  
6009 Blackwater Rd.  
Va Beach, VA 23457  
Phone: 385-6313

**Plaza (Co. 16) (F)**  
3608 S. Plaza Trl.  
Va Beach, VA 23452  
Phone: 385-6316

**Sandbridge (Co. 17) (G)**  
305 Sandbridge Rd.  
Va Beach, VA 23456  
Phone: 385-6317

**Green Run (Co. 18) (H)**  
1601 S. Lynnhaven Pkwy.  
Va Beach, VA 23456  
Phone: 385-6318

**Stumpy Lake (Co. 19) (J)**  
4196 Pleasant Valley Rd.  
Va Beach, VA 23464  
Phone: 385-6319

**Little Neck (Co. 20) (K)**  
885 Little Neck Rd.  
Va Beach, VA 23452  
Phone: 385-6320

**\*General Booth (Co. 21) (L)**  
1468 Nimmo Pkwy.  
Va Beach, VA 23456  
Phone: 385-6321

**(Car Seats)**

**Fort Story (E15)**  
700 Atlantic Avenue  
Joint Expeditionary Base Little  
Creek-Fort Story, VA 23459  
Phone: 385-6315

7/26/18  
\*Linsell  
System



**Fire Station 1: First Landing**



**Fire Station 7: Town Center**



**Fire Station 2/Rescue 2: Davis Corner**



**Fire Station 8: Oceana**



**Fire Station 3: London Bridge**



**Fire Station 9/Rescue 9: Kempsville**



**Fire Station 4/Rescue 4: Chesapeake Beach**



**Fire Station 10: Woodstock**



**Fire Station 5/Rescue 5: Princess Anne**



**Fire Station 11: Beach Borough**



**Fire Station 6/Rescue 6: Creeds**



**Fire Station 12: Seatack**





**Fire Station 13/Rescue 13: Blackwater**



**Fire Station 21/Rescue 21: General Booth**



**Fire Station 16/Rescue 16: Plaza**



**Rescue 1: Ocean Park - 3769 E Stratford Drive**



**Fire Station 17/Rescue 17: Sandbridge**



**Rescue 8: Great Neck – 1243 Bayne Drive**



**Fire Station 18: Green Run**



**Rescue 14: Virginia Beach – 740 Virginia Beach Blvd**



**Fire Station 19/Rescue 19: Stumpy Lake**



**Rescue 15: Thalia – 333 Thalia Road**



**Fire Station 20: Little Neck**





## REFERENCES

- Auto Aid/Mutual Aid Agreements (MAA)
- Virginia Beach Fire Department Standard Operating Procedures (SOP)
- Virginia Beach Fire Department Standard of Coverage
- Hampton Roads Mass Casualty Incident Response Guide (annual update)
- Emergency Management Accreditation Program (EMAP) 4.6.3: The emergency operations/response plan shall identify and assign specific areas of responsibility for performing essential functions in response to an emergency or disaster. Areas of responsibility to be addressed include: firefighting/fire protection.



## ESF 5: Emergency Management

<b>Primary Agency</b>	<b>Office of Emergency Management</b>
<b>Supporting Agencies</b>	Virginia Beach Fire Department (VBFD)
	Virginia Beach Incident Management Team (VBIMT)
	Communications Office
	Department of Information Technology (IT)
	Department of Public Works (DPW) - Division of Facilities Management
	Department of Finance
	Department of Planning
	Department of Human Resources (HR)
	Department of Human Services (HSD)
	Department of Economic Development
	Department of Housing and Neighborhood Preservation (DHNP)
	Office of the Real Estate Assessor (REA)
	Office of the Sheriff (VBSO)
	Office of the City Attorney
	Office of Volunteer Resources (OVR)
	Virginia Beach CERT (VBCERT)
Virginia Beach City Public Schools (VBCPS)	
<b>State Supporting Agencies</b>	Virginia Department of Emergency Management (VDEM)
	Virginia State Police (VSP)
<b>Federal Supporting Agencies</b>	U.S. Department of Homeland Security / Federal Emergency Management Agency

### MISSION STATEMENT

The Office of Emergency Management (OEM) coordinates and collaborates with our partners to reduce the impact of emergencies and disasters through a comprehensive emergency management program.



## SCOPE AND POLICIES

- All emergency operations conducted by ESF 5 will be in accordance with the Incident Command System (ICS) and National Incident Management System (NIMS).
- ESF 5 is focused on providing coordination and support to the various departments, agencies, and supporting organizations engaged in emergency operations. The Communications Office is responsible for releasing information to the public. ESF 5 will provide relevant information to ESF 15 – External Affairs for use in informing the public.
- ESF 5 is focused on the response phase of operations. As the situation stabilizes and transitions to recovery, the EM role transitions to ESF 14 – Long Term Community Recovery.
- OEM, as the primary agency for ESF 5, will actively engage the supporting agencies in planning, training, and exercises to ensure an effective operation upon activation.
- ESF 5 is responsible for:
  1. Managing Emergency Operations Center (EOC) activities and ensuring that the EOC is adequately staffed to accomplish its mission of providing coordination and support to other city agencies involved in incident management of natural or man-made disasters or significant planned events and determining critical resource deployment based on the overarching needs of the city.
  2. Providing technical assistance and support to the Emergency Services Coordinator in determining the need to establish shelters, reception centers, or other mass care facilities; developing and distributing protective action guidance; and recommending emergency declarations and evacuations as necessary.
  3. Managing the overall emergency-related information collection process.
  4. Providing operational information to the various departments, agencies, and supporting organizations engaged in emergency operations.
  5. Staffing the Planning Section in the EOC to ensure the incident management planning process is effective and efficient, situational awareness is accurate and timely, and WebEOC components are staffed and functional.
  6. Serving as the primary point-of-contact with the Virginia Department of Emergency Management (VDEM) and the Commonwealth EOC.



7. Coordinating and managing all requests for Geographic Information Systems (GIS) support to emergency operations.
  8. Coordinating and managing event impact on populations with access and functional needs, including accessible emergency alerts, evacuation transportation, and sheltering activities.
  9. Facilitating incident planning at the EOC and publishing the EOC Action Plan for each operational period. The EOC Action Plan provides the objectives to be accomplished by the EOC for the upcoming operational period.
  10. Tracking the status of the EOC's assigned objectives to ensure completion.
  11. Maintaining documentation of disaster activities and costs for accountability. Recovery funds may be made available for disaster related expenses.
  12. Facilitating all emergency management and business continuity initiatives, including planning, training, exercises, outreach, and coordination with volunteers, non-governmental organizations, and other groups.
- The primary agency will actively engage the ESF supporting agencies in planning, training, and exercises to ensure an effective operation upon activation.
  - All departments/agencies assigned responsibilities within this ESF will develop and maintain the necessary plans, standard operating procedures, mutual aid agreements, and model contracts to successfully accomplish their tasks.

## CONCEPT OF OPERATIONS

- OEM, as the primary agency, monitors incidents and threats to the city on a continual basis. As an incident or threat escalates, the EM staff will issue notifications and alerts in accordance with established protocols and checklists.
- As needed, OEM will virtually or physically activate the EOC to the monitoring level to enhance monitoring capabilities, ensure that timely information is collected and disseminated to key decision makers, and prepare for a possible partial or full activation of the EOC.
- Depending upon the scope and magnitude of the incident, OEM may deploy designated staff to the incident scene to serve as a field observer reporting to the EOC.



- The Emergency Management Coordinator will brief the Director of Emergency Management (City Manager) on a regular basis and recommend activation of the EOC as appropriate.
- Upon activation of the EOC, OEM, as the primary agency, assumes responsibility for managing EOC operations. The Emergency Management Coordinator ensures that VDEM is notified of the EOC activation.
- The Planning Section Chief, in consultation with the Emergency Management Coordinator, will establish operational periods as the basis for determining the planning process and situation reporting. The Planning Section will prepare and distribute the EOC meeting schedule on a regular basis and facilitate the planning process and all associated activities.
- OEM, as the primary agency will determine the need to open response facilities such as shelters, reception centers, or a family assistance center. Shelter management and staffing activities are discussed in ESF 6 – Mass Care.
- The Planning Section in the EOC will actively collect, analyze, summarize, and distribute information on the situation to all departments and agencies and other supporting partner agencies and organizations, as needed. All ESFs in the EOC shall provide the Planning Section’s Situation Unit current information concerning the event and shall immediately report critical information to the Emergency Management Coordinator.
- Where possible, all parties working in the EOC or providing information to the EOC should use WebEOC as the incident management software tool.
- Operations will continue at the EOC until the local emergency declaration is terminated or as otherwise directed.

### PRIMARY AND SUPPORTING AGENCY ROLES AND RESPONSIBILITIES

All Agencies	
Phase	Common Roles and Responsibilities
Prevention	<ul style="list-style-type: none"> <li>• As appropriate, identify and implement potential opportunities for preventing the impacts of future incidents.</li> </ul>
Mitigation	<ul style="list-style-type: none"> <li>• As appropriate, identify and implement potential opportunities for mitigating the impacts of future incidents.</li> </ul>
Preparedness	<ul style="list-style-type: none"> <li>• Participate in planning, training, and exercises.</li> <li>• Maintain notification roster.</li> <li>• Maintain inventory of agency resources.</li> </ul>



	<ul style="list-style-type: none"> <li>• Assist in resolving ESF 5 after-action issues.</li> <li>• Maintain supporting plans and procedures.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide representative(s) to the EOC when ESF 5 is activated.</li> <li>• Maintain a timely information flow to the EOC of all critical information.</li> <li>• Maintain records of costs and expenditures.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Submit records of costs and expenditures for necessary reimbursement.</li> <li>• Participate in ESF 5 after-action review.</li> </ul>

Primary: Office of Emergency Management	
Phase	Roles and Responsibilities
Preparedness	<ul style="list-style-type: none"> <li>• Monitor and track incidents 24/7.</li> <li>• Develop and conduct training and exercises related to ESF 5 and EOC operations.</li> <li>• Provide emergency management leadership to city departments and agencies.</li> <li>• Develop and maintain the Emergency Operations Plan (EOP), the EOC standard operating procedures, and associated checklists and job aids.</li> <li>• Develop and maintain Continuity Plan for the EOC.</li> <li>• Coordinate resolution of ESF 5 after-action issues.</li> <li>• Conduct planning with designated support agencies.</li> <li>• Operate the EOC and ensure facility readiness for activation.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Determine the appropriate level of EOC activation and issue notifications.</li> <li>• Provide technical assistance and administrative support in the preparation and processing of emergency declarations, protective action guidelines, and related issues.</li> <li>• Serve as primary liaison to VDEM and the Commonwealth EOC.</li> <li>• Prepare and distribute situation reports.</li> <li>• Manage the overall emergency information collection process.</li> <li>• Manage EOC operations in accordance with ICS principles.</li> <li>• Facilitate the action planning process and publish the EOC Action Plan for each operational period.</li> <li>• Coordinate and manage event impact on populations with access and functional needs.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Manage the development of the city post-disaster recovery plan that will guide the city's recovery program implementation.</li> <li>• Provide technical assistance on recovery operations.</li> <li>• Conduct after-action review (AAR).</li> </ul>



<b>Supporting: Virginia Beach Fire Department</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Train agency staff on damage assessment procedures and operations.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide information from windshield surveys to the EOC.</li> <li>• Provide assistance in developing protective action guidance through the PIO function.</li> <li>• Provide technical assistance on emergency-related issues.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Manage and track requests for outside resources submitted to the VEOC.</li> </ul>

<b>Supporting: Virginia Beach Incident Management Team</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• When activated, provide support as requested.</li> </ul>

<b>Supporting: Communications Office</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Mitigation	<ul style="list-style-type: none"> <li>• Provide public information, outreach, and education related to hazard mitigation and emergency preparedness.</li> </ul>
Preparedness	<ul style="list-style-type: none"> <li>• Train agency staff for emergency assignments.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Fill the position of Public Information Officer (PIO) in the EOC.</li> <li>• Provide assistance in developing and distributing protective action guidance.</li> <li>• Develop and distribute emergency public information.</li> <li>• Set up and manage the Joint Information Center (JIC).</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide assistance in developing and distributing recovery information to the public.</li> </ul>

<b>Supporting: Department of Communications and Information Technology</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Mitigation	<ul style="list-style-type: none"> <li>• Provide GIS support for hazard identification and risk analysis development.</li> </ul>
Preparedness	<ul style="list-style-type: none"> <li>• Ensure sustained operability of public safety communications and critical emergency IT systems.</li> <li>• Ensure appropriate interoperability of public safety communications, IT assets and emergency alert and notification equipment.</li> <li>• Train agency staff for emergency assignments.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide GIS support to emergency operations.</li> <li>• Provide technical assistance for data retrieval and recovery.</li> <li>• Provide technical assistance and support to the EOC.</li> </ul>



Recovery	<ul style="list-style-type: none"> <li>• Provide GIS support for recovery operations.</li> <li>• Lead recovery operations for enterprise communications and IT systems.</li> <li>• Provide support for cooperating agencies' based systems recovery process.</li> </ul>
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<b>Supporting: Department of Public Works - Division of Facilities Management</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Maintain inventory of city resources, for which the Division of Vehicle Services has technical review or maintenance responsibilities.</li> <li>• Train agency staff for emergency assignments.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide staffing for the Facilities Unit in the Logistics Section of the EOC, if activated.</li> <li>• Maintain maintenance and support capabilities for facilities and assets.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Maintain maintenance and support capabilities for facilities and assets.</li> <li>• Provide damage assessment information from state and federal reports</li> </ul>

<b>Supporting: Department of Finance</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Assist in the provision of training on disaster related financial management procedures for city departments and agencies.</li> <li>• Train agency staff for emergency assignments.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide staff assistance in documenting emergency-related costs.</li> <li>• Provide staff assistance in preparing bills and requests for reimbursement.</li> <li>• Provide funding mechanism to allow for initial response purchases above established procurement card limits to be made through the single point ordering system in the EOC.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide staff assistance in documenting costs.</li> <li>• Provide staff assistance in preparing bills and requests for reimbursement.</li> <li>• Provide a mechanism to reimburse agency-incurred costs during the initial response phase for purchases made through the single point ordering system in the EOC.</li> </ul>

<b>Supporting: Department of Planning</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Mitigation	<ul style="list-style-type: none"> <li>• Ensure that hazard mitigation is included in the city comprehensive plan.</li> <li>• Make recommendations for modifications to development codes or ordinances to ensure our businesses and residents are building in areas resistant to damage from natural threats.</li> </ul>
Preparedness	<ul style="list-style-type: none"> <li>• Train agency staff on damage assessment procedures and operations.</li> </ul>



Response	<ul style="list-style-type: none"> <li>• Provide support for damage assessment.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide support for damage assessment.</li> </ul>

<b>Supporting: Department of Human Resources</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Train agency staff for emergency assignments.</li> <li>• Work with City departments to develop position descriptions and job aids for emergency roles.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Inform city employees of the additional duties to support emergency operations outside of their normal reporting duties. This may include a temporary transfer to another location doing a job outside of their normal scope of work to support emergency operations.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Identify city employees that may be available to support recovery operations.</li> </ul>

<b>Supporting: Department of Economic Development</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Train agency staff for emergency assignments.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide a link to business community to understand needs and services available</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Support the business community in recovery.</li> </ul>

<b>Supporting: Department of Housing and Neighborhood Preservation</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Train agency staff for emergency assignments.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide support to damage assessment process.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide code enforcement support for the community post event.</li> </ul>

<b>Supporting: Office of the Real Estate Assessor</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Train agency staff for emergency assignments.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide support in determining post-disaster individual assessment figures.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide support in determining post-disaster individual assessment figures.</li> </ul>



<b>Supporting: Office of the Sheriff</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Staff the EOC Security Unit at the EOC.</li> </ul>

<b>Supporting: Office of the City Attorney</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Mitigation	<ul style="list-style-type: none"> <li>• Provide assistance/preparation of applications, legal interpretations, opinions or appropriate code amendments.</li> </ul>
Preparedness	<ul style="list-style-type: none"> <li>• Advise city officials concerning legal responsibilities, powers, and liabilities in emergency operations.</li> <li>• Assist in reviewing and preparing mutual aid agreements.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide assistance/preparation of applications, legal interpretations or opinions.</li> <li>• Prepare disaster declarations.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Prepare waivers and legal clearances.</li> <li>• Provide assistance/preparation of applications, legal interpretations, or opinions.</li> </ul>

<b>Supporting: Office of Volunteer Resources</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Train agency staff for emergency assignments.</li> <li>• Provide technical assistance to other agencies in their planning and development of emergency procedures.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide representation to the EOC, if requested.</li> <li>• Coordinate with partnering agencies on the opening of volunteer reception centers if needed.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide available volunteer assets to support recovery activities.</li> </ul>

<b>Supporting: Virginia Beach Community Emergency Response Team (VBCERT)</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Conduct recruitment and training of the Community Emergency Response Team (CERT).</li> <li>• Participate in planning, training, and exercises and provide surge capacity at special events.</li> <li>• Maintain notification roster.</li> <li>• Maintain inventory of VBCERT resources.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide Just-in-time training and Job Action Sheets for volunteers.</li> <li>• Mobilize and deploy volunteers to support volunteer assignments,</li> </ul>



	including but not limited to: staffing traffic control at City response and recovery sites (e.g. points of distribution sites; medically-friendly shelters, etc); assisting in the set-up, administration, and staffing of City animal shelters; and reporting any issues, damages, and needs in neighborhoods.
Recovery	<ul style="list-style-type: none"> <li>• Provide available volunteer assets to support recovery activities.</li> <li>• Conduct wellness checks in coordination with EOC and other City departments.</li> <li>• Participate in AAR.</li> </ul>

Supporting: Virginia Beach City Public Schools	
Phase	Roles and Responsibilities
Preparedness	<ul style="list-style-type: none"> <li>• Train agency staff for emergency assignments.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide status of facilities.</li> <li>• Provide representation to the EOC, if requested.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide data for damage assessment reports.</li> </ul>

**MAPS AND SUPPORTING DATA**

- EOC layout
- Alternate EOC location
- WebEOC guidance
- Know Your Zone Map

**REFERENCES**

- City of Virginia Beach Emergency Operations Plan – Basic Plan
- City of Virginia Beach Alpha Staffing Policy
- EOC Standard Operating Procedure (SOP)
- Emergency Management Accreditation Program (EMAP) 4.6.3: The emergency operations/response plan shall identify and assign specific areas of responsibility for performing essential functions in response to an emergency or disaster. Areas of responsibility to be addressed include: direction/control and coordination; information and planning; alert and notification; and warning.
- EMAP 4.11: Operations and Procedures
- EMAP 4.12: Facilities



**ESF 6: Mass Care, Emergency Assistance, Human Services, and Housing**

<b>Primary Agency</b>	<b>Department of Human Services (DHS)</b>
<b>Supporting Agencies</b>	City Manager’s Office (CMO)
	Communications Office
	Department of Information Technology (IT)
	Office of Emergency Management (OEM)
	Department of Emergency Medical Services (VBEMS)
	Virginia Beach Fire Department (VBFD)
	Department of Finance (FIN)
	Department of Housing and Neighborhood Preservation (DHNP)
	Department of Human Resources (HR)
	Department of Libraries (LIB)
	Department of Parks and Recreation (P&R)
	Virginia Beach Police Department (VBPD)
	Department of Public Health (VBDPH)
	Department of Public Works (DPW)
	Virginia Beach Sheriff’s Office (VBSO)
	Amateur Radio Emergency Services (ARES)
	Virginia Beach City Public Schools (VBCPS)
	Office of Volunteer Resources (OVR)
	Voluntary Organizations Active in Disaster (VOAD)
	Virginia Beach Community Services Board (CSB)
<b>State Supporting Agencies</b>	Virginia Department of Emergency Management (VDEM)
	Virginia Department of Social Services (VDSS)
	Virginia Department of Housing and Community Development (VHCD)
	Virginia Dept of Behavioral Health & Developmental Services (DBDHDS)
<b>Federal Supporting Agencies</b>	Federal Emergency Management Agency
	Navy Region Mid-Atlantic Fleet and Family Support Center (FFSC)



## MISSION STATEMENT

Provide basic, immediate support to disaster victims in the City of Virginia Beach, including shelter, food, and emergency relief supplies and support. This may include the beginnings of community recovery centers, FEMA DRC support, Family Assistance Center support, or other ways to provide for the individual and household recovery of the citizens of Virginia Beach.

## SCOPE AND POLICIES

- This Emergency Support Function annex is intended to provide a flexible organizational structure capable of meeting the various requirements of many disaster scenarios with the potential to require activation of the Emergency Operations Center (EOC). ESF 6 annex is a functional annex to the Emergency Operations Plan (EOP). Specific operating procedures and protocols are addressed in documents maintained by the participating organizations. This ESF applies to all individuals and organizations involved in mass care activities required to support disaster response and recovery operations in the City of Virginia Beach. Specifically, this ESF addresses:
  - Short-term and immediate needs of disaster victims. Recovery and long-term issues will be managed through ESF 14 – Long-Term Community Recovery.
  - The full range of non-medical mass care services:
    - Sheltering
    - Feeding operations
    - Emergency relief supplies
    - Coordinating the provision of emergency first aid at designated sites
    - Collecting and providing information on disaster victims to family members
    - Coordinating bulk distribution of emergency relief items
  - Emergency assistance services including reunification of families and the coordination and provision of assistance to individuals with functional needs.
- All emergency response and recovery operations conducted under ESF 6 will be in accordance with the National Incident Management System (NIMS).
- ESF 6 is responsible for coordinating and providing sheltering assistance to those city residents with access and functional needs as well as medical needs. ESF 8 is the co-lead for medically-friendly sheltering.
- ESF 6 will lead the establishment a Family Reception Center (FRC)/ Family Assistance Center (FAC) and Community Recovery Center (CRC) when directed by the Emergency Management Coordinator or designee.



- Family Reception Center – A secure initial gathering location for family and friends shortly after a major incident resulting in missing persons, mass casualties, and/or fatalities.
  - Family Assistance Center - A secure facility established to serve as a centralized location to provide information and assistance about missing or unaccounted for persons and the deceased following a mass fatality incident.
  - Community Recovery Center – A facility set up to provide essential services following a major disaster.
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- The focus of ESF 6 is on the short-term and immediate needs of the disaster victims. Recovery and long-term housing issues will be managed through the Department of Housing and Neighborhood Preservation (DHNP) and the long-term recovery organization.
  - The primary agency, in conjunction with the Office of Emergency Management (OEM), will actively engage the supporting agencies in planning, training, and exercises to ensure an effective operation upon activation.
  - ESF 6 agencies will be responsible for their own continuity of management, the protection of personnel and facilities, conservation of supplies, expansion or improvement of operations and securing of necessary manpower, materials, and services.
  - ESF 6 will serve as the coordination point for information collection regarding the status of mass care services and operations.
  - ESF 6 is responsible for making reasonable accommodations for sheltering of diverse populations, including those with communication or mobility limitations, those with conditions that may require assistance with daily activities but do not require hospital admission or hospital sheltering, those who are transportation dependent and those who present themselves accompanied by pets or service animals. To accommodate persons with special medical needs in the shelter, these individuals must be able to care for themselves or bring a personal caregiver. *See ESF 8 – Public Health and Medical Services for information regarding medically-friendly sheltering.*
  - ESF 6 will coordinate with the following ESFs:
    - ESF 7: Logistics Management and Resource Support.
    - ESF 8: Public Health and Medical Services.
    - ESF 14: Long-Term Community Recovery.
    - ESF 17: Volunteer and Donations Management.



- Information about persons identified on shelter lists, casualty lists, hospital admission, etc., will be made available to family members to the extent allowable under confidentiality regulations.
- ESF 6 will maintain documentation for financial reimbursement.

## CONCEPT OF OPERATIONS

- OEM monitors incidents and threats to the region and will notify the primary agency of incidents impacting or potentially requiring mass care services. The primary agency will contact supporting agencies such as the Department of Parks and Recreation, Libraries, Human Resources and other City of Virginia Beach Departments. The primary agency will contact organizations as necessary to collect additional information.
- As an incident or threat escalates, the primary agency will issue notifications to supporting agencies such as the Parks and Recreation Department, Libraries, Human Resources and other City of Virginia Beach Departments in accordance with internally established protocols and checklists.
- Upon activation of the EOC, the primary agency will provide representation to the EOC to coordinate mass care requirements and issues. The primary agency will request representatives from the other supporting agencies such as the Parks and Recreation Department, Libraries, Human Resources and other City of Virginia Beach Departments as needed.
- Once the EOC is activated, all requests for mass care support by other regional departments and agencies will be submitted to the EOC for coordination, validation, and/or action.
- In the event of an incident requiring sheltering, the City Manager or designee will determine if a shelter is to be opened and will notify the ESF 6 primary agency to initiate activities.
- ESF 6 will be activated to provide coordination and management for mass care activities dependent upon the expected needs associated with the scope and magnitude of incidents or potential incidents. This includes:
  - **Sheltering:**

The City of Virginia Beach utilizes a phased approach for sheltering. The provision of emergency shelter includes the use of:

    - Pre-identified shelter sites in existing structures.
    - Creation of temporary facilities.



- Similar facilities outside the disaster affected area should further evacuation be necessary.

For mass evacuations directed by state officials, the Virginia Department of Emergency Management (VDEM) and Virginia Department of Social Services (VDSS) will coordinate with local officials to designate shelter facilities.

- **Feeding:**

The provision for feeding emergency victims may be accomplished through a combination of fixed sites, mobile feeding units, delivery to homes and food distribution.

- **Emergency Relief Supplies:**

The provision of emergency relief items, limited to urgent needs, is distributed through sites established within the affected area.

- **Information and Community Recovery Centers:**

Following a large-scale or mass-casualty incident, Family Reception Center(s)/Family Assistance Center(s) or Community Recovery Centers may be established to provide support and information to victims and families. Services include disaster welfare inquiries, reunification services, behavioral health, mass fatality issues, conducting investigations with the Office of the Chief Medical Examiner, working with other agencies for financial and other assistance. In certain circumstances, if there are victims as a result of the incident or emergency, as defined in §19.0-11.01 of the Code of Virginia, the Emergency Management Coordinator will immediately contact the Virginia Department of Criminal Justice Services (DCJS) and the Virginia Criminal Injury Compensation (VCICF) Fund to deploy assistance.

It may also be necessary to provide a “one-stop shop” for individual and household recovery needs such as housing providers, medication replacement or other social service referrals. The Human Services Department in conjunction with OEM staff are responsible for coordinating and including needed agencies in such a center and will be supported by all necessary partners to include, but not limited to Parks and Recreation Department, Libraries, Human Resources and other City of Virginia Beach Departments.

- The primary agency will provide representation to the EOC to provide information and coordinate, in conjunction with other city partners, the sheltering, feeding, social service needs and other mass care requirements and issues for the citizens. The primary agency will request representatives from supporting agencies such as Parks and Recreation



Department, Libraries, Human Resources and other City of Virginia Beach Departments as needed.

- The primary agency will coordinate via other City of Virginia Beach Departments such as OEM, Parks and Recreation Department, Libraries, Human Resources and other City of Virginia Beach Departments the staffing and services of shelters, reception centers/family assistance centers and recovery centers to meet immediate needs. The determination to open any of these facilities will be made by the Coordinator and/or Director of Emergency Management (City Manager) along with the ESF 6 group.
- The City of Virginia Beach Sheltering Plan defines the framework for how City departments will collaborate when the decision is made to open general population shelters. The plan is complemented by other existing City plans.
- The City of Virginia Beach Family Reception Center/Family Assistance Center plan provides a framework within which City agencies and departments will activate and operate a family reception center or family assistance center following a mass fatality incident.
- ESF 6 will collect information on mass care activities, populations, and related information and provide it to the EOC as requested.
- Coordination activities will continue at the EOC until the local emergency declaration is terminated or as otherwise directed.

**PRIMARY AND SUPPORTING AGENCY ROLES AND RESPONSIBILITIES**

All Agencies	
Phase	Common Roles and Responsibilities
Prevention	<ul style="list-style-type: none"> <li>• As appropriate, identify potential opportunities for preventing the impacts of future incidents.</li> </ul>
Mitigation	<ul style="list-style-type: none"> <li>• As appropriate, identify potential opportunities for mitigating the impacts of future incidents.</li> </ul>
Preparedness	<ul style="list-style-type: none"> <li>• Participate in planning, training, and exercises.</li> <li>• Maintain notification roster.</li> <li>• Maintain inventory of agency resources.</li> <li>• Assist in resolving ESF 6 after-action issues.</li> <li>• Maintain supporting plans and procedures.</li> <li>• Train agency staff for emergency assignments.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide representative(s) to the EOC when ESF 6 is activated.</li> <li>• Maintain a timely information flow to the EOC of all critical information.</li> <li>• Maintain records of costs and expenditures.</li> </ul>



Recovery	<ul style="list-style-type: none"> <li>• Submit records of costs and expenditures for necessary reimbursement.</li> <li>• Participate in ESF 6 after-action review.</li> </ul>
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Primary: Department of Human Services (DHS)	
Phase	Roles and Responsibilities
Preparedness	<ul style="list-style-type: none"> <li>• Conduct planning in conjunction with OEM and other designated supporting agencies such as Parks and Recreation, Libraries, and Human Resources.</li> <li>• Work with the OEM to conduct training and exercises.</li> <li>• Work with the OEM to identify facilities, including type and quantity needed and the maximum capacities for each potential shelter, FRC/FAC and CRC.</li> <li>• Ensure protection of ESF 6 vital records.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Serve as the lead for Human Services functions and facilitate Mass Care activities with supporting agencies.</li> <li>• Activate supporting agencies for necessary mass care roles such as sheltering and request appropriate numbers of staff from City Departments such as Parks and Recreation, Libraries and Human Resources to support the needs of the citizens.</li> <li>• DHS in conjunction with OEM will plan and support coordination meetings with supporting agencies and ensure all agencies are informed and involved.</li> <li>• Manage the activation, operation, and demobilization of shelter activities using the City’s phased sheltering approach.</li> <li>• Manage the activation, operation, and demobilization of Family Reception Centers / Family Assistance Centers using the City’s FRC / FAC plan.</li> <li>• Coordinate emergency feeding and relief supply efforts.</li> <li>• Coordinate other emergency assistance efforts, such as the establishment of a community resource center, D-SNAP locations, etc.</li> <li>• Ensure responding agencies maintain records of costs and expenditures and send to the Finance/Administration Section Chief.</li> <li>• Register occupants and those seeking services and ensure staff sign in/out.</li> <li>• Work with voluntary agencies, when possible, in meeting disaster victim needs.</li> <li>• Coordinate with Virginia Department of Social Services.</li> <li>• Support the needs of clients in emergency situations.</li> <li>• Coordinate services for citizens with disabilities and functional needs. Identify the current conditions and desired services or outcomes as necessary.</li> <li>• Coordinate the delivery of community behavioral health services and crisis response.</li> </ul>



	<ul style="list-style-type: none"> <li>• Coordinate with the Hampton Roads Chapter of ARC regarding the provision of disaster behavioral health services.</li> <li>• Support contracting agencies that provide behavioral health, substance abuse, and inpatient psychiatric services to maximize continuity of care.</li> <li>• Collaborate with ESF 8 for consistent messaging to behavioral health providers and the public.</li> <li>• Coordinate with other support agencies, local clergy, and other private resources.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Coordinate the management of mental health and substance abuse assistance to individuals and families as appropriate.</li> <li>• Coordinate demobilization of supporting agencies assistance in mass care and human services facilities, locations, and supplies.</li> <li>• Transition on-going individual support activities to ESF 14 for long-term recovery support.</li> <li>• Conduct after-action review (AAR).</li> </ul>

<b>Supporting: City Manager's Office</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Authorize appropriate evacuation and sheltering decisions.</li> <li>• Direct city operations from the EOC when fully activated.</li> <li>• Determine when external resources should be requested.</li> <li>• Make appropriate emergency declarations when required.</li> <li>• Oversee intergovernmental activities.</li> <li>• Determine the city's operational conditions.</li> </ul>

<b>Supporting: Communications Office</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Provide communications support.</li> <li>• Develop messaging and disseminate outreach materials and information to residents regarding emergency preparedness (pre-disaster).</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Develop messaging for mass care operations and disseminate to residents.</li> <li>• Coordinate local, regional, and national media relations.</li> <li>• Write/distribute news releases and media advisories.</li> <li>• Coordinate news briefings for emergencies.</li> <li>• Assist in the issuance of warnings.</li> <li>• Coordinate the City's elected and appointed leadership media briefings.</li> <li>• Provide for rumor control functions.</li> <li>• Maintain emergency website during emergencies.</li> </ul>



<b>Supporting: Department of Information Technology</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>Disseminate warnings directed to ECCS.</li> <li>Communicate emergency warnings and advisories via VBTV and other media outlets.</li> <li>Provide computer/telecommunications support where requested.</li> <li>Coordinate radio maintenance needs.</li> <li>Establish and maintain public information phone lines.</li> <li>Coordinate the protection of electronic files and records.</li> <li>Maintain liaisons with telecommunication utilities.</li> </ul>

<b>Supporting: Office of Emergency Management (OEM)</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>Support DHS in the development of shelter operation plans and standard operating procedures (SOPs).</li> <li>Conduct training and exercises in coordination with other departments.</li> </ul>
Response	<ul style="list-style-type: none"> <li>Notify agencies and organizations about the possible need for mass care services and facilities.</li> <li>Direct the opening of mass care operations and the closing of such facilities when they are no longer needed.</li> <li>Coordinate the necessary actions to ensure mass care operations are opened and staffed, as needed.</li> <li>Approve the release of emergency public information materials regarding shelters, FRC/FACs, and CRCs.</li> <li>Coordinate emergency mass care efforts with other local jurisdictions when necessary.</li> <li>Request support from the state, if local resources are insufficient.</li> <li>Provide coordination, guidance and oversight of the decision-making process for mass care operations.</li> <li>Work with DHS and ESF 15 – External Affairs to release information to the community on mass care operations.</li> <li>Provide technical assistance and support for mass care and human services operations.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>Provide technical assistance and support for ongoing mass care and human services operations.</li> </ul>



**Supporting: Department of Emergency Medical Services**

Phase	Roles and Responsibilities
Response	<ul style="list-style-type: none"> <li>• Provide emergency medical transport services of shelter occupants and personnel to local/regional hospitals if needed (contact with EMS is made through 911).</li> <li>• Coordinate with medical transport agencies during emergencies.</li> <li>• Provide for emergency first aid as requested.</li> <li>• Assist in providing medical support to community locations.</li> <li>• Maintain liaison with hospitals and health care industry.</li> <li>• Manage the activation, staffing, and demobilization of medically-friendly shelters. <i>See ESF 8 – Public Health and Medical Services for information regarding medically-friendly sheltering.</i></li> <li>• Assist in heavy and tactical rescue operations.</li> <li>• Support mass casualty and morgue operations.</li> <li>• Coordinate with Hampton Roads Metropolitan Medical Response System.</li> </ul>

**Supporting: Virginia Beach Fire Department**

Phase	Roles and Responsibilities
Response	<ul style="list-style-type: none"> <li>• Assist and support shelter operations.</li> <li>• Coordinate hazardous materials issues.</li> <li>• Assist in providing emergency medical services.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide critical incident stress management services.</li> </ul>

**Supporting: Department of Finance**

Phase	Roles and Responsibilities
Response	<ul style="list-style-type: none"> <li>• Assist in the emergency acquisition of supplies to support mass care functions.</li> </ul>

**Supporting: Department of Housing and Neighborhood Preservation**

Phase	Roles and Responsibilities
Response	<ul style="list-style-type: none"> <li>• Support the temporary and long-term sheltering process.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Support the long-term recovery process.</li> </ul>

**Supporting: Department of Human Resources**

Phase	Roles and Responsibilities
Preparedness	<ul style="list-style-type: none"> <li>• Maintain Alpha I/Alpha II lists and assist with reassignments as needed to support mass care operations.</li> <li>• Communicate with departments on requirements of Alpha policy.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Assign Alpha I/II staff.</li> </ul>



<b>Supporting: Department of Libraries</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide staffing support for shelters, mass care needs and other recovery center staffing.</li> <li>• Provide potential locations for FEMA Disaster Recovery Centers and/or community recovery centers.</li> </ul>

<b>Supporting: Department of Parks and Recreation</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Coordinate with managers at each shelter location to determine what resources might be provided for disaster clients, such as:               <ul style="list-style-type: none"> <li>○ Planning for recreational space set-asides.</li> <li>○ Working with school staff to determine what school resources might be on premises that can be used with supervision.</li> <li>○ Determining what resources parks and recreation might provide to augment on-site resources.</li> </ul> </li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide staffing support for shelters, mass care needs and other recovery center staffing.</li> <li>• Support mass care operations, as requested.</li> <li>• Provide logistics support if available (e.g., delivery of supplies, transportation).</li> <li>• Provide recreational supplies and on-site staffing as available.</li> <li>• Provide available facilities for community and short-term emergency use.</li> </ul>

<b>Supporting: Virginia Beach Police Department</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide security support to mass care operations, if requested.</li> <li>• Coordinate the opening and operations of the pet shelter, if activated.</li> </ul>

<b>Supporting: Department of Public Health</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Support shelter operations and provide</li> <li>• Address emergency health issues.</li> <li>• Establish and operate morgues if needed.</li> <li>• Provide health related public service announcements.</li> <li>• Provide liaison with medical system and facilities.</li> <li>• Coordinate with state and regional public health operations.</li> </ul>



<b>Supporting: Department of Public Works</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide assistance in leasing temporary facilities.</li> <li>• Assist in donations management and resource procurement for any mass care operation.</li> </ul>

<b>Supporting: Office of the Sheriff</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide security at all facilities providing mass care services.</li> <li>• Provide assistance with traffic management at mass care facilities if needed.</li> </ul>

<b>Supporting: Amateur Radio Emergency Services</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide volunteers for communications needs.</li> <li>• Provide emergency communications to emergency shelters.</li> <li>• Prioritize the transmission and reception of messages as radio communications as needed.</li> <li>• Establish and maintain a radio connection to the ARES station at the Virginia Department of Emergency Management (VDEM).</li> </ul>

<b>Supporting: Virginia Beach City Public Schools</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Assist with evacuation operations (transportation).</li> <li>• Provide facilities and personnel to assist with emergency sheltering or other mass care delivery needs to include 3 meals per day for sheltered individuals during the duration of the event.</li> <li>• Coordinate with the OEM and Human Services on shelter operations.</li> <li>• Support shelter operations to include food services as needed.</li> <li>• Provide support for shelter operations: <ul style="list-style-type: none"> <li>○ Building management.</li> <li>○ Internet access stations.</li> <li>○ Food service (and staff) as available.</li> <li>○ Procurement of food and consumable supplies.</li> <li>○ Building grounds and parking.</li> </ul> </li> <li>• Provide nurses at shelters when requested.</li> <li>• Provide transportation resources when requested.</li> </ul>



<b>Supporting: Office of Volunteer Resources</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>Identify and advertise emergency volunteer opportunities to assist in volunteer recruitment and skills assessment.</li> <li>Advocate volunteerism and donations to support disaster victims.</li> </ul>
Response	<ul style="list-style-type: none"> <li>Coordinate activities with supporting agencies, ensuring that situational assessments include human resource requires that could be met through volunteers.</li> <li>Make information on volunteer resources available to the community.</li> <li>Direct community members to the proper volunteer and donations resources.</li> <li>Provide direction and guidance regarding volunteer management.</li> <li>Assist with the assessment and prioritization on affected area needs for volunteers.</li> <li>Direct the opening of volunteer reception centers if needed.</li> <li>Assist with volunteer assignments for mass care delivery.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>Provide available volunteer assets to support recovery activities.</li> </ul>

<b>Supporting: Voluntary Organizations Active in Disaster</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>Provide volunteers for disaster relief roles.</li> <li>Assist where possible with animal control, building repair, child care; clean up, clothing, communication, counseling, damage assessment, disaster welfare inquiry, financial assistance, food, human relations, mass care, sheltering, transportation, volunteer staffing, and warehousing and bulk distribution.</li> </ul>

**MAPS AND SUPPORTING DATA**

- General population shelter locations

**REFERENCES**

- City of Virginia Beach Family Reception Center/ Family Assistance Center Plan
- City of Virginia Beach Emergency Shelter Operations Plan and SOPs
  - Phased Sheltering Approach Guidance
- Emergency Management Accreditation Program (EMAP) 4.6.3: The emergency operations/response plan shall identify and assign specific areas of responsibility for performing essential functions in response to an emergency or disaster. Areas of responsibility to be addressed include: mass care; sheltering; and food, water, and commodities distribution.



## ESF 7: Logistics Management and Resource Support

<b>Primary Agency</b>	<b>Department of Finance – Division of Purchasing</b>
<b>Supporting Agencies</b>	Office of Emergency Management (OEM)
	Department of Public Works (DPW) – Divisions of Fleet Management and Facilities Management
	Department of Finance – Division of Risk Management
	Department of Human Resources (HR)
	Office of Volunteer Resources (OVR)
	Virginia Beach Fire Department (VBFD)
	Department of Information Technology (IT)
	Virginia Beach City Public Schools (VBCPS)
<b>State Supporting Agency</b>	Virginia Department of Emergency Management (VDEM)
<b>Federal Supporting Agency</b>	Federal Emergency Management Agency

### MISSION STATEMENT

Provide logistical and resource guidance and support following an emergency or disaster.

### SCOPE AND POLICIES

- Resource support involves the provision of services, personnel, equipment, commodities, and facilities by Virginia Beach government to city departments, and if possible, cities, and special purpose districts during the response and recovery phases of an emergency or disaster.
- The City Manager of Virginia Beach or his/her designee may be the authority for decisions on resource priorities and distribution.
- The Comptroller’s Office and city departments may operate under existing authorities and regulations.
- Equipment, supplies, and personnel needed by departments should be sought from the requesting department first, then from other departments and local sources. Each department is responsible for their equipment and should maintain procedures for the



temporary loan and return of their equipment. Resource needs beyond the capacity of the local level will be forwarded to the Commonwealth of Virginia and then to the Federal Government, if needed.

- ESF 7 is not intended to replace or supplant the purchasing authorities of the individual city departments and agencies. Rather, ESF 7 will provide technical assistance in locating, distributing and procuring critical resources and supplies through the Logistics Section in the Emergency Operations Center (EOC) and in accordance with the operational priorities established by EOC Command. However, once a Single Point Order decision has been made, ALL requests for additional resources must be made through the Logistics Section of the EOC.
- ESF 7 will maintain a list of anticipated essential material resources and a list of potential suppliers in order to obtain resources more expeditiously during a major disaster or emergency.
- Alpha I/II designations (including emergency activations of Alpha II employees) are coordinated through the Department of Human Resources.
- ESF 7 agencies will participate in planning, training, and exercises as coordinated by the Office of Emergency Management (OEM) to ensure an effective operation upon activation of the EOC.
- All emergency response and recovery operations conducted under ESF 7 will be in accordance with the National Incident Management System (NIMS).
- The primary agency will actively engage the ESF supporting agencies in planning, training, and exercises to ensure an effective operation upon activation.
- All departments/agencies assigned responsibilities within this ESF will develop and maintain the necessary plans, standard operating procedures, mutual aid agreements, and model contracts to successfully accomplish their tasks.

## CONCEPT OF OPERATIONS

- As an incident or threat escalates, the primary agency will issue notifications to supporting agencies and agency emergency and/or functional support personnel (as necessary) in accordance with established protocols and checklists.
- Upon activation of the Logistics Section at the Emergency Operations Center (EOC), the primary agency will provide representation to assist with resource requirements and procurement support.



- The primary function of ESF 7 will be the emergency acquisition of resources (including the coordination of their delivery), as provided by City Ordinance.
- The Logistics Section of the EOC will manage all requests for resources and logistical support for the incident(s), and provide the coordination of specific requirements for ESF 7 action and documentation. The institution of Single Point Ordering will require all resource requests not already made at the incident level, to be managed through the EOC for purposes of coordinating, tracking and allocating.
- Equipment and materials will be obtained from both intra-departmental and inter-departmental inventories. Inter-departmental requests should be handled between departments themselves. Requests that are unable to be filled with city inventories may be procured by ESF 7 from commercial vendors. Coordination for resource reallocation will be accomplished within the EOC, which will facilitate resource ordering with the Virginia Department of Emergency Management (VDEM), as necessary.
- The Logistics Section maintains lists of vendors and suppliers of equipment, materials and services needed during disaster response and recovery actions.
- ESF 7 will conduct operations in accordance with all local, state and federal laws and regulations.
- The primary and supporting agencies will provide available resources based upon the priorities established by the EOC.
- The Logistics Section will request supporting agencies to provide available assets in order to meet operational requirements. If necessary, private sector sources will be acquired to augment the city resources.
- The Purchasing Agent, or his/her designee, will serve as the primary agency for procurement under ESF 7. The primary agency will coordinate with supporting agencies regarding the development of enabling SOPs maintained under separate cover.
- Operations will continue at the EOC until the local emergency declaration is terminated or as otherwise directed.

**PRIMARY AND SUPPORTING AGENCY ROLES AND RESPONSIBILITIES**

All Agencies	
Phase	Common Roles and Responsibilities
Prevention	<ul style="list-style-type: none"> <li>• As appropriate, identify and implement potential opportunities for preventing the impacts of future incidents.</li> </ul>



Mitigation	<ul style="list-style-type: none"> <li>As appropriate, identify and implement potential opportunities for mitigating the impacts of future incidents.</li> </ul>
Preparedness	<ul style="list-style-type: none"> <li>Participate in planning, training, and exercises.</li> <li>Maintain notification roster.</li> <li>Maintain inventory of agency resources.</li> <li>Assist in resolving ESF 7 after-action issues.</li> <li>Maintain supporting plans and procedures.</li> </ul>
Response	<ul style="list-style-type: none"> <li>Provide representative(s) to the EOC when ESF 7 is activated.</li> <li>Maintain a timely information flow to the EOC of all critical information.</li> <li>Maintain records of costs and expenditures.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>Submit records of costs and expenditures for necessary reimbursement.</li> <li>Participate in ESF 7 after-action review.</li> </ul>

<b>Primary: Department of Finance – Division of Purchasing</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>Develop procedures for procurement of commodities and services and for reimbursement of private contractors for services rendered.</li> <li>Develop and train personnel on city and state emergency procurement procedures for acquiring supplies, resources, and equipment.</li> <li>Develop lists of private vendors and suppliers and their available resources.</li> <li>Establish pre-planned contracts where necessary to ensure prompt support from vendors during emergencies.</li> <li>Maintain procurement records pertinent to each event.</li> </ul>
Response	<ul style="list-style-type: none"> <li>Notify all ESF 7 supporting agencies upon activation.</li> <li>Provide technical assistance in purchasing and procurement.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>Provide technical assistance in purchasing and procurement.</li> <li>Coordinate with the Comptroller, Budget Officer, and the Applicant Agent regarding funding issues and recordkeeping required for federal reimbursement, when applicable.</li> </ul>

<b>Supporting: Department of Finance – Division of Risk Management</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>In coordination with OEM, develop and train personnel on city and state emergency procurement procedures for acquisition of supplies, resources, and equipment.</li> <li>Coordinate with City departments and OEM to maintain inventory of potential suppliers.</li> </ul>
Response	<ul style="list-style-type: none"> <li>Set up program code for incident.</li> </ul>



	<ul style="list-style-type: none"> <li>• Provide assistance to departments and agencies in locating resource and service providers.</li> <li>• Provide technical assistance on FEMA cost recovery and reimbursement procedures.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide assistance to departments and agencies in locating resource providers.</li> <li>• Provide technical assistance on FEMA cost recovery and reimbursement procedures.</li> </ul>

Supporting: Department of Public Works (DPW) – Division of Facilities Management	
Phase	Roles and Responsibilities
Preparedness	<ul style="list-style-type: none"> <li>• Develop procedures for the leasing of buildings and facilities and facilities management.</li> <li>• Participate in city exercises and conduct to validate this annex and supporting SOPs.</li> <li>• Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of ESF 7 during periods of activation.</li> <li>• Locate, procure, and issue to city departments the resources necessary to support emergency operations to include coordination to identify prospective staging area warehouses available for lease to replace damaged or destroyed facilities and potential facility locations for recovery activities such as points of distributions, etc.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide staffing in the Logistics Section of the EOC, if activated.</li> <li>• Maintain maintenance and support capabilities for incoming resources.</li> <li>• Coordinate personnel and assistance in maintaining material handling equipment and facilities to support warehouse operations, as applicable.</li> <li>• Assess initial reports to identify potential resource needs.</li> <li>• Identify potential facility locations in the disaster area of operations.</li> <li>• Coordinate with ESF 1 - Transportation to support logistics operations and ESF 13 (Public Safety and Security) to evaluate warehouse security requirements.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Maintain maintenance and support capabilities for incoming resources.</li> <li>• For large-scale disasters and emergencies, anticipate and plan for arrival of (and coordination with) FEMA ESF 7 staff and the establishment of a Joint Field Office (JFO), to include provisions for work space and equipment as necessary.</li> <li>• Provide documentation for FEMA reimbursement.</li> </ul>



<b>Supporting: Department of Public Works – Division of Fleet Management</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Maintain inventory of city resources, for which the Fleet Management has technical review or maintenance responsibilities.</li> <li>• Train agency staff for emergency assignments.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide staffing in the Logistics Section of the EOC, if requested.</li> <li>• Maintain maintenance and support capabilities for fleet assets.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Maintain maintenance and support capabilities for fleet assets.</li> </ul>

<b>Supporting: Office of Emergency Management</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Train agency staff for emergency assignments.</li> <li>• Develop the Logistics Section at the EOC to its fullest capacity.</li> <li>• Coordinate with City departments to maintain inventory of critical resources.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Assign personnel to staff the EOC.</li> <li>• Manage prioritization of resource requests.</li> <li>• Coordinate with Virginia Emergency Operations Center (VEOC) to advocate for and attain resources for City departments.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Manage and track requests for outside resources submitted to the VEOC.</li> </ul>

<b>Supporting: Department of Human Resources</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of ESF 7 during periods of activation.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide Human Resources support at the EOC.</li> <li>• Through the EOC Logistics Section, identify city employees who may be available to support operations, such as shelters, points of distribution (POD) centers, community recovery centers, and other emergency facilities as needed.</li> <li>• Provide technical assistance on city staffing policies, payroll, and compensation.</li> <li>• Provide a manpower pool to assist in recovery operations.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Identify city employees who may be available to support recovery operations.</li> </ul>

<b>Supporting: Department of Information Technology</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide available resources as requested.</li> <li>• Provide logistical support for EOC and city-managed facilities.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide available resources as requested.</li> </ul>



<b>Supporting: Office of Volunteer Resources</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide available resources as requested.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide available resources as requested.</li> </ul>

<b>Supporting: Virginia Beach Fire Department</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide available resources as requested.</li> <li>• Provide logistical support for staging resources, if necessary.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide available resources as requested.</li> <li>• Restock internal inventories as necessary.</li> </ul>

<b>Supporting: Virginia Beach City Public Schools</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Train agency staff for emergency assignments.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide available transportation assets, if necessary.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide available transportation assets, if necessary.</li> </ul>

**MAPS AND SUPPORTING DATA**

- Potential warehousing space and facility locations
- City-owned property map
- MAAs/MOUs with supporting agencies
- [VDEM SALTT graphic](#)
- [Alpha I/II policy](#)

**REFERENCES**

- City of Virginia Beach Resource Management Disaster Manual
- EOC Standard Operating Procedure (SOP)
- City of Virginia Beach Alternative Water Supply and Commodity Distribution Plan
- Emergency Management Accreditation Program (EMAP) 4.6.3: The emergency operations/response plan shall identify and assign specific areas of responsibility for performing essential functions in response to an emergency or disaster. Areas of responsibility to be addressed include: resource management.
- EMAP 4.8: Resource Management and Logistics
- EMAP 4.9: Mutual Aid
- EMAP 4.12: Facilities



## ESF 8: Public Health and Medical Services

<b>Primary Agency</b>	<b>Virginia Beach Department of Emergency Medical Services Virginia Beach Department of Public Health</b>
<b>Supporting Agencies</b>	Office of Emergency Management (OEM)
	Virginia Beach Fire Department (VBFD)
	Department of Human Services (DHS)
	Virginia Beach Police Department (VBPD)
	Office of the Sheriff (VBSO)
	Office of the City Attorney
	Communications Office
	Department of Finance - Purchasing
	Department of Public Utilities (DPU)
	Virginia Beach City Public Schools (VBCPS)
	Eastern Virginia Healthcare Coalition (EVHC)
	Local Healthcare (Hospital) Systems
	Associated Care Provider Groups (various)
	Hampton Roads Metropolitan Medical Response Team (HRMMRST)
Virginia Beach Department of Health – Medical Reserve Corps (MRC)	
<b>State Supporting Agency</b>	Virginia Department of Health (VDH) (inc. Office of the Chief Medical Examiner – OCME)
	Virginia Department of Social Services (VDSS)
	Virginia Hospital and Healthcare Association (VHHA)
<b>Federal Supporting Agency</b>	Navy Region Mid-Atlantic
	Department of Health and Human Services
	National Disaster Medical System
	Federal Emergency Management Agency



## MISSION STATEMENT

Ensure a comprehensive medical and public health response following a disaster or emergency.

## SCOPE AND POLICIES

- All emergency response and recovery operations coordinated by ESF 8 will utilize the Incident Command System (ICS) during response and incorporate the National Incident Management System (NIMS) into all plans, protocols, training, and exercises.
- Virginia Beach Department of EMS will actively engage their supporting agencies in ESF 8-related preparedness activities, such as planning, training, and exercises, to ensure an effective response.
- Virginia Beach Department of EMS will actively engage key non-governmental stakeholders, including the private medical provider community and other partners, including the public, in ESF 8-related preparedness activities as needed.
- Virginia Beach Department of EMS will coordinate private and public emergency medical services basic and advanced life support response during emergencies and disasters.
- Virginia Beach Department of EMS will coordinate the planning, training, logistics, and exercises for preparation of Medical Friendly Sheltering readiness, warehousing, and deployment.
- ESF 8 will utilize various information sources, including the Eastern Virginia Healthcare Coalition (EVHC), Disaster Medical Assistance Team (DMAT) impact and capability assessments, Disaster Mortuary Operational Response Team (DMORT) impact and capability assessments, Veterinary Medical Assistance Team (VMAT) impact and capability assessments, Federal Emergency Management Agency (FEMA) damage assessment, and City of Virginia Beach on-the-ground assessments as needed, to determine the public health and medical impact of a disaster or emergency, and will monitor for incident-related threats to public health.
- ESF 8 will assist the Office of the Chief Medical Examiner (OCME) with the establishment and maintenance of evidence documentation and the “chain of evidence” in regards to discovery or receipt of human remains.
- ESF 8 will assist Federal law enforcement agencies, state law enforcement agencies, the Virginia Beach Police Department, and the Virginia Beach Fire Marshal’s Office with the establishment and maintenance of evidence documentation and the “chain of evidence”



in regards to discovery or receipt of materials and/or objects associated with criminal or terrorist activities.

- ESF 8 will enhance the common operating picture by providing information to critical recipients, including the Emergency Operations Center (EOC) and ESF 15 – External Affairs, on the public health and medical impact of and response to disasters and emergencies.
- ESF 8 agencies will commit resources and expertise as needed to address health and medical consequences of emergencies and disasters.
- ESF 8 agencies will assign appropriate staff to ESF 8 functions in the EOC as needed.
- ESF 8 will coordinate public health and medical services to the community during and after a disaster or emergency, including the protection of the water supply, ensuring adequate sanitation and food safety, providing medical and emergency medical services, coordinating mass fatality management and mortuary services, facilitating disaster mental health and critical incident stress management care, coordinating medical countermeasure distribution and conducting mass dispensing, coordinating medical and environmental surveillance and monitoring activities, and preventing and controlling epidemics.
- Medical care facilities, assisted living facilities, mental health, dialysis centers, juvenile detention centers, and residential facilities including prisons and jails are responsible for developing and implementing emergency preparedness plans for their patients/residents. These plans should include contingencies for shelter in place and evacuation needs.
- ESF 8 will maintain documentation for financial reimbursement in accordance with city policies.

## CONCEPT OF OPERATIONS

- Virginia Beach Department of EMS will serve as the primary agency for this ESF in coordination with the supporting agencies and is responsible for the development of enabling SOPs maintained under separate cover. The supporting agencies will coordinate with the primary agency while maintaining their autonomy, chain of command, and functional SOPs.
- Before, during, and immediately after a significant emergency, Virginia Beach Department of EMS will focus primarily on public safety. Supporting agencies will provide services as required by the primary agency according to their normal mission tasking.



- Virginia Beach Department of EMS will coordinate with all private ambulance providers and will communicate planning concerns, to include patients with special medical needs.
- Virginia Beach Department of Public Health will facilitate planning and preparedness activities with all area medical facilities by utilizing the Virginia Healthcare Alerting & Status System (VHASS).
- As an incident or threat escalates, Virginia Beach Department of EMS will issue notifications to supporting agencies and agency personnel in accordance with established protocols and checklists.
- Upon activation of the EOC, the Virginia Beach Department of EMS will provide representation to coordinate public health and medical services.
- The primary agency will interact with the Eastern Virginia Healthcare Coalition (EVHC)'s Regional Healthcare Coordination Center (RHCC), Sentara Healthcare System, Chesapeake Regional Healthcare System, BonSecours Healthcare System, the Virginia Department of Health, and the Virginia Beach Department of Public Health to obtain information on the status of the healthcare infrastructure and related issues.
- Coordination activities will continue at the EOC until the local emergency declaration is terminated or as otherwise directed.

### PRIMARY AND SUPPORTING AGENCY ROLES AND RESPONSIBILITIES

All Agencies	
Phase	Common Roles and Responsibilities
Prevention	<ul style="list-style-type: none"> <li>• As appropriate, identify potential opportunities for preventing the impacts of future incidents.</li> </ul>
Mitigation	<ul style="list-style-type: none"> <li>• As appropriate, identify potential opportunities for mitigating the impacts of future incidents.</li> </ul>
Preparedness	<ul style="list-style-type: none"> <li>• Participate in planning, training, and exercises.</li> <li>• Maintain notification roster.</li> <li>• Maintain inventory of agency resources.</li> <li>• Assist in resolving ESF 8 after-action issues.</li> <li>• Maintain supporting plans and procedures.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide representative(s) to the EOC when ESF 8 is activated.</li> <li>• Maintain a timely information flow to the EOC of all critical information.</li> <li>• Maintain records of costs and expenditures.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Submit records of costs and expenditures for necessary reimbursement.</li> <li>• Participate in ESF 8 after-action review.</li> </ul>



**Primary: Department of Emergency Medical Services**

Phase	Roles and Responsibilities
Preparedness	<ul style="list-style-type: none"> <li>• Coordinate the provision of medical care.</li> <li>• Maintain inventory lists of medical supplies, equipment, and hospital ambulance services.</li> <li>• Plan for establishment of staging areas for medical personnel, equipment, and supplies.</li> <li>• Plan for requesting federal medical assistance teams.</li> <li>• Encourage health care facilities (i.e. hospitals, nursing homes, youth and adult medical care facilities) develop patient reduction, evacuation, and relocation procedures.</li> <li>• Identify agencies, organizations, and individuals capable of providing support services or assistance.</li> <li>• Participate in city exercises and conduct an ESF 8 exercise to validate this annex and supporting SOPs.</li> <li>• Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of ESF 8 during periods of activation.</li> <li>• Conduct planning with supporting agencies.</li> <li>• Coordinate resolution of ESF 8 after-action issues.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Operate Advanced Life Support capabilities throughout Virginia Beach.</li> <li>• Coordinate the delivery of health and medical services.</li> <li>• Arrange for the provision of medical personnel, equipment, pharmaceuticals, and supplies.</li> <li>• Assist with the coordination of patient evacuation and relocation.</li> <li>• Assist the Department of Public Health with coordination and implementation of strategic national stockpile operations or mobilization.</li> <li>• Request activation and coordinate Disaster Medical Assistance Team (DMAT) services.</li> <li>• Request activation and coordinate with MMRS.</li> <li>• Identify hospital vacancies citywide, in conjunction with RHCC and other appropriate organizations.</li> <li>• Provide medical assistance with hazardous materials response.</li> <li>• Implement mass casualty operations (maintained under separate cover).</li> <li>• Implement patient tracking protocols in coordination with local hospitals.</li> <li>• Coordinate and manage medical care for the Medically Friendly Shelter.</li> <li>• Coordinate regional critical incident stress management for first responders.</li> <li>• Coordinate operation of emergency medical care facilities and services, to include medical friendly sheltering, provisions for mass casualty incidents, and Family Assistance Centers as needed.</li> <li>• Stage medical assets and deploy as needed to affected areas.</li> <li>• Review and approve local media releases related to casualties or facilities.</li> </ul>



	<ul style="list-style-type: none"> <li>• Provide beach lifeguarding services.</li> <li>• Coordinate City of Virginia Beach delivery of health and medical care during EMS operations involving ocean and inland water marine events.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide emergency medical care.</li> <li>• Assist with the coordination of patient relocation.</li> <li>• Assist with the coordination of patient reunification.</li> <li>• Coordinate and manage medical care for extended operations of the Medically Friendly Shelter.</li> <li>• Assist with restoration of essential health and medical care systems.</li> <li>• Assist with restoration of permanent medical facilities to operational status.</li> <li>• Coordinate emergency services staff until local system is self-supporting.</li> <li>• Conduct after-action review (AAR) for ESF 8 functions.</li> <li>• Participate in other ESF after-action reviews (AAR) as requested or needed.</li> </ul>

Primary: Virginia Beach Department of Public Health	
Phase	Roles and Responsibilities
Preparedness	<ul style="list-style-type: none"> <li>• Develop supporting plans and procedures, including ancillary plans, as needed.</li> <li>• Virginia Beach Medical Reserve Corps will identify and coordinate the deployment of doctors, nurses, technicians and other health professionals who are appropriately licensed to disaster areas.</li> <li>• Develop plans to implement strategic national stockpile operations for the City of Virginia Beach.</li> <li>• Develop disaster-related public wellness and health maintenance Public Safety Announcements for release during response and recovery advising the public how to keep food, water, and medicine safe for consumption during disasters or emergencies.</li> <li>• Establish memoranda of agreement (MOAs) with partners as needed for the distribution of medical countermeasures.</li> <li>• Maintain inventory of medical resources within the city.</li> <li>• Maintain notification rosters for agency staff, supporting agencies, and other stakeholders.</li> <li>• Conduct recruitment and training of the Medical Reserve Corps (MRC).</li> <li>• Ensure protection of vital records for continuity of operations.</li> <li>• Develop procedures to protect the public from communicable diseases and contamination of food, water, and drug supplies (including veterinary drugs).</li> <li>• Develop procedures to monitor public health information.</li> </ul>



	<ul style="list-style-type: none"><li>• Develop sanitation inspection procedures and protocols to control unsanitary conditions.</li><li>• Develop procedures for inspection of individual water supplies.</li><li>• Develop procedures for identification of disease, vector, and epidemic control.</li><li>• Develop emergency immunization procedures.</li><li>• Identify laboratory testing facilities.</li><li>• Conduct planning in conjunction with designated supporting agencies.</li><li>• Conduct training as needed for supporting agencies and other stakeholders.</li><li>• Conduct exercises that include supporting agencies and other stakeholders as needed.</li><li>• Coordinate the resolution of ESF 8-related after-action issues.</li><li>• Identify hospital vacancies citywide, in conjunction with RHCC and other appropriate organizations.</li></ul>
Response	<ul style="list-style-type: none"><li>• Coordinate with OEM and the Joint Information Center (JIC) to disseminate and broadcast the locations for points of dispensing (PODs) and/or mass dispensing sites.</li><li>• Coordinate the distribution of medical countermeasures through established networks (i.e., closed point of dispensing (PODs)).</li><li>• Establish and operate mass dispensing sites.</li><li>• Manage public health and sanitation services.</li><li>• Coordinate medical resource acquisition and management.</li><li>• Coordinate situational assessment of the medical infrastructure, services, and medical needs.</li><li>• Coordinate mass fatality management and mortuary services in collaboration with OCME.</li><li>• Coordinate and manage medical care for general shelters, with Medical Reserve Corps assistance as needed.</li><li>• Provide leadership and direction in responding to health and medical emergencies across Virginia Beach.</li><li>• Staff EOC as needed and establish and maintain ongoing communication with response partners.</li><li>• Provide medical advice and treatment protocols regarding communicable diseases and other biological hazards to EMS, hospitals, and healthcare providers.</li><li>• Coordinate assessment and response to disaster consequences affecting food safety, water quality, and sanitation with appropriate partners (e.g. Office of Drinking Water, Office of Radiological Health, Virginia Department of Agriculture and Consumer Services, etc).</li><li>• Coordinate and collaborate with community response agencies in identifying environmental impact, remediation, and recovery activities.</li></ul>



	<ul style="list-style-type: none"> <li>• Direct response activities to vector-borne public health emergencies.</li> <li>• Support mass care sheltering plans throughout the city in coordination with the ESF 6 – Mass Care agencies. Public Health’s role in mass care sheltering will focus on assisting with environmental health assessments at shelters, coordinating MRC and public health nurses at general population and MFS shelters, and coordinating with HSD on demobilization needs as they arise.</li> <li>• Provide epidemiological surveillance, case investigation, and follow-up to control infectious disease, including acts of bioterrorism and outbreaks of food borne illness.</li> <li>• Establish surveillance systems to monitor health and medical conditions in the community, conduct field investigations, provide health, medical and environmental consultation, and develop appropriate prevention strategies.</li> <li>• Coordinate and provide laboratory services for identification of biological samples.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Prepare and issue drinking water and food advisories.</li> <li>• Monitor for threats to public health identified during damage assessment activities.</li> <li>• Monitor environmental and epidemiological surveillance.</li> <li>• Continue long-term emergency environmental activities.</li> <li>• Provide disease surveillance, investigation and control.</li> <li>• Document, collect and submit information for cost recovery as needed.</li> <li>• Ensure ESF 8 after-action issues are documented.</li> <li>• Assist with restoration of pharmacy services to operational status.</li> <li>• Assist with emergency pharmacy and laboratory services.</li> </ul>

Supporting: Office of Emergency Management	
Phase	Roles and Responsibilities
Preparedness	<ul style="list-style-type: none"> <li>• Train agency staff for emergency assignments.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide EOC resource ordering/tracking and information coordination support.</li> </ul>

Supporting: Virginia Beach Fire Department	
Phase	Roles and Responsibilities
Response	<ul style="list-style-type: none"> <li>• Assist in providing emergency medical services/pre-hospital care.</li> </ul>



<b>Supporting: Department of Human Services</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Train agency staff for emergency assignments and support.</li> <li>• Develop procedures for rapidly providing behavioral health and mental health/substance abuse assistance to individuals and families, to include organizing and training behavioral health teams.</li> <li>• Develop support relationships with government agencies, professional associations, private services, and volunteer organizations to provide mental health and substance abuse assistance during disasters.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Coordinate with ESF 6 and mass care agencies to address the human services, behavioral health, mental health, and psychological first aid needs of emergency and disaster survivors.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide critical incident stress management services.</li> </ul>

<b>Supporting: Virginia Beach Police Department</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide assistance in victim identification.</li> <li>• Coordinate traffic management and external security at mass dispensing sites.</li> </ul>

<b>Supporting: Office of the Sheriff</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Train agency staff for emergency assignments.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide service and enforcement of isolation and quarantine orders, as directed.</li> <li>• Provide service and law enforcement for Medical Friendly Sheltering.</li> <li>• Providing internal security for PODs.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide service and enforcement of isolation and quarantine orders, as directed.</li> <li>• Provide service and law enforcement for ongoing Medical Friendly Sheltering operations.</li> </ul>

<b>Supporting: Office of the City Attorney</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide assistance in the implementation of quarantine and isolation measures.</li> </ul>



<b>Supporting: Communications Office</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Provide communications support.</li> <li>• Develop messaging and disseminate outreach materials and information to residents regarding emergency preparedness (pre-disaster).</li> <li>• Develop messaging and disseminate outreach materials and information to residents regarding admission criteria and caregiver support during Medical Friendly Shelter operations.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide communications support.</li> <li>• Develop messaging and disseminate outreach materials and information to residents.</li> <li>• Develop messaging and disseminate outreach materials and information to residents for admission and caregiver support during Medical Friendly Shelter operations.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide communications support.</li> <li>• Develop messaging and disseminate outreach materials and information to residents.</li> </ul>

<b>Supporting: Department of Finance - Purchasing</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide support to dispensing/vaccination sites through distribution of site supplies and equipment stored in city facilities.</li> </ul>

<b>Supporting: Department of Public Utilities</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Train agency staff for emergency assignments and support.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Conduct assessment of city water supply and control facilities.</li> <li>• Provide for emergency water supply and assist with distribution.</li> </ul>

<b>Supporting: Virginia Beach City Public Schools</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Conduct planning and preparedness activities designed to prepare staff to accomplish assigned emergency responsibilities.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide available facilities for use in medical countermeasure distribution (i.e., mass dispensing operations) and all facility-related support staff.</li> </ul>



<b>Supporting: Eastern Virginia Healthcare Coalition</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Maintain an inventory of medical resources and identify medical resource shortfalls.</li> <li>• Develop and maintain Hampton Roads-area healthcare disaster supply caches.</li> <li>• Provide guidance and assistance to area healthcare facilities in developing emergency plans.</li> <li>• Provide technical assistance to healthcare staff.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide information on the status of the medical infrastructure, facilities, and medical needs.</li> <li>• Notify and coordinate with area healthcare facilities as needed.</li> <li>• Serve as single point-of-contact and collaboration for ESF 8 across the region in providing medical care assistance.</li> <li>• Implement patient tracking protocols in coordination with local hospitals.</li> <li>• Identify vacant nursing home beds using VHASS.</li> <li>• Coordinate healthcare patient movements, transfers, and tracking.</li> <li>• Provide clinical resource management support to Hampton Roads-area healthcare facilities.</li> <li>• Coordinate Hampton Roads-area hospital requests for federal medical resources through the Logistics Section at the EOC.</li> </ul>

<b>Supporting: Local Healthcare (Hospital) Systems</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Train agency staff for emergency assignments.</li> <li>• Incorporate facility evacuation as a component of hospital emergency plans. Coordinate development of hospital facility evacuation protocols with EVHC, Virginia Beach Department of Public Health and first response agencies.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Implement response measures, including surge capacity strategies, consistent with those outlined in the Tidewater Regional MCI Incident Response Guide, as capacity and resources allow.</li> <li>• Follow communications protocols outlined in the communications plan within the Tidewater Regional MCI Incident Response Guide.</li> <li>• Maintain communications with Regional Healthcare Coordination Center (RHCC) and provide information as needed.</li> <li>• Maintain communications with RHCC and provide information upon request.</li> <li>• Provide information on the status of facilities, beds, and unmet needs.</li> <li>• Provide EOC liaison support as requested.</li> </ul>



<b>Supporting: Associated Care Provider Groups (various)</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<p><b>Ambulatory</b></p> <ul style="list-style-type: none"> <li>Maximize outpatient appointment availability as needed.</li> </ul> <p><b>Long-Term Care (Nursing Home, Intermediate Care Facility, Assisted Living Facility, Independent Living Facility)</b></p> <ul style="list-style-type: none"> <li>Notify ESF 8 of emergencies impacting long term care communities.</li> <li>Cooperate with and support other long-term care organizations as needed.</li> </ul> <p><b>Home Health</b> Notify ESF 8 of emergencies impacting continuity of Home Health and Home Care services in Virginia Beach.</p> <ul style="list-style-type: none"> <li>Provide ESF 8 with a list of critical patients without access to care.</li> <li>Cooperate with and support other home health and home care providers as needed.</li> </ul> <p><b>Palliative Care and Hospice Providers</b></p> <ul style="list-style-type: none"> <li>Coordinate with clients to provide disaster kits for end of life care during an emergency, should a provider not be able to make a site visit.</li> <li>Provide ESF 8 with a list of critical patients without access to care.</li> <li>Cooperate with and support other Palliative Care and Hospice providers as needed.</li> </ul> <p><b>Dialysis Providers</b></p> <ul style="list-style-type: none"> <li>Cooperate with and support other dialysis providers as needed.</li> <li>Provide ESF 8 with a list of critical patients without access to care.</li> </ul>

<b>Supporting: Hampton Roads Metropolitan Medical Response System</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>Manage, train and equip HR-MMRS members and trailers for response.</li> </ul>
Response	<ul style="list-style-type: none"> <li>Provide support with HR-MMRS Strike Team if requested by Virginia Beach.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>Provide support with HR-MMRS Strike Team if requested by Virginia Beach.</li> </ul>

<b>Supporting: Virginia Department of Health – Medical Reserve Corps</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>Participate in planning, training, and exercises.</li> <li>Maintain notification roster.</li> </ul>



	<ul style="list-style-type: none"> <li>• Maintain inventory of MRC resources.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide Just-in-time training and Job Action Sheets for volunteers.</li> <li>• Mobilize and deploy volunteers to support specific medical volunteer assignments.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide available volunteer assets to support recovery activities.</li> <li>• Following demobilization, follow up with volunteers to ensure their safety and well-being.</li> <li>• Participate in AAR.</li> </ul>

<b>Supporting: Virginia Department of Health - State</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Maintain inventory of available medical resources.</li> <li>• Train agency staff for emergency assignments.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Coordinate the services, equipment, and staffing essential to protect the public from communicable diseases and contamination of food and water supplies, as necessary.</li> <li>• Develop and monitor health information, as necessary.</li> <li>• Inspect and control sanitation measures, as necessary.</li> <li>• Inspect individual water supplies, as necessary.</li> <li>• Conduct medical and environmental surveillance, as necessary.</li> <li>• Provide disease vector and epidemic control, as necessary.</li> <li>• Coordinate immunizations and mass prophylaxis, as necessary.</li> <li>• Facilitate laboratory testing, as necessary</li> <li>• Represent ESF 8 at the Virginia State EOC.</li> <li>• Support local communicable disease response by processing samples through the Department of Consolidated Laboratory Services.</li> <li>• Communicate requests from local health jurisdictions for federal medical supplies to the Centers for Disease Control and other federal agencies as needed.</li> </ul>

<b>Supporting: Virginia Department of Health, Office of the Chief Medical Examiner</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Coordinate with the lead investigating authority to document, collect, and recover the deceased.</li> <li>• Assist in technical decontamination of the deceased as required.</li> <li>• Determine the nature and extent of injuries.</li> <li>• Provide technical assistance in requesting Disaster Mortuary Operation Response Teams (DMORT).</li> <li>• Assist in the transportation, storage, and recovery of forensic and physical evidence.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• As needed, provide expert testimony in subsequent legal proceedings.</li> </ul>



## MAPS AND SUPPORTING DATA

- EMS Station locations
- Hospital locations
- EMS first due areas
- Nursing home/Assisted Living/Dialysis map
- EMPOWER locations and process for requesting (VBDPH)

## REFERENCES

- City of Virginia Beach EMS Emergency Operations Plan
- City of Virginia Beach Health Department Emergency Operations Plan
- City of Virginia Beach Health Department Pandemic Influenza Response Plan
- City of Virginia Beach Health Department Point of Dispensing Plan (Commodities Distribution Plan)
- City of Virginia Beach EMS Medical Friendly Shelter Plan
- OCME Fatality Management Plan
- Tidewater EMS Council Mass Casualty Plan
- Sentara Virginia Beach General Hospital Emergency Operations Plan
- Sentara Princess Anne Hospital Emergency Operations Plan
- Sentara Independence Emergency Operations Plan
- Sentara Leigh Hospital Emergency Operations Plan
- Virginia Statewide Hospital Emergency Operations Guide
- [National Disaster Recovery Framework \(NDRF\) – Health and Social Services Recovery Support Function](#)
- Emergency Management Accreditation Program (EMAP) 4.6.3: The emergency operations/response plan shall identify and assign specific areas of responsibility for performing essential functions in response to an emergency or disaster. Areas of responsibility to be addressed include: public health and medical services.



## ESF 9: Search and Rescue

<b>Primary Agency</b>	<b>Virginia Beach Fire Department</b>
<b>Supporting Agencies</b>	Office of Emergency Management (OEM)
	Virginia Beach Police Department (VBPD)
	Virginia Beach Sheriff’s Office (VBSO)
	Virginia Beach Department of Emergency Medical Services (VBEMS)
	Emergency Communications and Citizen Services (ECCS)
	Department of Public Works (DPW)
	Department of Public Utilities (DPU)
	Communications Office
<b>State Supporting Agencies</b>	Virginia State Police (VSP)
	Virginia Department of Emergency Management (VDEM)
	Virginia Department of Health (VDH)
	Virginia Marine Resources Commission (VMRC) – Virginia Marine Police
	Virginia Department of Fire Programs (VDFP)
	Virginia Civil Air Patrol (CAPVA)
	Virginia National Guard – Camp Pendleton
	Virginia Port Authority
<b>Federal Supporting Agencies</b>	U.S. Department of Homeland Security/Federal Emergency Management Agency (DHS/FEMA)
	U.S. Department of Homeland Security/U.S. Coast Guard (DHS/USCG)
	U.S. Department of the Interior/National Park Service (DOI/NPS)
	U.S. Department of Defense (DOD)

### MISSION STATEMENT

Provide coordinated search and rescue (SAR) operations for missing or trapped victims following a major disaster or emergency. The key response core capability is Mass Search and Rescue Operations.



## SCOPE AND POLICIES

- All emergency response and recovery operations conducted under ESF 9 will be in accordance with the National Incident Management System (NIMS) and Incident Command System (ICS).
- ESF 9 coordinates the rapid deployment of search and rescue resources that integrate a broad range of professional and technical specialists who respond to provide specialized lifesaving assistance. Mission assignments are divided into three primary operational environments of Search and Rescue:
  - Technical Rescues (all types)
  - Maritime/Coastal/Waterborne Search and Rescue
  - Land Search and Rescue

It is understood that certain skill sets may have crossover to one or more of the three operational environments of Search and Rescue.

- The ESF 9 response is scalable to meet the specific needs of each incident, based upon the nature and magnitude of the event, the suddenness of onset, and the capability of CVB US&R/SAR resources. Response resources are drawn from ESF 9 primary and support agencies.
- The ESF 9 primary agency during operations is dependent upon the nature of mission. For ground search operations, such as open spaces in parks and neighborhoods, the Police Department can serve as the primary agency for SAR of missing or lost persons. For collapsed structures, confined spaces, technical rescues, and water rescues, the Fire Department (in coordination with the EMS Department) is the primary agency.
- The primary agency will actively engage the ESF 9 supporting agencies in planning, training, and exercises to ensure an effective operation upon activation.
- ESF 9 encompasses the coordination of city rescue US&R/SAR resources during disasters and other large-scale emergencies. ESF 9 will coordinate incoming mutual aid resources in support of search and rescue operations.
- ESF 9 will establish staging areas and logistical support bases for requested mutual aid resources in coordination with all first response agencies.

## CONCEPT OF OPERATIONS

- The primary agency monitors incidents on a continuous basis and routinely responds to incidents involving search and/or rescue operations. Most incidents will be managed by the on-scene incident commander (IC).



- The primary agency responsible for US&R/SAR will coordinate and liaise with all responding emergency services agencies, local or otherwise.
- Searching for a lost or entrapped person is an emergency. ESF 9 agencies need to appreciate a sense of urgency in responding to any lost or entrapped person call. The primary agency must anticipate that they may not be able to quickly locate the lost subject and that supporting agencies need to be put on alert or requested early. This is particularly important in challenging weather conditions, as darkness approaches, or with a subject with medical problems.
- OEM is responsible for assisting the IC with requests for personnel and equipment for SAR operations.
- SAR, involving lost aircraft, is the primary responsibility of the Civil Air Patrol under the direction of Air Force Rescue Coordination Center at Langley Air Force Base, VA.
- SAR operations in open water such as the harbor, rivers, and creeks will be the primary responsibility of the VMRC with assistance from USCG.
- All SAR operations can be subject to litigation. It is imperative that operations are conducted and documented in a professional manner.
- Urban search and rescue (US&R) capabilities are limited to the training and equipment at their disposal at the time of a mission.
- A large collapsed structure or multiple structural collapses will likely result in the request of regional, State or FEMA US&R Task Force support, as appropriate.
- At the request of local officials, ESF 9 at the state level will coordinate the state US&R/SAR response. Whenever possible, ESF 9 will stage assets before actual requests are forwarded. When local assets are exhausted, or in anticipation of large-scale disasters beyond the city's capability, ESF 9 at the state level will coordinate procurement of other state or federal assets. ESF 9, at the local level, will integrate the use of all US&R/SAR personnel and resources made available.
- As an incident or threat escalates or the initial event has resulted in multiple emergencies, primary and supporting agencies may activate their assigned Emergency Support Functions (ESF). In the event of multiple emergencies, the primary agency may transition command to an Area Command and/or a central ICP when it is expected that operations will continue for several operational periods and/or to provide overall management to several individual incidents.



- Where multiple incident command posts are established, an area command should be established to oversee these multiple incidents, provide coordination support, and ensure integration of agency administrator policies and procedures. The area command will monitor the situation and ensure continuity of field operations and service to the community are maintained.
- In incidents with multi-agency and/or multi-jurisdictional involvement, a unified command will be established and coordinated through a multi-agency coordination center (MACC).
- In the event that size, scope, or complexity of the individual event(s) exceeds the capability of the local ICP(s), Virginia Beach Incident Management Team (VBIMT), the City’s Type 4 team, may be requested to support the Area Command or MACC.
- Upon activation of the EOC, the primary agency will provide representation to address strategic level SAR requirements and issues.
- At the EOC, ESF 9 will coordinate ICP requests for support from other city departments and agencies, and state and/or federal resources through the EOC Logistics Section. ESF 9 may provide briefings to the senior policy group on incident operations and agency activities and issues.

**PRIMARY AND SUPPORTING AGENCY ROLES AND RESPONSIBILITIES**

All Agencies	
Phase	Common Roles and Responsibilities
Prevention	<ul style="list-style-type: none"> <li>• As appropriate, identify potential opportunities for preventing the impacts of future incidents.</li> </ul>
Mitigation	<ul style="list-style-type: none"> <li>• As appropriate, identify potential opportunities for mitigating the impacts of future incidents.</li> </ul>
Preparedness	<ul style="list-style-type: none"> <li>• Participate in planning, training, and exercises.</li> <li>• Maintain notification roster.</li> <li>• Maintain inventory of agency resources.</li> <li>• Assist in resolving ESF 9 after-action issues.</li> <li>• Maintain supporting plans and procedures.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide representative(s) to the EOC when ESF 9 is activated.</li> <li>• Maintain a timely information flow to the EOC of all critical information.</li> <li>• Maintain records of costs and expenditures.</li> <li>• Ensure that the mission is adequately documented using predesignated ICS and departmental forms.</li> <li>• See US&amp;R SOP and Fields Operations Guide (FOG) for response protocols.</li> </ul>



	<ul style="list-style-type: none"> <li>• Should external US&amp;R resources from state or federal teams be needed, a request will be made through the EOC.</li> <li>• Maintain labor, equipment, and materials forms used for possible reimbursement, if authorized.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Submit records of costs and expenditures for necessary reimbursement.</li> <li>• Participate in ESF 9 after-action review.</li> </ul>

<b>Primary: Virginia Beach Fire Department</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Maintain a state of readiness of the various departmental resources and personnel.</li> <li>• Conduct a continuous assessment of system capacity to respond to future incidents – Capability, Capacity, Mobility, and Coordination.</li> <li>• Coordinates planning and operations between primary and support agencies.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Respond to and coordinate/conduct US&amp;R/SAR operations.</li> <li>• Establish on-scene Incident Command.</li> <li>• Conduct confined space SAR operations.</li> <li>• Conduct collapsed structure SAR.</li> <li>• Conduct trench SAR operations.</li> <li>• Conduct high-angle SAR operations.</li> <li>• Conduct water rescue, search, and recovery.</li> <li>• Assist with ground SAR operations.</li> <li>• Establish and operate staging areas, as necessary.</li> <li>• Serve as a coordinating agency for US&amp;R requests for assistance.</li> <li>• Generate, in a timely manner, information to be included in EOC briefings, situation reports, and Incident Action Plans.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Inventory equipment used during the response activities and repair/replace as needed.</li> </ul>

<b>Supporting: Office of Emergency Management</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Coordinate information gathering and dissemination activities with all responding agencies, as needed.</li> <li>• Request state SAR support as needed.</li> </ul>



<b>Supporting: Virginia Beach Police Department</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Assist with ground SAR operations.</li> <li>• Assist with water rescue, search, and recovery.</li> <li>• Provide for site access control.</li> <li>• Provide traffic control and management.</li> <li>• Provide security for SAR sites.</li> <li>• Establish and operate staging areas, as necessary.</li> </ul>

<b>Supporting: Virginia Beach Sheriff's Office</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Attend basic Search and Rescue technique classes as hosted by VBFD.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Assist with ground SAR operations.</li> <li>• Assist with water rescue, search, and recovery.</li> <li>• Provide for site access control, as requested.</li> <li>• Provide traffic control and management, as requested.</li> <li>• Provide security for SAR sites, as requested.</li> <li>• Establish and operate staging areas, as necessary.</li> </ul>

<b>Supporting: Emergency Communications and Citizen Services</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide communications capabilities/assets.</li> <li>• Manage primary and backup communications equipment.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide communications capabilities/assets.</li> <li>• Manage primary and backup communications equipment.</li> </ul>

<b>Supporting: Department of Emergency Medical Services</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide emergency medical care and support.</li> <li>• Establish and operate staging areas, as necessary.</li> </ul>

<b>Supporting: Department of Public Works</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Establish and operate staging areas, as necessary.</li> <li>• Provide heavy equipment if needed</li> </ul>



Supporting: Department of Public Utilities	
Phase	Roles and Responsibilities
Response	<ul style="list-style-type: none"> <li>Establish and operate staging areas, as necessary.</li> <li>Provide heavy equipment if needed</li> </ul>

Supporting: Communications Office	
Phase	Roles and Responsibilities
Response	<ul style="list-style-type: none"> <li>Serve as a communications conduit among elected officials, City leadership, City personnel, activated incident command structures, and the public.</li> <li>Request and provide alert and warning information.</li> </ul>

Federal Supporting Agencies

During incidents or potential incidents requiring a unified SAR response, Federal SAR responsibilities reside with ESF 9 primary agencies that provide timely and specialized SAR capabilities. Support agencies provide specific capabilities or resources that support ESF 9. Federal SAR response operational environments are classified as:

- Structural Collapse (Urban) Search and Rescue (US&R)
- Maritime/Coastal/Waterborne Search and Rescue
- Land Search and Rescue

SAR services include distress monitoring, incident communications, locating distressed personnel, coordination, and execution of rescue operations including extrication and/or evacuation, along with providing medical assistance and civilian services through the use of public and private resources, to assist persons and property in potential or actual distress.

Structural Collapse (Urban) Search and Rescue	
Primary: DHS/FEMA	
FEMA is the coordinating agency for ESF 9, which provides responsibilities and guidance for SAR and CIS (including US&R for which FEMA sponsors support teams).	
<p><b>Operational Overview:</b> US&amp;R includes operations for natural and manmade disasters and catastrophic incidents, as well as other structural collapse operations that primarily require DHS/FEMA US&amp;R task force operations. The National US&amp;R Response System integrates DHS/FEMA US&amp;R task forces, Incident Support Teams (ISTs), and technical specialists. The Federal US&amp;R response integrates DHS/FEMA task forces in support of unified SAR operations conducted following the U.S. National Search and Rescue Plan (NSP). (The NSP is the policy guidance of the signatory Federal departments and agencies for coordinating SAR services to meet domestic needs and international commitments.)</p>	



**Maritime/Coastal/Waterborne Search and Rescue**

**Primary: DHS/USCG**

**Operational Overview:** Maritime/coastal/waterborne SAR includes operations for natural and manmade disasters that primarily require DHS/USCG air, cutter, boat, and response team operations. The Federal maritime/coastal/waterborne SAR response integrates DHS/USCG resources in support of unified SAR operations conducted per the NSP.

DHS/USCG personnel are trained and experienced in maritime/coastal/waterborne SAR operations and possess specialized expertise, facilities, and equipment for conducting an effective response to distress situations. DHS/USCG develops, maintains, and operates rescue facilities for SAR in waters subject to U.S. jurisdiction and is designated the primary agency for maritime/coastal/waterborne SAR under ESF 9. In addition, DHS/USCG staffing at Area, District, and local Sector Command Centers promotes interagency coordination with State, tribal, and local emergency managers during incidents requiring a unified SAR response in which maritime/coastal/waterborne SAR resources allocation are required.

**Land Search and Rescue**

**Primary: DOI/NPS**

**Operational Overview:** Land SAR includes operations that require aviation and ground forces to meet mission objectives, other than maritime/coastal/waterborne and structural collapse SAR operations as described above. Land SAR primary agencies integrate their efforts to provide an array of diverse capabilities under ESF 9.

DOI/NPS possesses SAR resources that are specially trained to operate in various roles including ground search, small boat operations, swiftwater rescue, helo-aquatic rescue, and other technical rescue disciplines. DOI/NPS maintains preconfigured teams that include personnel and equipment from DOI/NPS, U.S. Fish and Wildlife Service, U.S. Geological Survey, Bureau of Indian Affairs, and other DOI components in planning for ESF 9

**Primary: DOD**

When requested, DOD, through U.S. Northern Command (USNORTHCOM) and/or U.S. Pacific Command (USPACOM), coordinates facilities, resources, and special capabilities that conduct and support air, land, and maritime SAR operations according to applicable directives, plans, guidelines, and agreements. Per the NSP, the U.S. Air Force and USPACOM provide resources for the organization and coordination of civil SAR services and operations within their assigned SAR regions and, when requested, to assist Federal, State, tribal, and local authorities.

DOD's role as a primary agency is based on SAR Coordinator responsibilities stipulated in the NSP and is generally limited to a coordination function.

**MAPS AND SUPPORTING DATA**

- VATF 2 Warehouse



- Fire stations – see ESF 4

## REFERENCES

- Multiple-Casualty Incident Manual Hampton Roads Mass Casualty Incident Response Guide (annual update)
- Virginia Beach Fire Department SOPs
- [Federal Emergency Management Agency \(FEMA\) Urban Search and Rescue \(USAR\) \(US&R\) Response System Operations Manual \(September 2003\)](#)
- [National Response Framework Second Edition \(May 2013\)](#)
- [National Urban Search and Rescue Response System US&R Field Operations Guide \(FOG\)](#)
- [National Search and Rescue Plan of the United States](#)
- [FEMA 508-8 Typed Resource Definitions Search and Rescue Resources](#)
- NFPA 1670, Standard on Operations and Training for Technical Search and Rescue Incidents, 2017 edition
- Emergency Management Accreditation Program (EMAP) 4.6.3: The emergency operations/response plan shall identify and assign specific areas of responsibility for performing essential functions in response to an emergency or disaster. Areas of responsibility to be addressed include: search and rescue. Urban Search and Rescue Standard by EMAP 2015 National US&R Standard



## ESF 10: Oil and Hazardous Materials Response

<b>Primary Agency</b>	<b>Virginia Beach Fire Department (VBFD)</b>
<b>Supporting Agencies</b>	Office of Emergency Management (OEM)
	Virginia Beach Police Department (VBPD)
	Virginia Beach Emergency Medical Services (VBEMS)
	Virginia Beach Sheriff’s Office (VBSO)
	Virginia Beach Department of Public Health (VBDPH)
	Emergency Communications and Citizen Services (ECCS)
	Department of Public Works (DPW)
	Department of Finance – Division of Risk Management
	Communications Office
<b>State Supporting Agencies</b>	Virginia Department of Emergency Management (VDEM)
	Virginia Department of Environmental Quality (VDEQ)
	Virginia Department of Health (VDH)
<b>Federal Supporting Agencies</b>	Environmental Protection Agency (EPA – ESF 10 Coordinator)
	Federal Bureau of Investigation (FBI)
	Department of Homeland Security (DHS)/U.S. Coast Guard (USCG)
	Department of Defense

### MISSION STATEMENT

Provide a coordinated response to an actual or potential discharge and/or uncontrolled release of oil or hazardous materials (HAZMAT) incidents.

Hazardous materials are defined under Virginia Law (Title 44-146.34) as: 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, corrosive materials, chemical and biological substances, and radioactive materials



## SCOPE AND POLICIES

- The scope of ESF 10 includes the appropriate actions to prepare for and respond to a threat to public health, welfare, or the environment caused by actual or potential oil and hazardous materials incidents.
- All emergency response and recovery operations conducted under ESF 10 will be in accordance with the National Incident Management System (NIMS) and Incident Command System (ICS).
- The Virginia Beach Fire Department as the primary agency will actively engage the ESF supporting agencies in planning, training, and exercises to ensure an effective operation upon activation.
- ESF 10 encompasses the response to, containment of, and monitoring the clean-up of oil and HAZMAT releases that occur concurrently with a major disaster or emergency or are of a significant scope and magnitude as to require a significant multi-agency response.
- ESF 10 coordinates the division and specification of responsibilities among the primary and supporting local agencies and on-site response organizations, personnel, and resources that may be used to support response actions
- For purposes of this document, HAZMAT includes chemical, biological, radiological, and nuclear releases whether accidental or intentional.
- Operations will be conducted under the auspices of the Virginia Beach Hazardous Materials Response Plan that is published separately. The Plan is compatible with the Virginia Beach Emergency Operations Plan.
- Incidents with a terrorism nexus (or suspected nexus) will involve additional coordination with local, state, and federal agencies.
- ESF 10 will establish staging areas and logistical support bases for requested mutual aid resources and other resources in coordination with all first response agencies.

## CONCEPT OF OPERATIONS

- The Virginia Beach Fire Department as the primary agency is responsible for the coordination of all ESF 10 administrative, management, planning, preparedness, prevention, mitigation, response, and recovery activities to include developing, coordinating, and maintaining the ESF 10 standard operating procedures (SOPs) and standard operating guidelines (SOGs) which detail both radiological and non-radiological



responsibilities. ESF 10 supporting agencies will assist the primary agency in the planning and execution of the above.

- ESF 10 personnel will be trained on the principles of the National Incident Management System (NIMS) and integrate those principles into all ESF 10 planning and response operations.
- HAZMAT incidents may result in fire, explosions, radiation dangers, contamination, and toxic fumes. Firefighters are generally accepted as having the greatest expertise, training, and capability to combat these dangers.
- Coordination with all supporting and other appropriate departments/agencies and organizations will be performed to ensure operational readiness in time of emergency.
- Following notification of a release of HAZMAT, the responding VBFD Battalion Chief/District Chief responding to an emergency shall become the incident commander (IC). The Incident Command System (ICS) shall be used throughout the management of an incident. All supporting agencies and their communications shall be coordinated and controlled through the IC, assisted by the senior official present for each agency. An Incident Command Post (ICP) will be established to manage both personnel and material to mitigate the hazard.
- The IC will coordinate, integrate, and manage the effort to detect, identify, contain, and minimize releases and prevent, mitigate, or minimize the threat of potential releases through the use of primary and support agency resources.
- Should a state of emergency be declared, the Emergency Operations Center (EOC) may be activated to coordinate efforts of other city, state, and federal agencies.
- When the IC orders an evacuation, refer to ESF 6 (Mass Care) for shelter and care of evacuees. The IC will coordinate evacuation efforts through Emergency Management with support from other departments.
- The FBI is the lead agency for crisis and consequence management regarding suspected or confirmed terrorism or weapons of mass destruction (WMD) incidents involving chemical, biological, or radiological agents.
- In the event of multiple emergencies, the primary agency may transition command to a central ICP when it is expected that operations will continue for several operational periods and/or to provide overall management to several individual incidents.



- The ICP will include Command and General staff ICS section positions as appropriate for managing incident operations. A written Incident Action Plan (IAP) is to be developed for each operational period. The ICP will provide situational briefings to the EOC, if activated.
- Where multiple incident command posts are established, an area command should be established to oversee these multiple incidents, provide coordination support, and ensure integration of agency administrator policies and procedures. The area command will monitor the situation and ensure continuity of field operations and service to the community are maintained.
- In incidents with multi-agency and/or multi-jurisdictional involvement, a unified command will be established and coordinated through a multi-agency coordination center (MACC).
- In the event that size, scope, or complexity of the individual event(s) exceeds the capability of the local ICP(s), Virginia Beach Incident Management Team (VBIMT), the City’s Type 4 team, may be requested to support the Area Command or MACC.
- Upon activation of the EOC, the primary agency will provide representation to address strategic level HAZMAT response requirements and issues.
- At the EOC, ESF 10 will provide direction and guidance, coordinate ICP requests for support from other city departments and agencies, and coordinate requests for state and/or federal resources through the Logistics Section at the EOC.
- At the EOC, ESF 10 will provide briefings to the senior policy group on incident operations and agency activities and issues.

**PRIMARY AND SUPPORTING AGENCY ROLES AND RESPONSIBILITIES**

All Agencies	
Phase	Common Roles and Responsibilities
Prevention	<ul style="list-style-type: none"> <li>• As appropriate, identify and implement potential opportunities for preventing the impacts of future incidents.</li> </ul>
Mitigation	<ul style="list-style-type: none"> <li>• As appropriate, identify and implement potential opportunities for mitigating the impacts of future incidents.</li> </ul>
Preparedness	<ul style="list-style-type: none"> <li>• Participate in planning, training, and exercises.</li> <li>• Maintain notification roster.</li> <li>• Maintain inventory of agency resources.</li> <li>• Assist in resolving ESF 10 after-action issues.</li> <li>• Maintain supporting plans and procedures.</li> </ul>



Response	<ul style="list-style-type: none"> <li>• Provide representative(s) to the EOC when ESF 10 is activated.</li> <li>• Maintain a timely information flow to the EOC of all critical information.</li> <li>• Maintain records of costs and expenditures.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Submit records of costs and expenditures for necessary reimbursement.</li> <li>• Participate in ESF 10 after-action review.</li> </ul>

Primary: Virginia Beach Fire Department	
Phase	Roles and Responsibilities
Preparedness	<ul style="list-style-type: none"> <li>• Coordinate oil and HAZMAT response planning.</li> <li>• Manage environmental compliance and reporting through the Local Emergency Planning Committee (LEPC).</li> <li>• Prepare an inventory of existing threats using SARA Title III, Tier II information.</li> <li>• Develop plans for communications and public information.</li> <li>• Develop procedures for identification, control, and cleanup of hazardous materials.</li> <li>• Provide, obtain, or recommend training for response personnel using courses made available by FEMA, Department of Energy (DOE), Nuclear Regulatory Commission (NRC), VDEM, U.S. Environmental Protection Agency (USEPA) and manufacturers and transporters of hazardous materials, as well as training based on Occupational Safety and Health Administration (OSHA) requirements for each duty position.</li> <li>• Participate and train with the deployable Regional Hazmat Team.</li> <li>• Maintain a listing of private contractors capable of performing emergency and/or remedial actions associated with a hazardous materials incident.</li> <li>• Maintain an inventory of assets capable of responding to a hazardous materials incident.</li> <li>• Maintain a list of radiological response resources to include local, city, private, state and federal agencies.</li> <li>• Develop plans and/or mutual aid agreements regarding hazardous materials incidents with local agencies, other state agencies, contiguous states, federal agencies, and private organizations as required.</li> <li>• Collect and utilize licensing, permitting, monitoring, and/or transportation information from the appropriate local, state, or federal agencies and/or private organizations to facilitate emergency response.</li> <li>• Participate in state exercises and conduct, at least annually, an ESF 10 exercise to validate this annex and supporting SOPs.</li> <li>• Conduct training and exercises.</li> <li>• Develop and maintain inventory of assets.</li> <li>• Manage resolution of ESF 10 after-action issues.</li> <li>• Conduct planning with designated cooperating agencies.</li> </ul>



Response	<ul style="list-style-type: none"><li>• Provide for response and containment for oil and HAZMAT incidents.</li><li>• Provide hazard identification.</li><li>• ESF 10 will assess the situation to include: the nature, amount and location of real or potential releases of hazardous materials; pathways to human and environmental exposure; probable direction and time of travel of the materials; potential impact on human health, welfare, safety, and the environment; types, availability, and location of response resources, technical support, and cleanup services; and priorities for protecting human health, welfare and the environment.</li><li>• After reviewing reports, gathering and analyzing information and consulting with appropriate agencies, determine and provide, as available, the necessary level of assistance.</li><li>• Provide protective action recommendations (PAR), as the incident requires.</li><li>• Provide for monitoring to determine the extent of the contaminated area and consult with appropriate support agencies to provide access and egress control to contaminated areas; request assistance as required.</li><li>• Consult with appropriate local, state, or federal agencies and/or private organizations with regard to the need for decontamination. Coordinate with ESF 8 (Health and Medical) regarding decontamination of injured or deceased personnel.</li><li>• Determine need for evacuations (risk analysis, plume, and dispersion modeling).</li><li>• Determine need for reception centers and/or shelters.</li><li>• Manage decontamination of victims and responders.</li><li>• Coordinate with appropriate local, state, and federal agencies to ensure the proper disposal of wastes associated with hazardous materials incidents; and assist in monitoring or tracking such shipments to appropriate disposal facilities.</li><li>• Coordinate with ESF 3 (Public Works and Engineering) for technical assistance on water, wastewater, solid waste, and disposal.</li><li>• Maintain labor, equipment and materials forms used for possible reimbursement, if authorized.</li></ul>
Recovery	<ul style="list-style-type: none"><li>• Terminate operations when the emergency phase is over and when the area has been stabilized by responsible personnel. Department of Environmental Quality will track continued or needed remediation as necessary.</li><li>• Monitor site clean-up and restoration.</li><li>• Inventory equipment used during response activities and repair/replace as needed.</li><li>• Prepare and process reports using established procedures, focusing specific attention on after-action reports.</li><li>• Generate in a timely manner, information to be included in EOC briefings, situation reports, and/or action plans.</li></ul>



	<ul style="list-style-type: none"> <li>• Assign and schedule sufficient personnel to cover an activation of the Emergency Operations Center for an extended period of time.</li> <li>• Request and maintain documented records of all expenditures, money, and physical resources of the various governmental department/agencies involved in emergency operations. Ensure that ESF 10 team members or their agencies maintain appropriate records of costs incurred during the event.</li> <li>• Anticipate and plan for arrival of, and coordination with, DEQ ESF 10 personnel in the EOC and the Joint Field Office (JFO).</li> <li>• Conduct ESF 10 after-action review.</li> </ul>
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<b>Supporting: Office of Emergency Management</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Prepare an inventory of existing threats using SARA Title III, Tier II information.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Identify, train and assign personnel to maintain contact with and prepare to conduct operations in support of ESF 10 during periods of activation.</li> <li>• Provide EOC and Incident Command liaison support to Incident Commanders, to include evacuation procedures and support activities.</li> </ul>

<b>Supporting: Virginia Beach Police Department</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Identify, train, and assign personnel to maintain contact with and prepare to conduct operations in support of ESF-10 during periods of activation.</li> <li>• Provide communications support, security, transportation, and traffic control.</li> <li>• Provide air support (rotary) for surveillance and transportation of essential personnel.</li> </ul>

<b>Supporting: Virginia Beach Emergency Medical Services</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Identify, train, and assign personnel to maintain contact with and prepare to conduct operations in support of ESF 10 during periods of activation.</li> <li>• Provide medical support, transportation, and medical surveillance to Hazardous Materials Teams and victims as necessary.</li> </ul>



<b>Supporting: Department of Public Works - Division of Operations</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide technical assistance as related to stormwater management.</li> <li>• Provide available construction and heavy equipment as related to stormwater management.</li> <li>• Provide engineering services.</li> <li>• Provide environmental evaluation and monitoring as related to stormwater management.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide engineering services as related to stormwater management.</li> <li>• Provide technical assistance as related to stormwater management.</li> <li>• Provide environmental evaluation and monitoring as related to stormwater management.</li> </ul>

<b>Supporting: Emergency Communications and Citizen Services</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide communications capabilities/assets.</li> <li>• Manage emergency alert and notifications systems at the direction of the Incident Commander.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide communications capabilities/assets.</li> </ul>

<b>Supporting: Department of Public Health</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide water monitoring services to the extent capable, as needed.</li> <li>• Issue water notices as appropriate.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide water monitoring services to the extent capable, as needed.</li> </ul>

<b>Supporting: Communications Office</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Provide communications support.</li> <li>• Develop messaging and disseminate outreach materials and information to residents regarding emergency preparedness (pre-disaster) at the direction of the Incident Commander.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide communications support.</li> <li>• Develop messaging and disseminate outreach materials and information to residents at the direction of the Incident Commander.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide communications support.</li> <li>• Develop messaging and disseminate outreach materials and information to residents at the direction of the Incident Commander.</li> </ul>



<b>State Supporting: Virginia Department of Emergency Management</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Coordinate and support plans and procedures to address the full spectrum of technological hazards.</li> <li>• Operate and maintain a state communications center to receive, prepare, and disseminate notifications, warnings, and associated protective actions to local, state and federal agencies involved in the response.</li> <li>• Establish and support regional hazmat teams in cooperation with local and federal governments, and private industry to enhance statewide response capabilities to technological hazards.</li> <li>• Establish and maintain a comprehensive safety program.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide HMO(s) to the incident that will act as the State On scene Coordinator to provide guidance and coordination among on scene agencies.</li> <li>• Provide manpower in the collection, analysis, and assessment for spill response.</li> <li>• Coordinate needs assessment and damage assessment operations.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Coordinate needs assessment and damage assessment operations.</li> </ul>

<b>State Supporting: Virginia Department of Environmental Quality</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Support collection, analysis and assessment of air and water quality samples.</li> <li>• Support collection, analysis and assessment of meteorological data.</li> <li>• Provide technical assistance in development of protective strategies for risks posed by releases of hazardous materials or oil spills.</li> <li>• Provide technical and regulatory assistance regarding the removal, storage, and disposal of debris/wastes.</li> <li>• Provide technical advice on countermeasure strategies to address real or potential environmental impacts relating to an emergency/disaster.</li> </ul>

<b>State Supporting: Virginia Department of Health</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Provide education and training for CBRNE.</li> <li>• Provide information and training for water monitoring protocol.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide CBRNE response support, if requested.</li> <li>• Provide water monitoring services, as needed.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide water monitoring services, as needed.</li> <li>• Provide health monitoring for victims post-event, if needed and in coordination with the local health department.</li> </ul>



**Federal Supporting: Environmental Protection Agency**

**For incidents for which EPA is the primary agency:**

- Maintains close coordination, as appropriate, between EPA Headquarters and the affected regional office(s), DHS/USCG, the National Response Coordination Center (NRCC), other ESFs and Support Annexes, and the National Response Team (NRT).
- Provides damage reports, assessments, and situation reports to support ESF 5 (Emergency Management).
- Facilitates resolution of conflicting demands for oil and hazardous materials response resources and ensures coordination between NRT, Regional Response Team (RRT), and Unified Coordination activities, as appropriate. For national-level incidents, through EPA Headquarters, coordinates the provision of backup support from other regions to the affected area.
- Provides technical, coordination, and administrative support and personnel, facilities, and communications for ESF 10.
- Coordinates, integrates, and manages the overall Federal effort to detect, identify, contain, decontaminate, clean up, dispose of, or minimize discharges of oil or releases of hazardous materials or to prevent, mitigate, or minimize the threat of potential releases.
- Provides OSCs for incidents within its jurisdiction.

**In general:**

- Provides expertise on the environmental effects of oil discharges or releases of hazardous materials and environmental pollution control techniques.
- Manages EPA special teams under the NCP, including the Environmental Response Team, CBRN Consequence Management Advisory Team, and Radiological Emergency Response Team, which provide specialized technical advice and assistance to responders.
- Coordinates, integrates, and provides investigative support, intelligence analysis, and legal expertise on environmental statutes related to oil and hazardous materials incidents, including regarding criminal cases, in support of responders.
- Manages the National Criminal Enforcement Response Team, composed of investigative and scientific personnel, to provide investigative, scientific, and forensic technical advice, assistance, and other threat assessment in support of responders.

**Federal Supporting: Federal Bureau of Investigation**

**For incidents for which FBI is the primary agency:**

- Provide crisis and consequence management regarding suspected or confirmed terrorism or weapons of mass destruction (WMD) incidents involving chemical, biological, or radiological agents.

**Federal Supporting: Department of Homeland Security/U.S. Coast Guard**

**For incidents for which DHS/USCG is the primary agency:**

- Maintains close coordination, as appropriate, between DHS/USCG Headquarters and the



<p>affected Area and District office(s), the EPA, the NRCC, other ESFs and Support Annexes, and the NRT.</p> <ul style="list-style-type: none"> <li>• Provides damage reports, assessments, and situation reports to support ESF 5 (Emergency Management).</li> <li>• Facilitates resolution of any conflicting demands for oil and hazardous materials response resources and ensures coordination between NRT, RRT, and Unified Coordination activities, as appropriate. Coordinates through DHS/USCG Headquarters the provision of personnel and logistical support from other districts to the affected area.</li> <li>• Provides technical, coordination; administrative support; and personnel, facilities, and communications for ESF 10.</li> <li>• Coordinates, integrates, and manages the overall Federal effort to detect, identify, contain, clean up, dispose of, or minimize releases of oil or hazardous materials or to prevent, mitigate, or minimize the threat of potential releases.</li> <li>• Provides OSCs for incidents within its jurisdiction (including for the coastal zone response for incidents for which EPA is the primary agency but where the incident affects both the inland and coastal zone).</li> </ul>
<p><b>In general:</b></p> <ul style="list-style-type: none"> <li>• Provides expertise on environmental effects of oil discharges or releases of hazardous materials and environmental pollution control techniques.</li> <li>• Maintains the National Response Center.</li> <li>• Manages the National Strike Force, which is composed of the National Strike Force Coordination Center, Public Information Assist Team, and three strike teams located on the Pacific, Atlantic, and Gulf coasts, to provide response capabilities, technical advice, documentation and support assistance, communications, and incident management support for response activities.</li> <li>• Offers expertise in domestic and international port safety and security, maritime law enforcement, ship navigation, and the manning, operation, and safety of vessels and marine facilities.</li> <li>• Maintains continuously staffed facilities that can be used for command, control, and surveillance of oil discharges and hazardous materials releases occurring within its jurisdiction.</li> </ul>

**MAPS AND SUPPORTING DATA**

- Tier II matrix

**REFERENCES**

- Virginia Beach Hazardous Materials Response Plan
- Virginia Beach Fire Department SOPs
- Local Emergency Planning Committee (LEPC) Plan
- United States Coast Guard Hazardous Materials Plans



- USCG Hazardous Substance Incident Annex
- USCG Oil Incident Annex
- USCG VA/Coastal MD ACP Incident-Specific Shoreline Impact Response Plan
- Tidewater Clean-up Contractors SOPs
- Virginia Hazardous Materials Response Plan - serves as the basis for all actions taken by ESF #10.
- National Oil and Hazardous Substances Pollution Contingency Plan (National Contingency Plan, NCP)
- Emergency Management Accreditation Program (EMAP) 4.6.3: The emergency operations/response plan shall identify and assign specific areas of responsibility for performing essential functions in response to an emergency or disaster. Areas of responsibility to be addressed include: hazardous materials.



## ESF 11: Agricultural, Natural, Historic and Cultural Resources

<b>Primary Agency</b>	<b>Department of Agriculture (AGR)</b>
<b>Supporting Agencies</b>	Office of Emergency Management (OEM)
	Department of Public Health (VBDPH)
	Department of Planning and Community Development (PLN)
	Virginia Beach Police Department (VBPD)
	Department of Parks and Recreation (P&R)
	Office of Cultural Affairs
	Department of Libraries (LIB)
	Department of Aquarium and Museums
	Department of Public Works (DPW)
	Communications Office
	Virginia Aquarium and Marine Science Center
<b>State Supporting Agencies</b>	Virginia Department of Agriculture and Consumer Services (VDACS)
	Virginia Cooperative Extension Service (VCE)
	Virginia Department of Conservation and Recreation (DCR)
	Virginia Marine Resources Commission (VMRC)
	Virginia Department of Game and Inland Fisheries
	Virginia Department of Historic Resources
	Virginia Department of Environmental Quality (DEQ)
Virginia State Police (VSP)	
<b>Federal Supporting Agencies</b>	Department of Homeland Security(DHS)/U.S. Coast Guard (USCG)
	United States Department of Agriculture
	United States Fish and Wildlife Service
	Environmental Protection Agency (EPA)
	U.S. Army Corps of Engineers (USACE)



## MISSION STATEMENT

Protect agricultural, natural, and cultural resources and historic properties and resources. Provide for emergency response services for equine and agricultural animals. Provide for food safety and security and animal and plant disease response. Support the welfare and protection of the Virginia Aquarium and Marine Science Center's animal collection during an emergency response or evacuation situation.

## SCOPE AND POLICIES

- This ESF annex is intended to provide a flexible organizational structure capable of meeting the various requirements of many emergency and disaster scenarios with the potential to require activation of the Emergency Operations Center (EOC). ESF 11 is a functional annex to the Emergency Operations Plan (EOP). Specific operating procedures and protocols are addressed in documents maintained by the participating organizations. This ESF applies to all individuals and organizations involved in resource protection to support disaster response and recovery operations in the City of Virginia Beach. Specifically, this ESF addresses:
  - Food safety and security
  - Natural resources preservation
  - Cultural resources and historic properties protection and restoration
  - Animal welfare at the Virginia Aquarium and Marine Science Center
  - Animal welfare for equine and agricultural livestock
- An act of food tampering within the supply chain, particularly an act directed against large sectors of the food industry in the United States will have major consequences that may overwhelm the capabilities of states and local jurisdictions.
- A major focus of ESF 11 is food security for a significant food emergency. A food-related emergency involves the unintentional or deliberate contamination, threatened or actual, of food that impact human health. For purposes of this ESF, a food-related emergency does not apply to food incidents routinely handled by the Virginia Beach Department of Public Health and Virginia Department of Health. This ESF is also focused on food emergencies that may involve a large number of people in a small area or that are widespread, involving multiple localities and/or states.
- Food related emergencies may result from a variety of factors:
  - Natural disasters or man-made events that affect food or impact human health (e.g., hurricane, floods, power outages) that result in the loss of food due to spoilage or contamination.



- Unintentional contamination of food that results in a public health threat or food-borne disease such as improper processing or production.
- Deliberate contamination of food to cause harm to the public or the economy.
  
- The Department of Agriculture, Virginia Department of Agriculture and Consumer Services, and Virginia Cooperative Extension Service are the primary points of contact and coordination with the agriculture community.
  
- The preservation of natural, cultural, and/or historical resources is the responsibility of the Department of Parks and Recreation, Office of Cultural Affairs, Department of Libraries, Department of Aquarium and Museums, and/or Department of Planning and Community Development as dictated by the incident.
  
- The Virginia Aquarium and Marine Science Center is responsible for care, evacuation, and control of all animals housed at its facility.
  
- All emergency response and recovery operations conducted under ESF 11 will be in accordance with the National Incident Management System (NIMS).
  
- ESF 11 primary and supporting agencies will actively engage in planning, training, and exercises to ensure an effective operation upon activation.
  
- ESF 11 agencies will be responsible for their own continuity of management, the protection of personnel and facilities, conservation of supplies, rerouting, expansion or improvement of operations and securing of necessary manpower, materials, and services.
  
- ESF 11 will utilize available coordinating and cooperating agency capabilities.
  
- ESF 11 operations will be in accordance with local, state and federal codes and policies.
  
- ESF 11 will serve as the coordination point for information collection regarding the status of resource protection and restoration operations.
  
- Documentation will be maintained as appropriate for reimbursement in accordance with the Cost Recovery Manual.

## CONCEPT OF OPERATIONS

- The Office of Emergency Management monitors incidents and threats to the region and will contact supporting agencies and organizations as necessary to collect additional information.



- As an incident or threat escalates, the primary agency will issue notifications to supporting agencies and agency emergency personnel in accordance with internally established protocols and checklists.
- Upon activation of the EOC, the primary agency will request representation at the EOC to coordinate resource protection requirements and issues.
- Once the EOC is activated, all requests for resource protection support by other regional departments and agencies will be submitted to the EOC for coordination, validation, and/or action.
- For food safety and security, the Virginia Beach Department of Public Health conducts food safety surveillance to identify food emergencies and will conduct a food-borne illness investigation. If a criminal act is suspected, the incident will be referred to the Department of Police. Relevant state and federal departments and agencies will be engaged. Primary and supporting agencies will work together to ensure that unsafe foods are removed from shelves. Restaurants, wholesale and grocery stores, schools, and other businesses that produce and distribute food or meals will be notified immediately in case of suspicious food outbreaks.
- For natural resource preservation, the Department of Parks and Recreation coordinates activities to preserve natural resources with the support of VDACS and Virginia Cooperative Extension Service. Efforts will focus on natural heritage resource protection, air and water quality protection, forest protection, and endangered plant, animal and insect species protection.
- For cultural resources and historic properties, the Office of Cultural Affairs, Department of Libraries, Department of Aquarium and Museums, and Department of Planning and Community Development coordinate activities to preserve cultural resources and historic properties with the support of various non-profit and community organizations to fulfill salvage needs to preserve historical artifacts and data. Historical structures are subject to special consideration during damage assessment. Guidance and direction will be received from state and federal agencies for the salvage of cultural materials and structural rehabilitation of historic sites during the recovery period.
- ESF 11 will ensure the necessary resources are secured to augment the recovery phase to completion.
- ESF 11 agencies will document costs of operations and submit to the EOC/OEM/Risk Management for the purposes of reimbursement.



- ESF 11 operations will continue at the EOC until the local emergency declaration is terminated or as otherwise directed.

### PRIMARY AND SUPPORTING AGENCY ROLES AND RESPONSIBILITIES

All Agencies	
Phase	Common Roles and Responsibilities
Prevention	<ul style="list-style-type: none"> <li>• As appropriate, identify potential opportunities for preventing the impacts of future incidents.</li> </ul>
Mitigation	<ul style="list-style-type: none"> <li>• As appropriate, identify potential opportunities for mitigating the impacts of future incidents.</li> </ul>
Preparedness	<ul style="list-style-type: none"> <li>• Participate in planning, training, and exercises.</li> <li>• Maintain notification roster.</li> <li>• Maintain inventory of agency resources.</li> <li>• Assist in resolving ESF 11 after-action issues.</li> <li>• Maintain supporting plans and procedures.</li> <li>• Train agency staff for emergency assignments.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide representative(s) to the EOC when ESF 11 is activated.</li> <li>• Maintain a timely information flow to the EOC of all critical information.</li> <li>• Maintain records of costs and expenditures.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Submit records of costs and expenditures for necessary reimbursement.</li> <li>• Participate in ESF 11 after-action review.</li> </ul>

Primary: Department of Agriculture	
Phase	Roles and Responsibilities
Preparedness	<ul style="list-style-type: none"> <li>• Conduct education and training for livestock and small animal protection.</li> <li>• Maintain supporting plans and procedures to include communications with state and federal agencies as well as trade associations.</li> <li>• Assist with providing state guidelines regarding animal welfare prior to an event to necessary parties.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Assess agricultural damage, including designating representatives to serve as members of damage assessment teams.</li> <li>• Communicate with the agricultural community on protective actions and measures.</li> <li>• Work with the Virginia Beach Department of Public Health to ensure that food products affected by a food-related incident are safe for human consumption if offered for sale.</li> <li>• Facilitate a partnership among local, State, Federal, and private entities to provide timely and accurate information in order to mitigate the impact of the incident.</li> </ul>



Recovery	<ul style="list-style-type: none"> <li>• Assist with recovery efforts of livestock / equines after an event.</li> <li>• Assist in agricultural disaster declaration process.</li> <li>• Conduct after-action review (AAR).</li> </ul>
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Supporting: Office of Emergency Management	
Phase	Roles and Responsibilities
Response	<ul style="list-style-type: none"> <li>• Coordinate activities with supporting agencies.</li> <li>• Establish resource protection priorities.</li> <li>• Determine need for emergency resource protection actions, based on input from supporting agencies.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Coordinate activities with other responding agencies.</li> </ul>

Supporting: Department of Public Health	
Phase	Roles and Responsibilities
Response	<ul style="list-style-type: none"> <li>• Inspect restaurants and regulated portions of grocery stores to ensure food safety when an incident is reported or identified.</li> <li>• Conduct limited testing of clinical and environmental samples where food contamination is reported.</li> <li>• Issue health advisories in coordination with Office of Emergency Management and Communications Office. ESF 8 – Health and Medical Services review should also be sought as applicable.</li> <li>• Conduct active disease surveillance and investigation and provide technical assistance during outbreaks or suspected outbreaks at specific locations or facilities.</li> <li>• Upon authorization from the Virginia Beach City Health Director, implement hold orders and permit suspension measures. Order the discarding of food that has been contaminated, adulterated, or not honestly presented.</li> <li>• Establish liaison with Commonwealth and federal health and environmental agencies through the EOC.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Continue to monitor food safety and general sanitation and provide active disease surveillance.</li> <li>• Test and monitor safety of well water / private water system and communicate any warnings / directives with ESF 15 support.</li> </ul>

Supporting: Department of Planning and Community Development	
Phase	Roles and Responsibilities
Preparedness	<ul style="list-style-type: none"> <li>• Coordinate with the Center for GIS to develop and maintain accurate</li> </ul>



	<p>ArcGIS-based map layers of archaeological and architectural historic resources.</p> <ul style="list-style-type: none"> <li>Identify and analyze areas of potential concern in advance of short-term and long-term weather and climate events, such as hurricanes and sea level rise and recurrent flooding.</li> <li>Compile recovery manual for historic properties.</li> </ul>
Response	<ul style="list-style-type: none"> <li>Develop initial inventory of historic properties impacted and conduct basic damage assessments.</li> <li>Coordinate with State Historic Preservation Office (Virginia Department of Historic Resources).</li> <li>Provide recovery manual and other advice to affected historic property owners.</li> <li>Advise City departments on methodologies for preserving historic resources during response period.</li> <li>Coordinate activities to preserve cultural resources with the support of various non-profit and community organizations to fulfill salvage needs to preserve historical artifacts and data.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>Lead Recovery Support Function for Building and Land Use and create comprehensive build-back-better strategy.</li> <li>Provide data on damage to historic resources for requests for federal and state assistance.</li> <li>Provide damage assessment guidance and direction for the salvage of cultural materials and structural rehabilitation of historic sites.</li> </ul>

<b>Supporting: Virginia Beach Police Department</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>Provide criminal investigation services and evidence gathering.</li> <li>Coordinate with Virginia State Police and federal law enforcement authorities.</li> </ul>

<b>Supporting: Department of Parks and Recreation</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>Coordinate activities to preserve natural resources.</li> </ul>

<b>Supporting: Office of Cultural Affairs</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>Coordinate activities to preserve cultural resources with the support of various non-profit and community organizations to fulfill salvage needs</li> </ul>



	to preserve historical artifacts and data.
Recovery	<ul style="list-style-type: none"> <li>• Provide damage assessment guidance and direction for the salvage of cultural materials.</li> </ul>

Supporting: Department of Libraries	
Phase	Roles and Responsibilities
Preparedness	<ul style="list-style-type: none"> <li>• Develop plans and pre-identify specialized contract support for library resource restoration and preservation.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Take action necessary to protect and preserve library resources.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Restore library resources to pre-incident condition, as possible.</li> </ul>

Supporting: Department of Aquarium and Museums	
Phase	Roles and Responsibilities
Preparedness	<ul style="list-style-type: none"> <li>• Develop/maintain supporting plans and procedures, to include continuity of animal care and emergency evacuation.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Coordinate activities to preserve cultural resources with the support of various non-profit and community organizations to fulfill salvage needs to preserve historical artifacts and data.</li> <li>• Provide care, primary emergency response for, and protection of, animals housed in or on VAMSC facilities or grounds.</li> <li>• Coordinate evacuations of animals as needed, enlisting support from pre-established agreements and contracts.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide damage assessment guidance and direction for the salvage of cultural materials and historical sites.</li> <li>• Provide ongoing care and support for animals housed in or on VAMSC facilities or grounds.</li> </ul>

Supporting: Communications Office	
Phase	Roles and Responsibilities
Preparedness	<ul style="list-style-type: none"> <li>• Provide communications support.</li> <li>• Develop messaging and disseminate outreach materials and information to residents regarding emergency preparedness (pre-disaster) at the direction of the Incident Commander.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide communications support.</li> <li>• Develop messaging and disseminate outreach materials and information to residents at the direction of the Incident Commander.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide communications support.</li> <li>• Develop messaging and disseminate outreach materials and information to residents at the direction of the Incident Commander.</li> </ul>



## MAPS AND SUPPORTING DATA

- Museum Sites
- Inventory/locations of cultural resources and historical sites

## REFERENCES

- [Strategic Plan for Agriculture in Chesapeake and Virginia Beach \(2001\)](#)
- Virginia Aquarium and Marine Science Center SOPs
- Surry Radiological Emergency Preparedness Ingestion Pathway Plan
- [National Disaster Recovery Framework \(NDRF\) – Natural and Cultural Resources Recovery Support Function](#)
- Emergency Management Accreditation Program (EMAP) 4.6.3: The emergency operations/response plan shall identify and assign specific areas of responsibility for performing essential functions in response to an emergency or disaster. Areas of responsibility to be addressed include: agriculture and natural resources



## ESF 12: Energy

<b>Primary Agency</b>	<b>Department of Public Works Division of Energy Management</b>
<b>Supporting Agencies</b>	Office of Emergency Management (OEM)
	Department of Public Works (DPW) Division of Building Maintenance
	Department of Public Works (DPW) Division of Fleet Management
	Department of Public Utilities (DPU)
	Communications Office
	Department of Parks and Recreation Division of Landscape Management
	Department of Planning
	Department of Information Technology (IT): Geographic Information Services (GIS)
	Dominion Virginia Power (DVP)
	Virginia Natural Gas (VNG)
Hampton Roads Sanitation District (HRSD)	
<b>State Supporting Agencies</b>	Department of Mines, Minerals, and Energy (DMME)
	Department of Emergency Management (VDEM)
<b>Federal Supporting Agencies</b>	Navy Region Mid-Atlantic Navy Facilities Engineering Command (NAVFAC)
	Department of Energy (DOE)
	U.S. Army Corps of Engineers (USACE)

### MISSION STATEMENT

Emergency Support Function (ESF) 12 – Energy is intended to collect, evaluate, and share information on energy system infrastructure damages and estimate the impacts of energy system outages within the impacted areas.

### SCOPE AND POLICIES

- The term “energy” includes producing, refining, transporting, generating, transmitting, conserving, building, distributing, maintaining, and controlling energy systems and system components.



- All emergency response and recovery operations conducted under ESF 12 will be in accordance with the National Incident Management System (NIMS).
- Upon activation, the primary functions of ESF 12 are to collect, analyze, and provide information on the status of energy resources within the city including fuel, natural gas, and electrical supply distribution.
- ESF 12 will monitor restoration efforts and provide status reports to the EOC, City leadership, and ESF 15 during each operational period.
- The restoration of normal operations of energy facilities and distribution systems is the primary responsibility of the infrastructure owners.
- ESF 12 will establish and maintain contacts with appropriate private sector representatives to obtain information on energy facilities and distribution systems and the status of restoration.
- ESF 12 responsibilities also includes reviews and recommendations regarding the City’s Generator Program, which provides generator backup and support to designated critical infrastructure.
- All departments/agencies assigned responsibilities within this ESF will develop and maintain the necessary plans, standard operating procedures, mutual aid agreements, and model contracts to successfully accomplish their tasks.

### CONCEPT OF OPERATIONS

- Upon activation of the EOC and this ESF, the coordinating agency will provide representation to collect information on the status of the energy facilities and distribution systems.
- Operations will continue at the EOC until the local emergency declaration is terminated or as otherwise directed.

### PRIMARY AND SUPPORTING AGENCY ROLES AND RESPONSIBILITIES

All Agencies	
Phase	Common Roles and Responsibilities
Prevention	<ul style="list-style-type: none"> <li>• As appropriate, identify potential opportunities for preventing the impacts of future incidents.</li> </ul>
Mitigation	<ul style="list-style-type: none"> <li>• As appropriate, identify potential opportunities for mitigating the impacts of future incidents.</li> </ul>



	<ul style="list-style-type: none"> <li>• Assist ESF 15/PIO in developing/maintaining/publicly disseminating outreach materials and information to mitigate the impact of energy disruptions.</li> <li>• Participate in yearly critical facility review and master generator list review for prioritization and maintenance of information.</li> </ul>
Preparedness	<ul style="list-style-type: none"> <li>• Participate in planning, training, and exercises.</li> <li>• Maintain notification roster.</li> <li>• Maintain inventory of agency resources.</li> <li>• Assist in resolving ESF 12 after-action issues.</li> <li>• Maintain supporting plans and procedures.</li> <li>• Train agency staff for emergency assignments.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide representative(s) to the EOC when ESF 12 is activated.</li> <li>• Maintain a timely information flow to the EOC of all critical information.</li> <li>• Maintain records of costs and expenditures.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Submit records of costs and expenditures for necessary reimbursement.</li> <li>• Participate in ESF 12 after-action review.</li> </ul>

Primary: Department of Public Works Division of Energy Management	
Phase	Roles and Responsibilities
Preparedness	<ul style="list-style-type: none"> <li>• Develop standard operating guides and checklists to support ESF 12 activities.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Manage the collection and distribution of information related to emergency supply, infrastructure, and restoration.</li> <li>• Maintain information on the status of fuel supplies and distribution.</li> <li>• Provide updates to EOC, City Leadership, and the Public Information Officer.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Monitor status of fuel and energy infrastructure restoration.</li> <li>• Provide updates to City Leadership and the Public Information Officer (ESF 15).</li> <li>• Coordinate resolution of ESF 12 after-action issues.</li> <li>• With stakeholder input, prioritize energy restoration for City facilities.</li> </ul>

Supporting: Office of Emergency Management	
Phase	Roles and Responsibilities
Preparedness	<ul style="list-style-type: none"> <li>• In cooperation with other agencies, develop and maintain list of critical energy facilities and systems.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide support for information collection and analysis related to ESF 12 responsibilities.</li> </ul>



<b>Supporting: Department of Public Works Division of Fleet Management</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Ensure fuel contracts are in place</li> <li>• Top off all city-owned generators prior to event</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Maintain supply of fuel for city assets.</li> <li>• Provide information on the status of fuel reserves and availability of supply.</li> </ul>

<b>Supporting: Communications Office</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Provide communications support.</li> <li>• Develop messaging and disseminate outreach materials and information to residents regarding emergency preparedness (pre-disaster) at the direction of the Incident Commander.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide communications support.</li> <li>• Develop messaging and disseminate outreach materials and information to residents at the direction of the Incident Commander.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide communications support.</li> <li>• Develop messaging and disseminate outreach materials and information to residents at the direction of the Incident Commander.</li> </ul>

<b>Supporting: Department of Information Technology: Geographic Information Services</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Assist Energy Management and Emergency Management in developing City facility priority energy restoration list.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide EOC mapping assistance as requested.</li> </ul>

<b>Supporting: Dominion Virginia Power</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide information on the status of electrical power service via telephone or through the DVP website.</li> <li>• Maintain prioritization list of critical facilities for service restoration.</li> </ul>

<b>Supporting: Virginia Natural Gas</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide information on the status of natural gas service and facilities through the EOC.</li> <li>• Maintain prioritization list of critical facilities for service restoration.</li> </ul>



Supporting: Hampton Roads Sanitation District	
Phase	Roles and Responsibilities
Response	<ul style="list-style-type: none"> <li>• Provide support as requested.</li> </ul>

### MAPS AND SUPPORTING DATA

- [Dominion Outage Map](#)
- City Facilities with Generator(s) Map
- City-Owned Fueling Locations

### REFERENCES

- City of Virginia Beach Energy Assurance Plan
- [National Infrastructure Protection Plan \(NIPP\)](#)
- [National Disaster Recovery Framework \(NDRF\) – Infrastructure Systems Recovery Support Function](#)
- Emergency Management Accreditation Program (EMAP) 4.6.3: The emergency operations/response plan shall identify and assign specific areas of responsibility for performing essential functions in response to an emergency or disaster. Areas of responsibility to be addressed include: energy and utilities services.



## ESF 13: Public Safety and Security

<b>Primary Agency</b>	<b>Virginia Beach Police Department</b>
<b>Supporting Agencies</b>	Office of Emergency Management (OEM)
	Department of Emergency Communications and Citizen Services (ECCS)
	Department of Public Works (DPW) – Division of Traffic Operations
	Department of Police Animal Care and Adoption Center (ACAC)
	City Attorney’s Office
	Commonwealth Attorney’s Office
	Communications Office
	Sheriff’s Office
<b>State Supporting Agencies</b>	Virginia State Police (VSP)
	Virginia Department of Transportation (VDOT)
	Virginia National Guard (VNG)
	Virginia Marine Resources Commission (VMRC)
	Virginia Department of Health (VDH) Office of the Chief Medical Examiner (OCME)
<b>Federal Supporting Agencies</b>	Federal Bureau of Investigation (FBI)
	Department of Homeland Security (DHS)
	United States Coast Guard (USCG)

### MISSION STATEMENT

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.

### SCOPE AND POLICIES

- All emergency response and recovery operations conducted under ESF 13 will be in accordance with the National Incident Management System (NIMS) and Incident Command System (ICS).



- ESF 13 encompasses the coordination of law enforcement resources during disasters, other large-scale emergencies, and special events to provide for access control and security of the affected area(s), traffic control and management for evacuations and re-entry, intelligence analysis and management, and security for designated response and recovery sites.
- For incidents that are the result of (or suspected to be) an act of terrorism, the Federal Bureau of Investigation will be the primary agency for the criminal investigation.
- The primary agency will actively engage the ESF supporting agencies in planning, training, and exercises to ensure an effective operation upon activation.
- The Police Department Aviation Unit manages the Department's helicopter and Unmanned Aerial Vehicle (UAV) resources. In addition, the Aviation Unit manages the UAV certification process and develops UAV policies for the City of Virginia Beach, which City departments should follow during steady state or emergency response operations.
- All departments/agencies assigned responsibilities within this ESF will develop and maintain the necessary plans, standard operating procedures, mutual aid agreements, and model contracts to successfully accomplish their tasks.

## CONCEPT OF OPERATIONS

- The primary agency monitors incidents on a continuous basis and routinely responds to emergency incidents. Most incidents are managed by the on-scene incident commander (IC).
- During incidents with multi-agency and/or multi-jurisdictional involvement, a unified command will be established whenever possible.
- Upon activation of the Emergency Operations Center (EOC), the primary agency will provide representation to address citywide public safety requirements and issues. The primary agency will ensure supporting agencies are notified and activated as needed.
- ESF 13 will coordinate incoming mutual aid resources in support of law enforcement and security operations.
- ESF 13 will establish staging areas and logistical support bases for requested mutual aid resources supporting law enforcement and security activities.
- The Police Department will coordinate with and provide support to higher education



institutions within the City, such as Regent University, as requested or outlined through Memoranda of Understanding (MOUs).

- Judicial system liaison and support services are to be provided by the Office of the Sheriff.
- Animal emergency planning and sheltering operations will be coordinated by the Virginia Beach Animal Control and Adoption Center.
- In the event National Guard resources are deployed to the City to augment law enforcement and security, the EOC will coordinate and manage the use of those resources.

**PRIMARY AND SUPPORTING AGENCY ROLES AND RESPONSIBILITIES**

All Agencies	
Phase	Common Roles and Responsibilities
Prevention	<ul style="list-style-type: none"> <li>• As appropriate, identify and implement potential opportunities for preventing the impacts of future incidents.</li> </ul>
Mitigation	<ul style="list-style-type: none"> <li>• As appropriate, identify and implement potential opportunities for mitigating the impacts of future incidents.</li> </ul>
Preparedness	<ul style="list-style-type: none"> <li>• Participate in planning, training, and exercises.</li> <li>• Maintain notification roster.</li> <li>• Maintain inventory of agency resources.</li> <li>• Assist in resolving ESF 13 after-action issues.</li> <li>• Maintain supporting plans and procedures.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide representative(s) to the EOC when ESF 13 is activated.</li> <li>• Maintain a timely information flow to the EOC of all critical information.</li> <li>• Maintain records of costs and expenditures.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Submit records of costs and expenditures for necessary reimbursement.</li> <li>• Participate in ESF 13 after-action review.</li> </ul>

Primary: Virginia Beach Police Department	
Phase	Roles and Responsibilities
Preparedness	<ul style="list-style-type: none"> <li>• Maintain situational awareness on potential security threats or incidents facing the City.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Coordinate all law enforcement and criminal investigation operations for the City.</li> <li>• Coordinate security at designated areas.</li> <li>• Provide traffic management and access control.</li> <li>• Coordinate and manage mutual aid resources including VNG.</li> </ul>



	<ul style="list-style-type: none"> <li>• Provide support for temporary morgue operations in cooperation with VDH OCME.</li> <li>• Request and provide alert and warning information to be issued by ECCS.</li> <li>• Provide animal control assistance and animal sheltering support in coordination with VBACAC.</li> <li>• Assist damage assessment operations in cooperation with PW.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Coordinate security at designated areas.</li> <li>• Provide traffic management and access control.</li> </ul>

<b>Supporting: Office of Emergency Management</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide support for information collection and analysis related to ESF 13 responsibilities.</li> </ul>

<b>Supporting: Department of Emergency Communications and Citizen Services</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Provide emergency communications.</li> <li>• Issue VBALERT warnings and alerts as requested and/or authorized.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide emergency communications.</li> <li>• Dispatch resources as requested.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide emergency communications.</li> <li>• Dispatch resources as needed.</li> </ul>

<b>Supporting: Sheriff's Office</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Maintain correctional facility security and management operations.</li> <li>• Upon request, provide assistance in security of designated facilities.</li> <li>• Upon request, provide assistance in site(s) access and control.</li> <li>• Upon request, provide assistance to evacuations (control points, traffic management).</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Upon request, provide assistance in security of designated recovery facilities.</li> </ul>

<b>Supporting: Department of Public Works - Division of Traffic Operations</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide traffic management assistance in support of the primary agency.</li> </ul>



<b>Supporting Agency: Virginia Beach Animal Care and Adoption Center</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Manage animal sheltering operations.</li> <li>• Answer calls for service</li> </ul>

<b>Supporting: City Attorney's Office</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide legal opinions and interpretations.</li> <li>• Draft ordinances as appropriate.</li> </ul>

<b>Supporting: Communications Office</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Serve as a communications conduit among elected officials, City leadership, City personnel, activated incident command structures, and the public.</li> <li>• Request and provide alert and warning information to be issued by ECCS.</li> </ul>

### MAPS AND SUPPORTING DATA

- [Department of Police Precinct Map](#)
- List of MOUs
- Map of state, federal, and quasi-governmental property in Virginia Beach (under revision)

### REFERENCES

- Virginia Beach Police Department Emergency Operations Manual (under revision)
- Virginia Beach Incident Management Team Operating Manual (under revision)
- Virginia Beach Pet Sheltering Plan
- Sandbridge Re-entry Plan
- Emergency Management Accreditation Program (EMAP) 4.6.3: The emergency operations/response plan shall identify and assign specific areas of responsibility for performing essential functions in response to an emergency or disaster. Areas of responsibility to be addressed include: law enforcement.



## **ESF 14: Long-Term Community Recovery**

This plan has been retired. Please see the City of Virginia Beach's Recovery Framework for guidance on long-term recovery.



## ESF 15: External Affairs

<b>Primary Agency</b>	<b>Communications Office</b>
<b>Supporting Agencies</b>	Office of Emergency Management (OEM)
	Department of Emergency Communications and Citizen Services (ECCS)
	Department of Information Technology (IT)
	Virginia Beach Fire Department (VBFD)
	Virginia Beach Police Department (VBPD)
	Department of Emergency Medical Services (VBEMS)
	Department of Parks and Recreation
	Department of Public Health (VBDPH)
	Department of Public Works (DPW)
	Department of Public Utilities (DPU)
	Office of the City Attorney
	Virginia Beach City Public Schools (VBCPS)
	Department of Housing & Neighborhood Preservation
	Department of Aquarium and Museums
	Department of Convention & Visitor Development
	Department of Human Resources
	Department of Human Services
	Department of Public Libraries
	Office of Cultural Affairs
	Office of Volunteer Resources
Virginia Beach Courts	
<b>State Supporting Agency</b>	Virginia Department of Emergency Management (VDEM)



## MISSION STATEMENT

To provide timely and accurate information to the public, the media, the private sector, and local elected officials and employees during emergencies and to provide protective action guidance as appropriate to save lives and protect property.

## SCOPE AND POLICIES

- This ESF annex is intended to provide a flexible organizational structure capable of meeting the various requirements of many disaster scenarios with the potential to require activation of the Emergency Operations Center (EOC). ESF 15 is a functional annex to the Emergency Operations Plan (EOP). Specific operating procedures and protocols are addressed in documents maintained by the participating organizations. This ESF applies to all individuals and organizations involved in communication activities required to support disaster response and recovery operations in Virginia Beach. Specifically, this ESF addresses:
  - Emergency public information and protective action guidance
  - Community relations
  - Media relations
  - Government relations (local, state and federal officials)
- All emergency response and recovery operations conducted under ESF 15 will be in accordance with the National Incident Management System (NIMS).
- When more than two cities are involved in emergency operations, a Regional Public Information Officer will be designated to coordinate the release of information to the media and public regarding the emergency. Public information communications specialists from departments across the City of Virginia Beach, as well as other regional entities' public information staff, will support the Regional Public Information Officer. A rotating schedule will be established to ensure appropriate staffing levels. This policy does not prevent Public Safety supervisors from providing basic information after coordination with ESF 15 nor does it preclude Public Safety and Health Department Public Information Officers (PIOs) or Public Safety Information Officers (PSIOs) from responding to media inquiries at the scene. In the event that an incident commander/official releases time sensitive information at the scene, he or she will ensure that the same information is conveyed to ESF 15.
- It is critical that all points of information released are coordinated to ensure that the public receives accurate, timely and consistent information.



- ESF 15 encompasses the full range of external affairs functions including public information, community relations, media relations and governmental affairs.
- Public information includes providing incident-related information through agency-specific tools, the media and other sources to individuals, families, businesses and industries directly or indirectly affected by the incident.
- Community relations activities include identifying and communicating with community leaders (i.e., grassroots, political, religious, business, labor and ethnic) and neighborhood advocacy groups to ensure a rapid dissemination of information, identify unmet needs and establish an ongoing dialogue and information exchange.
- Government affairs include establishing contact with elected officials, or their representatives, representing the affected areas to provide information on the incident and the status of response and recovery activities. It also includes coordinating responses to inquiries from elected officials.
- The ESF 15 primary agencies and respective public information offices and supporting agencies will take part in training, planning, and exercises to ensure an effective operation upon activation.
- Public education about disaster preparedness is a critical component of ESF 15 and will be conducted on a year-round basis in conjunction with the ESF primary agency.
- Depending on the situation, ESF 15 may establish a Joint Information Center (JIC) that may include representatives from the primary and supporting agencies as needed. Depending on the nature of the incident, technical experts may be needed from a variety of agencies. ESF 15 will work with the Planning Section at the EOC to identify and secure support from needed subject matter experts.
- A “Virtual JIC” or vJIC may be implemented to coordinate and share information among the departments and agencies and other supporting agencies.
- If the EOC is activated on a partial or full basis, a physical JIC will automatically be established in the EOC. It may be activated for EOC monitoring level activities, based upon the decision of the primary agencies.
- ESF 15 will utilize all available communication tools during an emergency, including public information/press releases, social media (both agency-specific social media sites and general community emergency sites), the cable television emergency message system, local government television stations, organizational websites, mass emergency notification system, news conferences, local radio and television, highway advisory radio,



highway digital message boards, community meetings and, if necessary, door-to-door contacts.

- Primary agencies will facilitate the process of developing a “common message” and communications strategy to ensure the consistency of information provided to the public, communities and the private sector.
- In the event of a mass fatality incident, ESF 15 will provide support to the Family Assistance Center (FAC) to include family and media briefings, website postings, social media updates and public information outreach and will facilitate communications with family members.

## CONCEPT OF OPERATIONS

- For emergency response operations involving only one or two agencies such as fire and police, the on-scene Incident Commander determines the need for notifications and all public information is coordinated through the primary agency’s public information office.
- As an incident or threat escalates to involve more than two cities or a local emergency is declared, regional PIOs will coordinate all public information in cooperation with incident management and all agencies involved. Prior to (or in the absence of) an activation of the Emergency Operations Center (EOC), coordination of public information will be through the primary agency.
- The primary agency will coordinate and share information with other departments and agencies through established protocols and procedures.
- ESF Supporting Agencies will notify the ESF 15 primary agencies and determine the need to activate a Joint Information Center (JIC). Other agencies and departments will provide representatives to the JIC as requested. Depending on circumstances, a Virtual JIC may be used instead of or in conjunction with a physical JIC.
- The JIC will operate at the coordination center for all public information activities related to the incident.
- The JIC will continue operations until the EOC is de-activated or as otherwise directed.
- The primary agency will ensure that information is posted if the Regional JIC is activated.



**PRIMARY AND SUPPORTING AGENCY ROLES AND RESPONSIBILITIES**

All Agencies	
Phase	Common Roles and Responsibilities
Prevention	<ul style="list-style-type: none"> <li>As appropriate, identify potential opportunities for preventing the impacts of future incidents.</li> </ul>
Mitigation	<ul style="list-style-type: none"> <li>As appropriate, identify potential opportunities for mitigating the impacts of future incidents.</li> </ul>
Preparedness	<ul style="list-style-type: none"> <li>Participate in planning, training, and exercises.</li> <li>Maintain notification roster.</li> <li>Maintain inventory of agency resources.</li> <li>Assist in resolving ESF 15 after-action issues.</li> <li>Maintain supporting plans and procedures.</li> <li>Train agency staff for emergency assignments.</li> </ul>
Response	<ul style="list-style-type: none"> <li>Provide representative(s) to the EOC when ESF 15 is activated.</li> <li>Maintain a timely information flow to the EOC of all critical information.</li> <li>Maintain records of costs and expenditures.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>Submit records of costs and expenditures for necessary reimbursement.</li> <li>Participate in ESF 15 after-action review.</li> </ul>

Primary: Communications Office	
Phase	Roles and Responsibilities
Preparedness	<ul style="list-style-type: none"> <li>Provide communications support.</li> <li>Develop messaging and disseminate outreach materials and information to residents regarding emergency preparedness (pre-disaster) at the direction of the Incident Commander.</li> <li>Maintain supporting plans and procedures (e.g., Joint City/Schools Emergency Communications Plan, City of Virginia Beach JIC Emergency Communications Plan).</li> <li>Conduct planning with designated supporting agencies.</li> </ul>
Response	<ul style="list-style-type: none"> <li>Provide communications support.</li> <li>Develop messaging and disseminate outreach materials and information to residents regarding emergency preparedness at the direction of the Incident Commander.</li> <li>Provide liaisons to state and/or federal Joint Information Centers, if requested.</li> <li>Conduct press conferences and media briefings.</li> <li>Establish a physical or virtual JIC.</li> <li>Assist with development and communicate of protective action guidance.</li> </ul>



	<ul style="list-style-type: none"> <li>• Provide emergency information to city employees, the media, the public, elected officials and the private sector.</li> <li>• Coordinate community relations and emergency public information.</li> <li>• Provide communications support to a FAC, if needed.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide communications support.</li> <li>• Develop messaging and disseminate outreach materials and information to residents regarding emergency preparedness at the direction of the Incident Commander.</li> <li>• Develop and communicate information on disaster assistance initiatives and programs.</li> <li>• Coordinate media briefings and inquiries.</li> <li>• Coordinate community relations.</li> <li>• Conduct after-action review (AAR).</li> </ul>

<b>Supporting: Office of Emergency Management</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Respond to requests for information needed to address media or other public inquires.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide information on the incident, the current situation, and status of response operations.</li> <li>• Determine need for protective action guidance and provide technical assistance.</li> <li>• Respond to requests for information needed to address media or other public inquires.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide information on recovery assistance programs and operations.</li> <li>• Respond to requests for information needed to address media or other public inquires.</li> </ul>

<b>Supporting: Department of Emergency Communications and Citizen Services</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Provide emergency communications.</li> <li>• Issue VBALERT warnings and alerts as requested and/or authorized.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide emergency communications.</li> <li>• Dispatch resources as requested.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide emergency communications.</li> <li>• Dispatch resources as needed.</li> </ul>



<b>Supporting: Department of Information Technology</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Support the technical needs of the VBALERT Network and other communications and information systems.</li> <li>• Serve as technical advisor and provide assistance with audio/visual feeds to/from the media and other related services at the EOC and/or the JIC and other facilities across the county.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide emergency backup communications.</li> <li>• Support the technical needs of the VBALERT Network.</li> <li>• Provide technical assistance to set-up JIC</li> <li>• Provide technical assistance as requested.</li> <li>• Provide staff support to the GIS Unit in the Planning Section in the EOC.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide technical assistance as requested.</li> <li>• Provide GIS support as requested.</li> <li>• Support the technical needs of the VBALERT Network.</li> </ul>

<b>Supporting: Virginia Beach Fire Department</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Support public education initiatives on emergency preparedness.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Assist with evacuation and protective guidance information distribution.</li> <li>• Provide assistance in developing protective action guidance and other emergency information.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide assistance in developing public information related to the incident.</li> </ul>

<b>Supporting: Virginia Beach Police Department</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Assist with evacuation and protective guidance information distribution.</li> <li>• Provide assistance in developing protective action guidance and other emergency information.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide assistance in developing public information related to the incident.</li> </ul>



<b>Supporting: Virginia Beach Department of Emergency Medical Services</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>Assist with evacuation and protective guidance information distribution.</li> <li>Provide assistance in developing protective action guidance and other emergency information.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>Provide assistance in developing public information related to the incident.</li> </ul>

<b>Supporting: Department of Parks and Recreation</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>Assist with protective guidance information distribution.</li> <li>Provide assistance in developing public information related to the status of parks and recreational facilities.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>Provide assistance in developing public information related to the incident.</li> </ul>

<b>Supporting: Department of Public Health</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>Assist with protective guidance information distribution.</li> <li>Provide assistance in developing public information related to health issues and concerns.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>Provide assistance in developing public information related to the incident.</li> </ul>

<b>Supporting: Department of Public Utilities</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>Assist with protective guidance information distribution.</li> <li>Provide assistance in developing public information related to public utilities-related issues and concerns, including impacts to sanitary-sewer service.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>Provide assistance in developing public information related to the incident.</li> </ul>

<b>Supporting: Department of Public Works</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>Assist with protective guidance information distribution.</li> </ul>



	<ul style="list-style-type: none"> <li>• Provide assistance in developing public information related to public works-related issues and concerns, including snow, traffic light outages, road closures, etc.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide assistance in developing public information related to the incident.</li> </ul>

<b>Supporting: Office of the City Attorney</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• As requested, provide guidance on and vet certain sensitive information before public release.</li> <li>• Provide FOIA support.</li> <li>• Provide assistance in developing public information related to the incident.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• As requested, provide guidance on and vet certain sensitive information before public release.</li> <li>• Provide assistance in developing public information related to the incident.</li> </ul>

<b>Supporting: Virginia Beach City Public Schools</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Identify and publicize resources.</li> <li>• Collaborate in planning with other agencies.</li> <li>• Identify strategic goals and opportunities for effective communications.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Coordinate and provide communications and information to various publics through multiple channels.</li> <li>• Coordinate or conduct press conferences and briefings, as needed.</li> <li>• Support JIC operations with partners, as needed.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Coordinate and communicate information on disaster assistance through multiple channels.</li> <li>• Respond to press inquiries, conduct briefings.</li> </ul>

<b>Supporting: Other Departments</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Assist with protective guidance information distribution.</li> <li>• Provide assistance in developing public information related to agencies issues and concerns.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide assistance in developing public information related to the incident.</li> </ul>



## **MAPS AND SUPPORTING DATA**

- Communications Network Contact List
- Local Media Outlet Contact List
- Hotel Contact List
- Regional Public Information Officer's List
- North Carolina (SE) PIOs
- List of Local Campgrounds, Sandbridge Realtors and Marinas
- Local Legislators
- Military PIOs (NAS Oceana and JEB Little Creek)
- Civic/Neighborhood Organizations

## **REFERENCES**

- Emergency Communications Plan
- Joint City/Schools Emergency Communication Plan
- Emergency Management Accreditation Program (EMAP) 4.6.3: The emergency operations/response plan shall identify and assign specific areas of responsibility for performing essential functions in response to an emergency or disaster. Areas of responsibility to be addressed include: emergency public information.
- EMAP 4.10: Communications and Warning.
- EMAP 4.15: Crisis Communications, Public Education, and Information.



## ESF 16: Military Affairs

<b>Primary Agency</b>	Office of the City Manager
<b>Supporting Agencies</b>	Office of Emergency Management (OEM)
	Virginia Beach Fire Department (VBFD)
	Virginia Beach Police Department (VBPD)
	Communications Office
<b>State Supporting Agencies</b>	Virginia Department of Military Affairs (VDMA)
	Virginia Defense Force
<b>Federal Supporting Agencies</b>	Navy Region Mid-Atlantic
	Naval Air Station (NAS) Oceana/Dam Neck
	Joint Expeditionary Base (JEB) Fort Story/Little Creek
	Joint Task Force – Civil Support
	United States Coast Guard (USCG) Sector Hampton Roads

### MISSION STATEMENT

Coordinate requests for and integration of military resources in times of emergency or disaster.

### SCOPE AND POLICIES

- This ESF annex is intended to provide a flexible organizational structure capable of meeting the various requirements of many disaster scenarios with the potential to require activation of the Emergency Operations Center (EOC). ESF 16 is a functional annex to the Emergency Operations Plan (EOP). Specific operating procedures and protocols are addressed in documents maintained by the participating organizations. This ESF applies to all individuals and organizations involved in the utilization of military resources to support disaster response and recovery operations in the City of Virginia Beach. Specifically, this ESF addresses:
  1. Identifying and defining military mission requests
  2. Integrating military resources into response operations
- All emergency response and recovery operations conducted under ESF 16 will be in accordance with the National Incident Management System (NIMS).



- ESF 16 activities will be focus on satisfying resource requests from responding agencies to assist in execution of assigned disaster missions.
- ESF 16 will serve as the coordination point for information regarding the integration of military assets in regional response and recovery operations.
- Documentation will be maintained as appropriate for reimbursement in accordance with the Financial Annex in the City of Virginia Beach Emergency Operations Plan.

## CONCEPT OF OPERATIONS

- OEM monitors incidents and threats to the region on a 24/7 basis, either virtually or at the city's Emergency Operations Center (EOC).
- As an incident or threat escalates, OEM will issue notifications and alerts to regional response partners in accordance with established protocols.
- To manage their operations, all emergency support functions will collect and process information. The EOC will focus on collecting critical information that is of common value or need to more than one ESF or operational element to create an overall perspective of the incident. ESFs need to provide this critical information which will be used to develop action plans, reports, briefings, and displays.
- Resource allocation issues identified through ESF operations that cannot be resolved through normal EOC channels will be addressed with Senior Policy Group guidance. Resource needs that cannot be met with regional assets or through mutual aid will be submitted to the Commonwealth of Virginia as a formal Request for Assistance by the Emergency Management Coordinator. As appropriate, military resources may be tapped to augment local response capabilities.
- ESF 16 will coordinate with military command on the execution of military missions in support or regional response and recovery operations.
- On completion of specific assistance missions, military forces will be redeployed at the direction of military command.
- ESF 16 will maintain documentation of disaster activities and costs for accountability.
- Operations will continue at the EOC until the local emergency declaration is terminated or as otherwise directed.



**PRIMARY AND SUPPORTING AGENCY ROLES AND RESPONSIBILITIES**

<b>All Agencies</b>	
<b>Phase</b>	<b>Common Roles and Responsibilities</b>
Prevention	<ul style="list-style-type: none"> <li>As appropriate, identify potential opportunities for preventing the impacts of future incidents.</li> </ul>
Mitigation	<ul style="list-style-type: none"> <li>As appropriate, identify potential opportunities for mitigating the impacts of future incidents.</li> </ul>
Preparedness	<ul style="list-style-type: none"> <li>Participate in planning, training, and exercises.</li> <li>Maintain notification roster.</li> <li>Maintain inventory of agency resources.</li> <li>Assist in resolving ESF 16 after-action issues.</li> <li>Maintain supporting plans and procedures.</li> <li>Train agency staff for emergency assignments.</li> </ul>
Response	<ul style="list-style-type: none"> <li>Provide representative(s) to the EOC when ESF 16 is activated.</li> <li>Maintain a timely information flow to the EOC of all critical information.</li> <li>Maintain records of costs and expenditures.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>Submit records of costs and expenditures for necessary reimbursement.</li> <li>Participate in ESF 16 after-action review.</li> </ul>

<b>Primary: Office of the City Manager</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>Identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of ESF 16 during periods of activation.</li> <li>Coordinate resolution of ESF 16 after-action issues.</li> </ul>
Response	<ul style="list-style-type: none"> <li>Serve as the point of contact for local military installations requesting assistance.</li> <li>Coordinate with OEM to request local military support through the Virginia Emergency Operations Center.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>Conduct after-action review (AAR).</li> </ul>

<b>Supporting: Office of Emergency Management</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>Coordinate activities with cooperating agencies.</li> <li>Submit requests for assistance for unmet needs to the Commonwealth of Virginia Emergency Operations Center.</li> <li>Serve as initial liaison to military leadership, then transition liaison role to requesting department/agency.</li> <li>Serve as liaison to VDEM and the Commonwealth EOC.</li> </ul>



	<ul style="list-style-type: none"> <li>• Ensure that all required agency forms, reports, and documents are completed prior to demobilization.</li> <li>• Deactivate the EOC when appropriate.</li> <li>• Provide EOC resource ordering/tracking and information coordination support.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Coordinate activities with other responding agencies.</li> <li>• Gather information on unmet needs and define requests for assistance.</li> </ul>

**Supporting: Virginia Beach Fire Department**

Phase	Roles and Responsibilities
Response	<ul style="list-style-type: none"> <li>• Provide primary response or mutual aid support for fire suppression and emergency medical services, as needed.</li> </ul>

**Supporting: Virginia Beach Police Department**

Phase	Roles and Responsibilities
Response	<ul style="list-style-type: none"> <li>• Provide primary response or mutual aid support for law enforcement, security, traffic control, animal control, and other operations, as needed.</li> </ul>

**Supporting: Communications Office**

Phase	Roles and Responsibilities
Response	<ul style="list-style-type: none"> <li>• Provide support to installation Public Affairs Officers as requested.</li> <li>• Develop and distribute emergency public information.</li> </ul>

**MAPS AND SUPPORTING DATA**

- Joint Expeditionary Base (JEB) [Little Creek](#) and [Fort Story](#) Installation Maps
- Naval Air Station Oceana and Dam Neck Annex Installation Maps
- State Reservation Camp Pendleton Installation Map

**REFERENCES**

- [Commander Navy Region Mid-Atlantic Memorandum of Understanding with Virginia Beach Police Department](#)
- Defense Support of Civil Authorities Playbook
- Emergency Management Accreditation Program (EMAP) 4.6.3: The emergency operations/response plan shall identify and assign specific areas of responsibility for performing essential functions in response to an emergency or disaster. Areas of responsibility to be addressed include: military support.



## ESF 17: Volunteer and Donations Management

<b>Primary Agencies</b>	<b>City Manager’s Office – Office of Volunteer Resources Department of Public Works – Facilities</b>
<b>Supporting Agencies</b>	Office of Emergency Management (OEM)
	Department of Budget and Management Services
	Communications Office
	Department of Human Services (DHS)
	Department of Human Resources (HR)
	Office of the City Attorney
	Emergency Communication and Citizen Services (ECCS)
	Department of Finance
	Department of Fire (FIR)
	Volunteer Resource Managers across ALL departments (VRMs)
	Southeastern Virginia Voluntary Organizations Active in Disaster (VOAD)
	Operation Blessing, Inc.
	Salvation Army of Hampton Roads Area Command
United Way of South Hampton Roads	
<b>State Supporting Agency</b>	Virginia Department of Emergency Management (VDEM)

### MISSION STATEMENT

Coordinate the process to effectively use volunteers and donations during and after a disaster or emergency situation.

### SCOPE AND POLICIES

- This ESF annex is intended to provide a flexible organizational structure capable of meeting the various requirements of many disaster scenarios with the potential to require activation of the Emergency Operations Center (EOC). ESF 17 is a functional annex to the Emergency Operations Plan (EOP). Specific operating procedures and protocols are addressed in documents maintained by the participating organizations. This ESF applies to all individuals and organizations involved in the management of donations and



volunteers to support disaster response and recovery operations in the City of Virginia Beach. Specifically, this ESF addresses:

- Assessing, prioritizing, and coordinating requests for volunteers
  - Managing recruitment, reception, and deployment of volunteers
  - Manage offers of, reception, and distribution of goods
  - Manage offers of, reception, and distribution of financial donations
- 
- This ESF covers the volunteers that assist in disaster; this does not include City staff that are reassigned from their daily role or who “volunteer” for an ad hoc/temporary assignment. City staff are managed under ESF 7 – Resource Management. This ESF is for non-City staff and volunteers (affiliated and spontaneous/unaffiliated). However, ESF 17 locations (VRC/in-kind donation management locations) are STAFFED by paid, City employees. Therefore, Human Resources plays a role in staffing these assignments, even though the human capital does not fall under their purview.
  - All emergency response and recovery operations conducted under ESF 17 will be in accordance with the National Incident Management System (NIMS).
  - ESF 17 agencies assigned responsibilities within this ESF will develop and maintain the necessary plans, standard operating procedures, mutual aid agreements, and model contract to successfully accomplish their tasks.
  - ESF 17 primary and supporting agencies will actively engage in training and exercises to ensure an effective operation upon activation.
  - ESF 17 activities will be directed toward satisfying the needs of responding agencies requiring volunteer and donations support to perform their assigned disaster missions.
  - Agencies will actively encourage individuals interested in volunteering time and personal skills to affiliate with a recognized VOAD member organization or to participate through the VBCERT & MRC programs to maximize their involvement in relief activities.
  - Donations of cash or requested items to established disaster relief organizations will be encouraged rather than the donation of unsolicited clothing, food or other items.
  - ESF 17 will utilize available primary and supporting agency capabilities.

## CONCEPT OF OPERATIONS

- The primary agency will contact supporting agencies and organizations as necessary to collect additional information.



- As an incident or threat escalates, the primary agency will issue notifications to supporting agencies and agency emergency personnel in accordance with internally established protocols and checklists.
- Upon activation of the EOC, the primary agency will provide representation to the EOC to coordinate volunteer and donations management support.
- Once the EOC is activated, all requests for volunteer support by other regional departments and agencies will be submitted to the EOC for coordination, validation, and/or action.
- ESF 17 will coordinate requests for volunteers and donations from community agencies and other ESFs with calls from the public who wish to volunteer or donate.
- ESF 17 will coordinate with ESF 15—External Affairs to send appropriate information to the public about ongoing efforts to solicit and receive volunteers and in-kind and cash donations.
- ESF 17 will coordinate with ESF 5—Emergency Management to use a centralized intake system (e.g. phone line, email, web forum) to collect information relevant to volunteer and donations management.
- ESF 17 will ensure the hours volunteered and skills-based volunteering are properly documented and submitted to the EOC/OEM/Risk Management or other agency as directed.
- ESF 17 will, as needed, activate MOUs with partnering agencies to establish and manage a volunteer reception center, in-kind donation collection site, and/or a monetary donation site.
- ESF 17 will monitor the status of the volunteer and donation management systems and provide updates to EOC Command as requested.
- ESF 17 agencies will maintain records of relevant costs and expenditures and forward them to the EOC/OEM/Risk Management or other agency as directed.

**PRIMARY AND SUPPORTING AGENCY ROLES AND RESPONSIBILITIES**

All Agencies	
Phase	Common Roles and Responsibilities
Prevention	<ul style="list-style-type: none"> <li>• As appropriate, identify potential opportunities for preventing the</li> </ul>



	impacts of future incidents.
Mitigation	<ul style="list-style-type: none"> <li>As appropriate, identify potential opportunities for mitigating the impacts of future incidents.</li> </ul>
Preparedness	<ul style="list-style-type: none"> <li>Participate in planning, training, and exercises.</li> <li>Maintain notification roster.</li> <li>Maintain inventory of agency resources.</li> <li>Assist in resolving ESF 17 after-action issues.</li> <li>Maintain supporting plans and procedures.</li> <li>Train agency staff for emergency assignments.</li> </ul>
Response	<ul style="list-style-type: none"> <li>Provide representative(s) to the EOC when ESF 17 is activated.</li> <li>Maintain a timely information flow to the EOC of all critical information.</li> <li>Maintain records of costs and expenditures.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>Submit records of costs and expenditures for necessary reimbursement.</li> <li>Participate in ESF 17 after-action review.</li> </ul>

Primary: Office of Volunteer Resources	
Phase	Roles and Responsibilities
Preparedness	<ul style="list-style-type: none"> <li>Identify and advertise emergency volunteer opportunities to assist in volunteer recruitment and skills assessment.</li> <li>Coordinate resolution of ESF 17 after-action issues.</li> <li>Advocate volunteerism and donations to support disaster survivors with support from ESF 15.</li> <li>Liaison with VOAD partner agencies.</li> <li>Maintain list of volunteer partners and communicate regarding planning initiatives.</li> </ul>
Response	<ul style="list-style-type: none"> <li>Coordinate activities with supporting agencies, ensuring that situational assessments include human needs.</li> <li>Coordinate with ESF 15 to make information on volunteer and donation resources available to the community.</li> <li>Utilize 311 and other community-facing resources to direct members to the proper volunteer and donations resources.</li> <li>Provide direction and guidance regarding volunteer management.</li> <li>Assist with the assessment and prioritization on affected area needs for donations and volunteers.</li> <li>Coordinate with partnering agencies on the opening of volunteer reception centers if needed.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>Provide available volunteer assets to support recovery activities.</li> </ul>



<b>Primary: Department of Public Works – Facilities</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Coordinate resolution of ESF 17 after-action issues.</li> <li>• Pre-identify potential locations and needs for in-kind donation management/donation collection centers/volunteer reception centers (if necessary).</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Coordinate activities with supporting agencies, ensuring that situational assessments include in-kind donation needs.</li> <li>• Provide direction and guidance regarding donations management.</li> <li>• Assist with the assessment and prioritization on affected area needs for donations.</li> <li>• Coordinate with partnering agencies on the opening of donation collection centers if needed.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide available assets to support recovery activities.</li> </ul>

<b>Supporting: Department of Finance – Risk Management</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Develop process prior to an event to collect donations locally.</li> <li>• Provide technical assistance on the City’s liability.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide process to the community.</li> <li>• Provide technical assistance on the City’s liability.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Coordinate with partnering agencies on the management of a local donation fund if needed.</li> <li>• Provide technical assistance on the City’s liability.</li> </ul>

<b>Supporting: Office of Emergency Management</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Identify and advertise emergency volunteer opportunities to assist in volunteer recruitment and skills assessment.</li> <li>• Coordinate resolution of ESF 17 after-action issues.</li> <li>• Advocate volunteerism and donations to support disaster survivors with support from ESF 15.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Coordinate activities with supporting agencies, ensuring that situational assessments include human needs.</li> <li>• Provide direction and guidance regarding ESF 17 issues.</li> <li>• Assist with the assessment and prioritization on affected area needs for donations and volunteers.</li> <li>• Assist with the coordination of volunteer reception centers and/or donation collection centers, if needed.</li> </ul>



	<ul style="list-style-type: none"> <li>• Coordinate with VDEM to activate and deploy VOAD resources.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide available volunteer assets to support recovery activities.</li> </ul>

<b>Supporting: Department of Human Services</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Assist in the coordination of volunteer agencies and services to support disaster survivors at shelters, community assistance centers, and family reception centers/ family assistance centers.</li> </ul>

<b>Supporting: Office of the City Attorney</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Assist with the development and execution of Memorandums of Understanding (MOUs) with various external partners to assist with response and recovery operations in the City.</li> </ul>

<b>Supporting: Department of Emergency Communications and Citizen Services</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide communications capabilities/assets.</li> <li>• Track and triage information related to volunteers and donated goods.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Coordinate with supporting agencies to populate Crisis Cleanup, as needed.</li> </ul>

<b>Supporting: Communications Office</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Provide communications support.</li> <li>• Develop messaging and disseminate outreach materials and information to residents regarding emergency preparedness (pre-disaster) at the direction of the Incident Commander.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide communications support.</li> <li>• Develop messaging and disseminate outreach materials and information to residents at the direction of the Incident Commander.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide communications support.</li> <li>• Develop messaging and disseminate outreach materials and information to residents at the direction of the Incident Commander.</li> </ul>



<b>Supporting: Department of Budget and Management Services</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Provide data management and analysis services, as needed, to manage requests for assistance and deployment of volunteer resources.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide data management and analysis services, as needed, to manage requests for assistance and deployment of volunteer resources.</li> </ul>

<b>Supporting: Department of Fire</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Response	<ul style="list-style-type: none"> <li>• Designate fire stations to be used as food collection locations.</li> <li>• Publicize food collection locations in coordination with ESF 17.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Assist in managing food donations and in-kind donations, if needed.</li> </ul>

<b>Supporting: Department of Human Resources</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Assist with identifying and advertising emergency ad-hoc/temporary assignments to assist in recruitment and skills assessment.</li> <li>• Assist with identifying City staff for in-kind donation management and volunteer reception centers.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Provide back-up support to the Office of Volunteer Resources.</li> <li>• Provide assistance with assignments and job aids</li> <li>• Identify City staff for in-kind donation management and volunteer reception centers.</li> <li>• Activate disaster assignments for City staff assigned to ESF 17.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Assist with providing assignments to volunteers, if needed.</li> </ul>

<b>Supporting: Volunteer Resource Managers – ALL CITY DEPARTMENTS</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Participate in training and exercises related to the establishment of Volunteer Reception Centers and Donation Collection Centers.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Staff Volunteer Reception Centers and Donation Collection Centers as needed.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Provide available assets to support recovery activities.</li> <li>• Ensure reports are compiled regarding hours/donations and sent to OEM/Risk Management.</li> </ul>



<b>Supporting: Southeastern Virginia Voluntary Organizations Active in Disaster</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Mitigation	<ul style="list-style-type: none"> <li>Assist member organizations and communities to identify and remediate vulnerabilities to potential disaster conditions.</li> <li>Work with the state and federal government to meet the unmet needs of disaster survivors.</li> <li>Support the identification of donated goods, services, manpower, etc.</li> </ul>
Preparedness	<ul style="list-style-type: none"> <li>Recruit member organizations and assist them in educating and preparing their respective communities to face and respond to disaster situations.</li> </ul>
Response	<ul style="list-style-type: none"> <li>Identify and recruit non-governmental organizational (NGO) organizational resources available to respond to needs identified and responses requested by ESF 17.</li> <li>Coordinate volunteer efforts among VOAD members.</li> <li>Provide disaster assistance within the scope of their mission and resources.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>Assist in reporting volunteer hours.</li> <li>Identify and recruit NGO resources available for long term assistance following major trauma to the region.</li> <li>Work with jurisdictions and regional volunteer agencies.</li> <li>Support the identification of donated goods, services, manpower, etc.</li> </ul>

<b>Supporting: Operation Blessing</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>Enter in MOU with Virginia Beach to manage unaffiliated volunteers.</li> <li>Participate in exercises locally.</li> <li>Provide training opportunities for VRMs.</li> </ul>
Response	<ul style="list-style-type: none"> <li>Set-up and manage a volunteer reception center for spontaneous/unaffiliated volunteers.</li> <li>Provide registration, vetting and training.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>Assist in reporting volunteer hours.</li> <li>Demobilize volunteers from activation.</li> </ul>

<b>Supporting: Salvation Army of Hampton Roads Area Command</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>Enter in MOU with Virginia Beach to manage donated items.</li> <li>Participate in exercises locally.</li> <li>Provide training opportunities for VRMs.</li> </ul>
Response	<ul style="list-style-type: none"> <li>Set-up and manage a donation collection site.</li> </ul>



	<ul style="list-style-type: none"> <li>• Provide registration, vetting and training.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Assist in reporting volunteer hours.</li> <li>• Demobilize volunteers from activation.</li> </ul>

<b>Supporting: United Way of South Hampton Roads</b>	
<b>Phase</b>	<b>Roles and Responsibilities</b>
Preparedness	<ul style="list-style-type: none"> <li>• Enter in MOU with Virginia Beach to manage a local donation fund.</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Set-up and manage a local donation fund.</li> </ul>
Recovery	<ul style="list-style-type: none"> <li>• Assist in reporting monetary contributions.</li> </ul>

**MAPS AND SUPPORTING DATA**

- VOAD Partner List

**REFERENCES**

- MOUs:
  - City of Virginia Beach / Operation Blessing
  - City of Virginia Beach / Salvation Army of Hampton Roads Area Command
  - City of Virginia Beach / United Way of South Hampton Roads
- Emergency Management Accreditation Program (EMAP) 4.6.3: The emergency operations/response plan shall identify and assign specific areas of responsibility for performing essential functions in response to an emergency or disaster. Areas of responsibility to be addressed include: volunteer and donations management.
- EMAP 4.8.3: The Emergency Management Program shall have an implemented resource management process that addressed acceptance, management of donated goods, materials, services, personnel, financial resources, and facilities whether solicited and/or unsolicited.